

# Wangapeka Study and Retreat Centre

## Course Manager Responsibilities

### -Category 1 Courses-

Overall the primary function of the CM (Course Manager) is to facilitate the careful organisation of the course through good communication between the WET office caretaker, the cook, the participants, the teacher(s) and yourself- the CM. It is a full, yet incredibly rewarding role, and one that is central to ensuring a successful course. So, a big “Thank you” for taking on this pivotal service role – hopefully you will really enjoy it.

Your specific tasks as the CM are outlined below. You are welcome to delegate tasks to others however they do remain the responsibility of the CM. If you have any questions regarding this role you are welcome to contact the Wangapeka Office Caretaker <[wangapekacentre@gmail.com](mailto:wangapekacentre@gmail.com)> or the CM mentor – Jane Hobday <[jane.hobday17@gmail.com](mailto:jane.hobday17@gmail.com)>.

The CM role has four phases which are outlined below. Following this is a specific checklist of the various tasks to complete at each phase and that you can use as an ongoing handy reference guide.

#### **(1) Pre-course - tasks & responsibilities of the Course Manager**

The pre-course phase addresses the specific processes required for the course to run. This includes such things as; liaising with the Teacher(s), establishing a course budget, publicity, corresponding with participants & the Wangapeka office caretaker, deciding on the cooking arrangement for the course and organising any resources that are needed for the course.

**Dana to the Centre** - Over the last few decades Wangapeka has evolved due to the generosity of many, many people. In this spirit of generosity, courses will often allocate up to an hour per day per person (sometimes more) to offer service to the Centre. If you wish to include this in your course or to know more, please contact the Office Caretaker.

#### **(2) During the Course - tasks & responsibilities of the Course Manager**

The initial set up at Wangapeka can be a quite a busy time for the CM. The tasks include - the setting up of teaching space(s), checking in with the cook regarding the needs of the kitchen, the allocation of accommodation, clarifying and allocating the chores on the “roster-board”. It may also include setting up the Teacher(s)’ accommodation depending on what is arranged.

Once the course begins, the role of the CM moves more into supporting the ongoing smooth running of the course. At this stage the CM’s role is to often act as the interface between teacher(s), WET staff, cook and the participants of the course.

#### **(3) End of Course - tasks & responsibilities of the Course Manager**

The primary task here is for the CM to oversee the careful cleaning of the Centre and that all necessary tasks are completed. The CM may have a role in facilitating transport for participants in leaving Wangapeka.

#### **(4) Post Course - tasks & responsibilities of the Course Manager**

This phase is really about tying up any loose ends from the course and may include some final liaising with the Wangapeka Office Caretaker.

**Wangapeka Study and Retreat Centre**  
**Course Manager Check-list – the tasks/responsibilities in detail**  
**-Category 1 Courses-**

<b>(1) Pre-course tasks</b>	<b>Completed</b>
<b>A) Teacher liaison</b>	
<p>a) <b>Liaison with the teacher(s)</b> – the CM liaises with the teacher(s) of the course regarding the various needs of the course.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>○ participant suitability for the course,</li> <li>○ resources required,</li> <li>○ any financial requests that need considering for inclusion in the course budget {see below}.</li> </ul>	
<p>b) <b>Arranges the Teacher’s accommodation and travel</b> to Wangapeka where applicable including liaising with them regarding their accommodation needs at Wangapeka.</p>	
<b>B) Budget</b>	
<p>a) <b>Budget for the course</b> - the CM determines the budget for the course. The total course fee would normally include the member and non-member rates for accommodation and current food costs, and when applicable, camping and children's rates. The budget may need to include any or all of the following course related costs: resource fee, cook’s fee and a fee to cover the travel costs of the teacher(s). Please check the Wangapeka website &lt;<a href="http://wangapeka.org/about/costs">wangapeka.org/about/costs</a>&gt; for current prices for accommodation and food.</p>	
<p>b) <b>Course fee</b> - the CM informs the Wangapeka Office Caretaker of the course fee. A breakdown as the total fee is needed to draft the Course Participant Excel sheet which is overseen by the Office Caretaker.</p>	
<b>C) Publicity</b>	
<p>a) <b>Organises publicity/marketing</b> for the course as applicable (e.g. poster, social media)</p>	
<p>b) <b>Wangapeka website</b> - The CM needs to email the following content to &lt;<a href="mailto:wanga.comms@gmail.com">wanga.comms@gmail.com</a>&gt; (alternatively to the Office Caretaker) so that it can be posted on the Wangapeka website when this is required.</p> <ol style="list-style-type: none"> <li>i. One or two images appropriate to the retreat. Images <b>MUST</b> be free of copyright or have permission - see sites such as <b>Unsplash</b> for inspiration &lt;<a href="http://unsplash.com">unsplash.com</a>&gt;</li> <li>ii. Text description of the course. This needs to be in a Word DOC document or similar, and not as a PDF file - thank you</li> <li>iii. The day &amp; date the course starts and finishes including the start and finish times (usually this is a 5pm start time and 3pm finish time)</li> <li>iv. The cost of the course</li> <li>v. If relevant to the course then include a short piece on Dana</li> <li>vi. A bio with a photo and/or link to a bio for the teacher(s). This is best provided as a jpg file</li> <li>vii. Your contact details as the CM so that people can contact you with any queries about the course</li> </ol>	

