



## The Association of the UK School of Professional Toastmasters

### **Fifth Annual General Meeting Saturday 20th February 2010 at 1.00pm At the Mercure Holland House & Spa Hotel, Bristol**

### **Minutes**

#### **Present.**

Matthew Adam, Sheridan Bowers, Robert Brown, Jane Burridge, Sandra Bynoe-Pilgrim, Robert Gilbert, Graham Hunt, Timothy Lee, Patrick Lethaby, Barbara Maggs, Glenn Mayes, John Oakley, John Reid, Mark Shaw-Brookman, Philip Shorthouse, Peter Thompson, Brian Wroe, David Wylie.

#### **Apologies for absence**

David Abbot, Michelle Aston, Richard Baker, Wilfried Boison, Tony Booth, Trevor Brown, Alan Cockayne, Philip Cook, Sybil Cox, David Davies, Alan Deacon, Nick Funnell, Anthony Green, Susan Hall, Stephen Henry-Ferris, Les Hizzetts, Roger Holmes, Stuart Holton, Peter Hyde, Edmund Johnstone, Ivor Jones, Lesley Keenan, George Lambeth, Victor Llewellyn, Robert Lloyd, David MacLeod, James MacLeod, Paul Mitchell, Anthony Morton, John Nelson, Bradley Parkes, Nicholas Pascoe, Roger Phillips, Eric Porter, Glenda Proctor, Alan Riddick, Michael Robertson, Richard Sams, John Shade, Terence Smith, Maurice Smith, David Stanley, Terry Summers, Christopher Upham, Alec Walker, Dennis Wall, Kim Waters, Edmund Wells, Bob Westcott, David Wharton, Christopher Wilkinson, Alec Wilson, John Yarrow.

#### **Minutes of the Fourth Annual General Meeting**

The minutes of the Fourth Annual General Meeting of the Association of the UK School of Professional Toastmasters held on Saturday 21<sup>st</sup> of February 2009 at 2 p.m. at the Best Western Henley Hotel, Henley-in-Arden, Warwickshire, were read and approved by the membership present.

There were no matters arising from the minutes. The President David Wylie signed the minutes as a true record.

#### **Presidents Report – David Wylie**

The President presented his report (copy attached as appendix 1). He asked that particular thanks be recorded in the minutes to Jane Burridge (Hon Secretary) for all the hard work she had undertaken during the past year.

There were no questions to the President.

### **Secretary's Report – Jane Burridge**

The Secretary presented her report (copy attached as appendix 2).

There were no questions to the Secretary.

### **Treasurers Report – Timothy Lee**

The Treasurer presented his report (copy attached as appendix 3). The Treasurer highlighted that to balance the books then the annual subscription for members would need to increase by £5 to £65 per annum, and the insurance premium to increase by £1 to £12 per annum. The accounts have yet to be seen and signed off by the audit committee.

Glen Mayes proposed, Mark Shaw-Brookman seconded that the accounts be adopted subject to audit by the audit committee. This was unanimously agreed.

Tim Lee proposed, Peter Thompson seconded the increases in annual subscriptions & insurance premium. This was unanimously agreed.

The treasurer explained to the meeting that the main reason for the accounts not being audited by the AGM each year was that the year end was currently 31<sup>st</sup> January. This gave the treasurer only 3 weeks to finalise and present the accounts. The situation would be made easier if the year end was altered to 31<sup>st</sup> December.

Tim Lee proposed, Robert Brown seconded that the accounting year for the Association be altered to 31<sup>st</sup> December with immediate effect. This was unanimously agreed.

John Reid asked that 'in view of recent events (MP's expense claims)' that the treasurer issue guidelines to executive committee members on what expenses they may claim, he stressed that this would be good practise and was in no way any criticism of the committee – the treasurer agreed to produce guidelines. David Wylie pointed out that not all executive committee members claimed expenses.

Peter Thompson asked if there was any plan to 'stockpile' postage stamps prior to the April price increase. The treasurer stated no intention at present but that in light of the request it would be considered.

### **Actions**

- **Treasurer to produce guidelines on expense claims for executive committee.**
- **Treasurer to consider 'stockpiling' stamps prior to 1<sup>st</sup> April 2010.**

### **Amendment to the Association's Constitution**

The President presented a paper that had previously been circulated (copy attached as appendix 4) on an amendment to the Association's Constitution, concerning the management of the Association. The amendment being that the Senior Vice President should chair the Social Committee, thus removing the need to elect a Social Secretary each year. Those present agreed that this would make sense.

Tim Lee proposed, Graham hunt seconded that the amendment to the constitution as worded on the paper should be adopted. This was unanimously agreed.

## **Election of officers 2010/2011**

### **President**

Phillip Shorthouse proposed by David Wylie and seconded by John Oakley.  
This was duly passed by the members present.

### **Senior Vice President**

Jane Burridge proposed by Philip Shorthouse and seconded by Peter Thompson.  
This was duly passed by the members present.

