The ARV Industry Awards recognise and reward outstanding achievement and commitment to the industry. Please read the following document carefully as there are changes to this year’s award process.

**AWARD CATEGORIES**

**INDIVIDUAL AWARDS**

**Duty Manager Award**
This award recognises a commitment to excellence including high level customer service, knowledge and skills relating to duty manager’s responsibilities, interpersonal and leadership skills, commitment to safety and contribution to the overall management of the facility.

**Group Exercise Instructor Award**
This award recognises the outstanding contribution by a group exercise instructor to the local community, the facility and industry through high level customer service, knowledge, interpersonal and leadership skills and commitment to excellence.

**Personal Trainer Award**
This award recognises the outstanding contribution by a personal trainer to the local community, the facility and industry through high level customer service, knowledge, interpersonal and leadership skills, sales and commitment to excellence.

**Membership Sales Award**
This award recognises the outstanding contribution by a staff member who has the ability to sell memberships and build relationships with clients, the local community, the facility and industry through high level customer service, knowledge, interpersonal skills and commitment to excellence.

**Most Valuable Employee Award**
This award recognises the outstanding contribution by an individual to the local community, the facility and industry through ongoing achievement, relationships with staff and customers and commitment to excellence, above that normally required in their position. *This award applies to all roles below centre manager level*

**Customer Service Award**
This award recognises excellence and commitment of an individual to a facility, including knowledge and skills relating of customer service, interpersonal and leadership skills, contribution to the facility and commitment to excellence. This award covers all individuals that involve interaction with patrons including gym instructors and frontline officers.

**Pool Lifeguard Award**
This award recognises excellence and commitment to lifeguarding, including customer service, knowledge and skills relating to lifeguarding, interpersonal and leadership skills, commitment to safety and overall contribution to the facility.

**Outstanding Contribution to the Aquatic and Recreation Industry Award**
This award is the highest recognition provided by the industry. This award acknowledges the outstanding achievement and contribution made by an individual over their career to the Victorian Aquatic and Recreation Industry. This contribution can be made in either a paid or voluntary capacity.

**Course Instructor/Presenter Award**
This award recognises outstanding skills while presentation an accredited water safety teacher’s course.
Swim Teacher Award
There are three categories for this Award:
Swim Teacher (General) Award
Swim Teacher (for Infants, Toddlers and Preschool) Award
Swim Teacher (for Persons with a Disability) Award

ORGANISATIONAL AWARDS

Facility Management Award
There are four categories for this Award
- Seasonal Aquatic and Recreation Facility
- Small All Year Aquatic and Recreation Facility (up to $500,000 turnover)
- Medium All Year Aquatic and Recreation Facility (up to $500,000 - $3,000,000 turnover)
- Large All Year Aquatic and Recreation Facility (over $3,000,000 turnover)

These awards recognise the use of effective management practices to improve the operation and continued development of a facility, leading to better community outcomes. This award focuses on excellence in customer service, staff performance, leadership, community involvement, risk management, programs, marketing, environmental practices and innovating. All types of facilities are encouraged to enter, as many are well run on limited resources, encompass a range of activities and are worthy of recognition.

Health Club Award
This award recognises innovative and effective management practices to achieve excellence in health club operations. This award focuses on programming, human resources, customer service, risk management, community involvement and partnerships. This award is open to both public and private health clubs.

Innovative Program Award
This award recognises innovative facility based community recreation programs using aquatic or land based activities that are enhancing the wellbeing of the local community. This award highlights increased opportunities for participating and supports behavioural change to a healthier lifestyle, or other health and social benefits.

Community Impact Award
This award recognises facility based community recreation service programs using access and inclusion enhancing the wellbeing of the local community to create a positive impact. This award highlights increased community impact supports community user groups and community stories of change.

Marketing & Communications Award
This award recognises the uptake of marketing & communications and the effective integration it has to facility operations.

Sustainability Award
This award recognises excellence in the performance of sustainability practices in the built environment, relating to the management and incremental improvement of energy and resource management and operational practices.