D) Participants	
<p>a) <b>Registrations</b> for the course are taken through the Wangapeka website. When a person registers, an email with their registration information is automatically sent to the CM. The CM needs to keep a record of these registrations and preferably bring hard copies of these to Wangapeka as it has the emergency contacts of each participant should this information be needed at short notice.</p>	
<p>b) <b>“Screening” of participants</b> - The CM role may include checking in with people regarding specific physical and mental health issues and then liaising with the Course Teacher(s) regarding the participant’s suitability for this particular course.</p> <p><b>Note</b> – a person is not accepted as registered for a course until they have paid their deposit and have been approved by the CM/Teacher as being suitable for the course.</p>	
<p>c) <b>Excel spreadsheet for the course</b> - The Wangapeka Office Caretaker will arrange access to this for the CM via a Dropbox file link. This contains useful info regarding the participants of the course (e.g. financial aspects of the course, dietary requests, payment details).</p>	
<p>d) <b>Enquiries from participants</b> - The CM manages most of these although the Office Caretaker can be consulted if needed.</p> <p>For example, the CM:</p> <ul style="list-style-type: none"> <li>○ provides any extra info about the course to the participant.</li> <li>○ notes and passes on any special health/dietary / accommodation needs of the participants to the appropriate person (e.g. cook, caretaker).</li> <li>○ directs applications for Sangha Support - a fund that eligible participants can apply to that covers some of their accommodation costs. Ask the Office caretaker for details of this if required.</li> </ul>	
<p>e) <b>“How to get here &amp; what to bring letter”</b> – The CM emails participants a welcome and orientation to the Wangapeka 1-2 weeks before the course commences. A template is available from the Wangapeka office caretaker.</p> <p>This email should include:</p> <ol style="list-style-type: none"> <li>i. The start date/day &amp; time and the completion date/day &amp; time</li> <li>ii. Transport options to Wangapeka (you may need to ask Office Caretaker for the latest info regarding this)</li> <li>iii. Directions to Wangapeka &lt;<a href="http://wangapeka.org/directions">wangapeka.org/directions</a>&gt;</li> <li>iv. If relevant, provide a brief overview on Dana and how people could arrange this.</li> <li>v. See website for “what to bring”. &lt;<a href="http://wangapeka.org/contact">wangapeka.org/contact</a>&gt;</li> </ol>	
<p>f) <b>Transport</b> – the CM may need to be prepared to arrange transport for retreatants if required. Mostly this may be needed for people flying into Nelson but could include local car-pooling for others who are attending. The Wangapeka Office Caretaker may be able to advise you on whom to call / contact regarding a local transport provider.</p> <p><b>Note</b> - It is useful to check that when people are arranging their transport to the Wangapeka, that transport <i>from</i> the Centre is arranged at the same time.</p>	
<p>g) <b>COVID-19</b> – the CM will inform participants about attending a retreat/course under the current COVID-19 Level protocols. Download &lt;<a href="#">WET Covid-19 Course Manager Information 2021</a>&gt; from the Wangapeka website DOCUMENTS page.</p>	