### **Junior Vice President**

John Oakley proposed by Jane Burridge and seconded by Graham Hunt.  
This was duly passed by the members present.

### **Secretary**

Robert Brown proposed by Phillip Shorthouse and seconded by David Wylie.  
This was duly passed by the members present.

### **Treasurer**

Mark Shaw-Brookman proposed by Tim Lee and seconded by David Wylie.  
This was duly passed by the members present.

Gary Lowcock-Bell and Tony Green were appointed Account Examiners.

### **Committee members**

Tony Green proposed by Jane Burridge, seconded by Peter Thompson.  
Stuart Holton proposed by David Wylie, seconded by Peter Thompson.  
Robert Gilbert proposed by John Oakley, seconded by Peter Thompson.  
Paul Mitchell proposed by Jane Burridge, seconded by Peter Thompson.  
John Reid proposed by John Oakley, seconded by Peter Thompson.

These members were duly elected by the members present.

Taking over the Chair, Phillip Shorthouse thanked all those who had served on the committee the previous year, and welcomed those who had agreed to serve this year.

## **Ratification of Dress Code**

David Wylie presented the report that had previously been circulated to all members via the website forum (copy attached as appendix 5). The President wished it be recorded that Alan Riddick should be commended for all the hard work he had put into developing this document. David Wylie stated the document had been on the website for eight months and no adverse comments had been received.

Glenn Mayes stated that the Toastmasters General Council (TGC) had recently circulated a document on standards of dress and it had a distinct similarity to the document we had produced – what better accolade could the Association have.

Mark Shaw-Brookman proposed, Graham Hunt seconded that the Association adopt the dress code paper. This was unanimously agreed.

## **Developmental Membership Scheme**

Glenn Mayes presented the paper that had previously been circulated to all members via the website (attached as appendix 6). A discussion then took place, during which the following points were made by members present:

- Other organisations have looked to bring in similar schemes but have not progressed them.
- The mentee should drive the learning process.
- We should be keen to develop, train & learn.
- How will we train the mentors?
- We all have our own styles, which needs to be appreciated & respected.
- Mentor 'volunteers' will be required.

Following the discussion the five recommendations as detailed on page three of the report were taken as follows:

- Recommendation 1 – Glenn Mayes proposed, Tim Lee seconded. This was unanimously agreed.
- Recommendation 2 – John Oakley proposed, Jane Burridge seconded. This was unanimously agreed.
- Recommendation 3 – John Oakley proposed, Mark Shaw-Brookman seconded. This was unanimously agreed.
- Recommendation 4 – John Reid proposed, Tim Lee seconded. This was unanimously agreed.
- Recommendation 5 – Tim Lee proposed, John Oakley seconded, with the admission of the words 'if approved at the next AGM'. This was unanimously agreed. (*note – this was to ensure that the Association's Constitution was amended by the Executive Committee as soon as possible*)

The President expressed his thanks to Glenn Mayes & Peter Thompson for all the work they had done in relation to this item.

### **Association website – update on choice of supplier**

Jane Burridge spoke to a paper that had previously been circulated (attached as appendix 7). The executive committee were seeking the meetings approval to continue the work on updating the website at a cost of no more than £2k.

Graham Hunt asked if the current provider had been asked to tender for the work, Jane Burridge stated he had not. The President intervened and stated that the current provider should be given the opportunity to tender. This was formally proposed by Graham Hunt, seconded by Jane Burridge. The meeting agreed that this should happen.

Peter Thompson emphasised that the current time scales for the website development must be maintained.

The website was then discussed and those present agreed that the site must be modernised, kept up to date and all opportunities for 'web optimisation' taken.

Peter Thompson proposed, Mark Shaw-Brookman seconded that the Executive Committee should decide on the website supplier after all tenders were examined, and then inform the members of the result. Those members present agreed, with one member abstaining from the vote, no member against.

### **Actions**

- **Jane Burridge to ensure the current supplier is invited to submit a tender document.**
- **Executive Committee to decide on website provider and inform members of the result.**

### **Future Format and day of AGM**

Glenn Mayes stated that the day & format of the AGM weekend had been the same for 6yrs and 'asked' do members want a change. A discussion then took place during which the following points were made:

- Location is sometimes an issue, or more to the point the accessibility of the location.
- February is generally a quiet time.
- Set the AGM dates well in advance members should be able to keep the day free, it is only one day in the year.
- Format is agreeable for those who wish to make it a weekend away with partners.
- Venue/hotel must have interests for partners whilst members at the AGM.

The meeting agreed that this would be an ideal subject for the members forum on the website.

#### **Actions**

- **Members views via forum to be sought on date/location/format of AGM.**

#### **Any Other Business**

##### **Naming of the School on Association members' websites**

Graham Hunt stated that the AGM had given him encouragement & positive thoughts about how the Association was progressing, and the way the forum on the website was now being used. He stated that due to a 'legal' issue all members need to refer to the school as 'The UK School of Professional Toastmasters Ltd'.

