

UCAS higher education exhibitions

Exhibitor manual

Address Ayrshire College
Kilmarnock Campus
Hill Street
Kilmarnock
KA1 3HY

Date 19 September 2019

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A

Accidents and near misses

It is essential that you report all accidents which occur in the college. An accident is any incident where someone was injured (no matter how trivial) or could have been injured, or where buildings, property, equipment, or personal belongings were damaged or could have been damaged.

Report all accidents either through your host or directly to the Health, Safety, and Wellbeing Team at hsw@ayrshire.ac.uk

The college is required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations to keep a record of all accidents and take appropriate action.

Accommodation

- [Park Hotel](#) Tel: 01563 545 999
- [The Fenwick Hotel](#) Tel: 04560 600 478

This is a general list provided for information only, and are not recommendations from UCAS.

Arrival

On arrival, exhibitors should use the front or back door of the campus and report to reception for registration.

B

Build-up and breakdown

Build-up

Exhibitors will have access to the venue from 14:00 Wednesday 18 September, and from 08:00 on the Thursday 19 September.

Breakdown

Exhibitors can start breaking down when the event finishes at 15:00. Breakdown will need to be completed by 18:00.

Business centre

Printing and faxing facilities are available but limited. Please speak to the event staff for further information.

C

Car parking

There will be extremely limited parking on campus. Public parking can be found in the nearby multistorey (Zone B £1 for the day), or other public parking near the station and local shops.

Catering

Food and drinks are available for purchase at the Still Room (café on campus) or Refectory (canteen on campus).

D

Deliveries

Exhibitors can send deliveries to Central Stores at the Kilmarnock Campus (Hill Street, Kilmarnock, KA1 3HY). All deliveries should be clearly marked as materials for the UCAS Event.

Ayrshire UCAS higher education exhibition

Exhibitor name and stand number

Ayrshire College

Kilmarnock Campus

Hill Street

Kilmarnock

Scotland

KA1 3HY

E

Electrical services and stand power

Power is available for your stand, if you have requested this. Please contact r.jones1@ucas.ac.uk if you require power.

Any electrical items used must be portable appliance tested.

Emergency procedures

In the event of an emergency, college staff will assist with the evacuation of the event.

Fire:

A. If you hear the fire alarm:

- 1** Stop what you are doing.
- 2** Evacuate the building to Assembly Point 2.
- 3** Do not return for valuables.
- 4** Do not re-enter building until told to do so by the Evacuation Controller (orange hi-vis) or Fire and Rescue staff.

B. If you discover a fire:

- 1** Do not attempt to fight it.
- 2** Leave the room.
- 3** Close the door to contain the fire.
- 4** Operate the nearest break glass call point to evacuate the building (Estates will call the Fire Brigade).
- 5** Evacuate the building to Assembly Point 2.
- 6** Inform the first member of staff you meet, or the Fire and Rescue team of the location and type of fire.
- 7** Do not return for valuables.
- 8** Do not re-enter the building until told to do so by the Evacuation Controller (orange hi-vis) or Fire and Rescue staff.

Please note: The fire alarm is tested at 11:00 and 18:00 each Wednesday. No evacuation is necessary unless the alarm sounds for longer than 30 seconds.

Exhibition stands and furniture

One table and two chairs are provided, unless otherwise specified.

Event staff

Event staff can be easily identified by their red UCAS t-shirts, and will be available throughout the day to assist exhibitors. They can help you with the breakdown of boxes, how to locate toilets, refreshments, and any other queries you might have.

If the event ambassadors are busy and you need assistance, please go to the general information desk.

F

First aid

The college has trained first aid personnel available on all campuses. Details of first aiders can be found on health, safety, and wellbeing noticeboards.

If you require first aid for yourself or for someone else who has been injured, please inform Front of House.

Give full details of the incident, including what the injury/incident is and how serious it is. A first aider will be contacted.

Keep calm and keep the injured person calm. Do not let them leave until they have been seen by the first aider.

If you think that an ambulance is required, then ask for one when you request first aid. If an ambulance has already been sent for, please inform Front of House.

Automated External Defibrillators are located:

- First Aid Room, Health and Wellbeing Centre, ground floor.
- Outside 0.21 Motor Vehicle classroom, ground floor.
- Opposite double lifts, second floor.

The types of AED installed are suitable for any person to use. At every stage, audio instruction is given by the equipment.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals or shoes, flip-flops, and flimsy footwear are not permitted.

H

Height restrictions

There is no height restriction.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate public and employers' liability cover, in line with the booking terms and conditions.

Internet

Internet access is available. Please see handout provided.

L

Lost property

Please report any lost or found property to reception.

O

Organisers

On the day of the event, if you wish to contact the event organiser, please visit the general information desk.

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction for the duration of the exhibition.

- a) No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
- b) The floor around your stand shall be kept level and even, and shall not be allowed to become slippery or a source of danger.
- c) Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

R

Risk assessment

All exhibitors, by completing their booking to attend the event, have legally agreed to implement the control measures – as detailed in the generic risk assessment provided at the point of booking – for exhibitors attending an event of this nature. This highlights the significant risks that exist during such an event. A copy of the risk assessment can be found at the back of this exhibitor manual. You are strongly advised to read this document, and encourage all staff attending the event with you to do the same.