<b>E) Kitchen/Cook</b>	
<p>a) <b>Organising a suitable cook</b> – the CM needs to source the cook for the course, usually done in liaison with the Office caretaker.</p> <ul style="list-style-type: none"> <li>o If there isn't a cook for the course then the Course Manager is responsible for organising all meals.</li> </ul> <p><b>Note</b> - All cooks who work in the Wangapeka kitchen must be legally eligible to work in Aotearoa / NZ and be familiar with Tasman District Council kitchen management responsibilities.</p>	
<p>b) <b>Liaises with the cook</b> – the CM needs to check-in regularly with the cook to see what support may be needed by the cook in their preparation for the course. The office caretaker will usually provide the cook with the various dietary requirements of the participants as stated on their registration forms.</p>	
<p>c) <b>Challenging dietary requirements</b> - in the case of a participant having major dietary needs, the CM may need to direct a retreatant to self-catering and therefore provide them with accommodation that has its own cooking facilities (e.g. a suitable retreat hut).</p>	
<b>F) Dana to the Centre</b>	
<p>Over many decades the Wangapeka Centre has evolved due to the generosity of numerous people. In this spirit of generosity many of the courses allocate up to an hour per day per person to offer some aspect of service work to the Centre. Many visitors to Wangapeka appreciate this opportunity, particularly with some of the outside tasks that are needed on the land at Wangapeka.</p> <p>If you wish to include this in your course the WET caretaker can give you specific details regarding "Dana to the Centre". Generally this option is available to the longer courses of a week or more although not exclusively. If this is of interest please speak to the office caretaker early in your planning as it can take the WET staff a couple of weeks or more to prepare for this.</p>	
<b>G) Course resources</b>	
<p>a) <b>Specific resources</b> - In liaison with the teacher(s) of the course the CM organises the resources required for the course (e.g. art supplies, photocopying, shrine materials, etc.). If any pre-course tasks are required (e.g. reading) then the CM may need to arrange this for participants.</p>	
<p>b) <b>Resource fee</b> - If there has been resource fee included in the course budget then the Office Caretaker will pass this money on to the CM at their request. Check with Office Caretaker as required. .</p>	
<b>H) Accommodation</b>	
<p>The CM allocates the accommodation for participants in liaison with the Office Caretaker. Remember to check that the accommodation that is allotted is suitable for the physical needs of each participant.</p>	

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<b>(2) Tasks during the course</b>	<b>Completed</b>
<p><b>A) The setting up of the course</b>            The course manager arrives at Wangapeka in good time so that all of the tasks below are completed before the teacher(s) and the participants arrive. Often this will be on the morning and early afternoon that the course is due to begin.</p>	
<p>a) <b>Teacher(s)' accommodation</b> - If appropriate to your course you will need to set-up the teacher's accommodation and assist the teacher(s) to settle in            For example:</p> <ul style="list-style-type: none"> <li>○ bed made,</li> <li>○ accommodation is tidy,</li> <li>○ help transport their bags to the accommodation,</li> <li>○ food/drink is provided in accommodation if this is required,</li> </ul>	
<p>b) <b>Write up the participant's accommodation</b> - on the whiteboard in the Main Hall – check the suitability of the physical needs of each person matches the allocated accommodation (e.g. some people request Units 1-8 so that they can be close to the bathrooms).</p>	
<p>c) <b>Setting up of the teaching space(s)</b> as required (e.g. Whare and/or Main Hall)</p>	
<p>d) <b>Light the fires</b> in Whare/Main Hall if needed</p>	
<p>e) <b>Greeting people</b> as they arrive and assisting them to settle in at Wangapeka (e.g. cup of tea, direct to accommodation, etc. ...)</p>	
<p>f) <b>Check-in with the cook</b> and address any issues regarding the functioning of the kitchen. Include clarifying what help the cook needs each day in the kitchen by the participants so that this can be included on the Roster board (see "The Roster" below).</p>	
<p><b>B) The First Day of the Course - some specifics</b>            The CM has a range of tasks to attend on the first day to ensure a smooth start to the course – many of these are listed below</p>	
<p>a) <b>Write up the course schedule</b> on the white board in Main Hall and maintain this during the course.</p>	
<p>b) <b>A delegated pigeon hole</b> for the CM is provided in the foyer and is a place where people can leave messages for the CM during the course.</p>	
<p>c) <b>The CM will normally be the key contact person</b> for course participants throughout the course, and not the Caretakers, unless they are needed to help find or fix things at the centre.</p>	