Swim School Award
This award recognises innovative and effective management practices to achieve excellence in swim school operations. This award focuses on programming, human resources, customer service, risk management, community involvement and partnerships. This Award is open to both public and private swim schools.

Watch Around Water Award
This award recognises excellence in the demonstration of the achievement of the objectives of the Watch Around Water program.
NOMINATION GUIDELINES

• Only one (1) Nomination Application can be received from each facility for each Award.
• All past recipients and nominees of an ARV Industry Award may be nominated again for consideration.
• The Nomination Application should be completed in via the ARV website.
• Judging panels will be created for each award and will consider all nominations and rank them in accordance with the information included in the Nomination Application.
• Please clearly label each Nomination Application with your full name, your facility's name and award category for which you are nominating.
• Nomination winners must have a 75% pass mark.
• There is a qualifying period of 1st January 2018 – 31st December 2018

VIDEO COMPONENT

For the following award categories, all nominees must submit a video via website or on YOUTUBE (for downloading purposes) in addition to their written component. Instructions on uploading your video are detailed later in this document.

- Personal Trainer Award
- Group Exercise Instructor
- Facility Management
- Health Club Award
- Innovative Program
- Sustainability Award
- Community Impact Award
- Swim School

Nominees must provide the link to their video on YOUTUBE in their Nomination Application if not uploaded directly to website. Nomination videos can be set on private to restrict viewing to general public.

CLOSING DATES / SUBMITTING NOMINATION APPLICATIONS

Nominations will close 5pm Friday 3 May 2019. THERE WILL BE NO EXTENSIONS.

Aquatics & Recreation Victoria
Suite 9, Building 3, Unipark – Monash
195 Wellington Road,
Clayton VIC 3168
All enquiries to be directed to:
Taya Phillips
Member Services and Events Coordinator
tphillips@aquaticsandrecreation.org.au
JUDGING – INTERVIEW & PRACTICAL ASSESSMENTS

* All nominations are judged by an independent panel of industry peers.

Interviews, if required for the following award categories will occur on the below dates
(Individuals must be available at this time)

- Duty Manager – between 6 May – 17 May 2019
- Most Valuable Employee – between 6 May – 17 May 2019
- Pool Lifeguard – between 6 May – 17 May 2019
- All Swim Teacher Awards – between 6 May – 17 May 2019

For the following award category, all nominees must be available to attend a practical session:

- Pool Lifeguard (practical assessment will be held on the same day as interview)

All nominees will be contacted if required to confirm their time, date and location for their interview / practical assessment.

JUDGING – Mystery Shopping ASSESSMENTS

* All nominations are judged by an independent panel of industry peers.

If mystery shops are required, they will occur over the following period.
(Individuals must be available during this time)

- Customer Service – between 6 May – 17 May 2019 (may be mystery phone shop)
- Facility Management - between 6 May – 17 May 2019
- Membership Sales - between 6 May – 17 May 2019 (may be mystery phone shop)
10 HELPFUL TIPS FOR NOMINATING

1. Read the Nomination Guidelines.
2. Choose the categories you intend to enter.
3. Allocate staff to the project to ensure the nominations are submitted on time.
4. Carefully read the criteria of where evidence based examples are needed and delegate time to this approach.
5. Support the nomination by highlighting the outstanding qualities of the nominee and how they best address the nomination criteria
6. Film all required videos earlier rather than later.
7. Make sure nominees are available on interview dates.
8. Make sure you have familiarized yourself with ARV website and Youtube for easy transfer
9. Proof read and consult staff
10. Book your table to the ARV Industry Awards to support your nominees.

IMPORTANT NOTES:

1. PLEASE NOTE: The nomination application cannot be saved and revisited at a later date. We strongly advise and recommend you complete your nomination in a word document and save to your computer then copy and paste information into the online form to submit successfully.

2. All interviews and mystery shopping will be conducted between 6 May – 17 May 2019. All individuals must be available during this time. Unfortunately, there will be no rescheduling of interviews or mystery shops. Please check with your nominee before nominating that they will be available during these two weeks.