You may also have completed an additional risk assessment as part of your booking. Please ensure you bring a copy of this with you to the event, and also email a copy to the organisers at exhibitions@ucas.ac.uk.

S

Scanner collection

If you have booked scanners for use at the exhibition, you can collect them from 08:30, at the front of the exhibition hall. Please bring your licence codes with you, and return your scanners to the same location at the end of the day.

Security

Any items dropped off will be stored safely. The building is locked overnight.

Smoking

The college campuses are designated as 'no smoking areas.' This means that staff, students, and visitors are not allowed to smoke anywhere within college campuses. This includes all college grounds, buildings, and vehicles.

The restriction on smoking also applies to e-cigarettes and other electronic nicotine dispensing systems.

If you wish to smoke or vape, please go off campus.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.

Exhibitor code of conduct

Who does this apply to?

This code of conduct forms part of the exhibitor terms and conditions and applies to exhibitors or organisations/sole traders of any background booking marketing opportunities or stand space at an exhibition or conference.

Introduction

UCAS organises a network of events across the UK, for prospective students to gather information, advice and guidance about education and career opportunities, from a wide range of course providers and organisations. To ensure students' needs are at the heart of the events, and all exhibitors are able to engage effectively with them, all exhibitors must adhere to this code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

Staffing

- **Exhibitors should arrive and set up in sufficient time before opening of the event, and not depart until it has officially closed. Exhibitors are required to remain at the event for the duration of the opening times, to ensure that all visitors have fair access to information and advice.**
- All members of staff attending or working at events should be given a copy of the code of conduct, and fully comply with it. They should display a high standard of professionalism in their work, and offer information, advice and guidance effectively, and with integrity. Any member of staff, including contractors and couriers, who are rude, disregard instructions from the organisers, or behave in any way that is deemed inappropriate for a UCAS exhibition, will be asked to leave the event. All incidents of this nature will be followed up and reported to the provider/organisation the member of staff represents.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their provider or organisation. Pre-event information should be passed on to those attending the event.
- Please carefully consider the number of staff working at each event. All staff should be able to comfortably work within the allocated space provision. UCAS recommends no more than two staff on a 2m x 1m stand, three people on a 3m x 2m/3m x 3m stand, four people on a 4m x 3m and 5m x 3m stand, six people on a 6m x 2m/6m x 3m stand, and eight people on a 6m x 6m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is compromised.

- Student talks are delivered on an impartial basis. To uphold the event's impartiality, those asked to deliver a student talk at an event must ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a particular higher education provider, organisation, or company. Any presenter who does not support impartiality will be prohibited from delivering student talks at future events.
- Exhibitors should inform UCAS and the local event organiser if they are unable to attend an event. Many events are at capacity, with a waiting list of exhibitors. Non-attendance at events, without prior notice, may jeopardise future participation.

Marketing materials

All promotional material should be relevant, and provide a balanced view of the organisation it represents.

Unless a specific stand size has been booked, the standard provision of space is:

- Shell scheme – 3m x 2m. Furniture will not automatically be provided – you can order furniture options when booking.
- Campus events – 2m x 1m. Furniture will not automatically be provided – you can order furniture options when booking.
- Specific stand sizes and locations are selected when booking stands at the Create your future exhibitions. Furniture will not automatically be provided – you can order furniture options when booking.

Display stands and all materials must be of the appropriate dimensions to fit within this space allocation, without obstructing the aisles or neighbouring stands. Storage space at campus events is minimal, therefore all banner stands/prospectus storage must be kept within the stand area and must not obstruct neighbouring stands/aisle space or cause trip hazards. **If the stand size exceeds the provided space allocation, exhibitors will be asked to dismantle/adjust their display materials to fit within the allocated space.**

During events

- Stands must not be dismantled while visitors remain in the hall, for health and safety reasons.
- Exhibitors must remain on their stand throughout the event, and must not carry out any promotional based activity in the gangways or between stands. This is for health and safety, and to ensure visitors are able to access a range of information, advice and guidance.
- Exhibitors should not leave their stand when trying to get visitors' attention, or when having any discussions with visitors. Please stay on your stand, so the aisles are kept clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition floor during event opening hours.

Upholding the code of conduct

UCAS and HELOA recognise that exhibitors work hard to comply with the code of conduct, and in the unlikely event that issues arise, any concerns will be addressed quickly. Any exhibitor, local event organiser, or visitor with concerns should initially raise these with the UCAS representative attending the event. The UCAS representative will liaise with the relevant exhibitor(s) to seek a resolution. All issues raised will be logged and reviewed regularly by UCAS and HELOA. If issues arise repeatedly, the individual with overall responsibility for UCAS events at the provider/organisation will be notified, and appropriate resolution sought. Attendance at future events will be jeopardised if the code of conduct is not upheld.

If concerns relate to serious health and safety issues, the UCAS representative (or local event organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors, and visitors.

Outside of event opening times, UCAS can be contacted at events@ucas.ac.uk.