<p>d) <b>After dinner clean up on the first day</b> - organising this ahead of time is a good thing to arrange – you could “shoulder tap” a couple of people or simply announce this at dinner time as a request.</p>	
<p>e) <b>The CM usually will give and oversee the orientation talk</b> alongside the Wangapeka caretakers – generally this is done after dinner on the first night of the course/retreat and usually includes the following:</p> <ul style="list-style-type: none"> <li>o <b>The Roster</b> – the CM orients the participants to the Course Roster during the orientation talk and is responsible for overseeing its well-functioning throughout the course. The roster can be filled-in by the CM or participants can be asked to complete it themselves, alternatively the CM may use some other option for the well-functioning of the course. The roster is located in the North East corner of the Hall by the small fridge</li> </ul> <p><b>Note</b> – make sure there is <b>someone covering breakfast for the first morning</b> of the course. You may need to “shoulder tap” someone who is familiar with the Wangapeka.</p> <ul style="list-style-type: none"> <li>o <b>Physical boundary for the course</b> – to inform people on whether they need to stay within the property or not</li> <li>o <b>Dana to the Centre</b> - see earlier entry (Pre-course tasks 1. F)</li> <li>o If appropriate, the CM points out the <b>Dana bowl</b> for the teacher(s) and talks to this during the orientation talk</li> </ul> <p><b>Note</b> - typically the CM often has the responsibility of collecting any dana from the course and passing this on to the teacher(s)</p>	
<p><b>C) Other duties during the course</b> At this stage of the course the CM’s role tends to be the interface between teacher(s), WET staff, cook and the participants of the course</p>	
<p>a) <b>Liaises daily with the cook</b> to address any up and coming concerns regarding the kitchen (e.g. ensuring cook has sufficient help with the preparation of meals, supplies are available)</p>	
<p>b) If there is more than one cook the CM ensures that there is a <b>smooth hand-over between the cooks</b></p>	
<p>c) <b>Liaises with caretaker(s) regarding any matters that would be of concern</b> For example</p> <ul style="list-style-type: none"> <li>o Immediately informing the Office Caretaker of any emergency</li> <li>o discusses with the Office Caretaker any unplanned departures from the Centre</li> <li>o discusses with the Land Caretaker any safety or maintenance issues that arise during the course</li> </ul>	
<p>d) <b>Liaises with the teacher(s) throughout the course</b> and tends to any matters as they arise. <b>Note</b> – The Teacher may allocate other tasks to the CM during a course that may not be covered by this list.</p>	

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<b>(3) End of Course Tasks</b>	<b>Completed</b>
The primary task for the CM at the end of the course is to oversee, in conjunction with Wangapeka staff, the careful cleaning of the Centre and that all the necessary tasks are completed. The CM may have a role in facilitating transport for participants leaving Wangapeka.	
a) <b>The CM supervises the final clean-up</b> of the Centre by the participants so as to ensure that it is returned to its previous condition or better. There is a master folder which is available from the Office Caretaker which has these clean-up tasks clearly described. The cleaning of one's personal accommodation is the responsible of the person who used it.	
b) <b>Transport</b> - it is helpful to check that everyone has organised transport from Wangapeka at the beginning of the retreat however it is wise to check everyone has transport from the Centre	
c) <b>Collects any remaining dana</b> and gives to the teacher(s) – when appropriate	
d) If required, provides and collects <b>feedback forms</b> from participants	

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<b>(4) Post- Course Tasks</b>	<b>Completed</b>
This phase is really about tying up any loose ends from the course including liaising with the Wangapeka Office Caretaker to address anything left outstanding.	
a) <b>Liaises with office caretaker</b> regarding any outstanding completion tasks for the course (e.g. budget and any outstanding payments and/or reimbursements such as any resource fee underspend)	
b) May choose to <b>send out a completion email</b> to course participants. It would be helpful for this to contain info on how people can become a WET member. The link for this is < <a href="http://wangapeka.org/membership-2">wangapeka.org/membership-2</a> >	