3. Read the criteria, points will be deducted for too much or too little information not relevant to the criteria

4. Videos that go over the time limit will deduct points

5. Skype interviews will be accepted however recommend interviews in person
HOW TO UPLOAD VIDEO ON YOUTUBE
Set up a Gmail account: (Skip if you already have a Gmail account)

1. Go to youtube.com. Click the large blue "Create Account" button, or the smaller link with the same name at the top right of the page.

2. Fill out the form with your personal information. If you have a Gmail address, entering it as your email address in this form will save you some time later. When you're done filling out the form, click the "I Accept" button.

3. If you used your Gmail account when creating your YouTube account, you'll be asked to link them together on the next page. If this is the case, link the accounts. If you did not use your Gmail account (because you don’t have one) you’ll be asked to create one on the next page. If this is the case, create a Gmail account and it will be linked to your new YouTube account.

4. Now you’re signed up and should be automatically signed in. You’ll know if you’re signed in if you see your YouTube account name in the upper right corner of the screen. If you don’t, you should see a “Sign In” link up there. Click that, then sign in with your new YouTube username and password.

UPLOAD VIDEO TO YOUTUBE

1. Open Internet Explorer
   Use Internet Explorer to visit: www.youtube.com
   (Uploads work most consistently using IE)

2. Sign In
   Click ‘Sign In’ at the top right of screen
3. **Upload**
   Click ‘Upload’ at the top of the page to the right of the YouTube search bar.

4. **Set Privacy**
   Click the ‘Privacy’ Dropdown menu and set your privacy level.
   - **Public** - available to view by anyone
   - **Unlisted** – only viewable to those who have the link
   - **Private** - only viewable to users you have listed.

5. **Upload video**
   Click ‘Select files to upload’
Locate file to upload.
Find the location of your video file on your computer.
Click ‘Open’.

6. Upload in Progress
You can see its progress in the black bar.

You can edit ‘Title’, ‘Description’, ‘Tags’, ‘Privacy Settings’ and ‘Category’ while video is uploading.
9. Processing video
YouTube will spend some time processing the video you have uploaded.

You can edit the video thumbnail and all other fields here. Changes are saved automatically, or you can click ‘Save’ if they haven’t automatically saved.

10. Upload complete
You can click the link under the title to view the uploaded video, or copy it to share the video. You can edit the video thumbnail and all other fields here.

Changes are saved automatically, or you can click ‘Save’ if they haven’t automatically saved.
1. Make sure you're signed into your account by looking up at the top right hand part of the page. If you see your username, you're signed in.

2. To the left of your username, you'll find a link called "Upload." Click on that.

3. A new page will load and you'll be presented with two options. The first option is a yellow button labelled "Upload video" and a link titled "Record from webcam." You want to click the "Upload video" button.

4. Once you've clicked the "Upload video" button, you'll a new window pop up that will let you select a file from your hard drive. Select the video you want to upload and click the "Choose" button.

5. The video will start to upload and you'll see its progress as well as a bunch of other options. Make sure you do not close this page until the video has finished uploading or it will not finish. While the video is uploading you can change the name, add a description, set your privacy options, and fill out other relevant information.

6. Once the video has finished uploading it will need to spend some time processing on YouTube's servers before it is ready for viewing online. You'll be able to watch it process at the top of the page. Once it reaches 100%, you'll see a link at the top of the screen that you can click to view your video. Alternatively, you can always find your videos by click on your username at the top left of the page and then choosing "Videos" (which may be labelled as "My Videos" for some accounts). This will let you access all the videos you have uploaded.

7. When you're on your video's page, you'll be able to watch it and share it. You'll find a button labelled "Share" underneath the video that will provide you with a link to send to other people and a few other sharing options, such as email and Facebook.

Instructions courtesy of http://lifehacker.com/5804501/how-to-upload-videos-to-youtube-for-beginners

AWARDS PRESENTATION
This year the ARV Industry Awards will be held at the Peninsula Docklands on Friday, 14 June 2018.