##### **Action**

- **Secretary to inform all members of need to include Ltd.**

##### **Association tie/scarf/pin**

Robert Gilbert showed the meeting a tie he had embossed with the logo of the Association and enquired if the Association should produce a tie/scarf/pin for members to wear when they were seeing clients and were not dressed in their 'reds'. The meeting this was an item that was worth seeking wider views on and to progress through the executive committee.

##### **Action**

- **Secretary to seek views via the forum.**

##### **Association template business cards, compliment slips etc**

Jane Burridge introduced this item on behalf of Glenda Proctor who had tendered her apologies. Glenda suggested that it may be useful for new toastmasters to have some templates to work from when designing their own stationary etc. The point was made that as we are all independent traders it would be wrong for the Association to 'dictate' how members should layout their stationary, websites etc, and many of us already had stocks of our own designs. This was agreed by those present, but it would also be useful to have a template based on the Association logo, which is a set design. Jane Burridge stated she was 'happy to knock up a template'.

##### **Action**

- **Jane Burridge to produce template.**

##### **Association Membership**

John Reid asked why only 50% of those now graduating from the School were becoming members of the Association. A discussion then took place with various suggestions made, but no conclusions reached.

##### **Accreditation of the Schools Qualification**

Graham Hunt informed the meeting that he had tried to get the Schools' course accredited with a nationally recognised qualification, However, as there is no nationally agreed standard for toastmasters, and no qualified examiners this had proved not possible.

**Flowers & Card for Alan Riddick**

The President informed the meeting that he would arrange for flowers and a card to be sent to Alan Riddick and his wife Kay, informing that our thoughts were with them at this difficult time.

**Action**

- **Flowers etc to be sent.**

**Date and location for the sixth Annual General Meeting.**

The sixth AGM will be held on Saturday 19<sup>th</sup> February 2011, at the Four Pillars Hotel, Witney, Oxfordshire (location to be confirmed).

The seventh AGM will be held on Saturday 18<sup>th</sup> February 2012, location to be notified.

The meeting was closed at 4.10 p.m.

## **Appendix 1 – President Report**

**I must say thank you for giving me the honour to serve as your President I have enjoyed every minute.**

**I have had the pleasure of attending with pride three functions on behalf of the Association. The first being the Institute of Professional Toastmasters Installation the other two the National Association of Toastmasters Annual Ball and Christmas Lunch.**

**Also a number of other functions where I was able to wear my Chain of Office.**

**A very proud moment was wearing my Presidents Collaret as a Beadle / Toastmaster in the Mansion House with Princess Ann and the Lord Mayor of London present.**

**The president and vice president's have met four times during the year to discuss the strategy of the Association this has been a very time-consuming as we try to steer the Association on the paths of becoming more professional.**

**I feel it is necessary at this point to inform you all that Alan Riddick unfortunately will have to stand down as Junior Vice President this is due to him being diagnosed with liver cancer. Alan is being very positive and has full support from Kay his wife and his family. We have become very close due to our friendship outside this association and those of us who know him well were all shocked to hear of his news but, as I hope you can imagine we are constantly phoning him to give him our support and most of all support to his wife Kay who herself has suffered with cancer in the past. She knows the strain that it puts on a whole family. We will keep you up-to-date with his progress and hopefully this time next year he will be back with us.**

**The general-purpose committee has met four times within the City of London as we found this was the easiest venue which we could all get to being a direct link to the rest of the country as members are spread throughout the UK and Scotland and again we met this morning prior to this AGM.**

**As many of you remember last year's AGM ran over time. This year we hope that most of the work carried out by the general-purpose committee will alleviate most of these problems by discussing them prior to the AGM making recommendations and seeking your support for example the biggest topic last year was the dress code which hopefully we have addressed (pardon the pun) this major topic was given to the general-purpose committee and make the final recommendations this we did with a lot of work from the junior vice president Alan Riddick this was then placed on the forum for all members to see and make comments.**

**To this date we have received no adverse comments so we trust that the work that was carried out has met with your approval and will just need ratifying at this AGM.**

**We as the general-purpose committee see this as the way forward so at the AGM ratification on the tasks we have been set just a need to be voting on.**

**I hope you have all looked at the forum Jane has performed an excellent task of e-mailing you all with items that have been placed upon it.**

**I hope you are all happy with the work that has been carried out on the new logo and a redesigned collaret and ribbon. I cannot begin to tell you how many e-mails went around before the final logo was adopted. Jane thank you for your time, effort and patience.**

**We also co-opted Glenn Mays onto the general-purpose committee and together with Peter Thompson has worked endlessly producing a document Developmental Membership Scheme Glenn and Peter will give their report later.**

**We had communication from the Toastmasters General Counsel for our permission on adopting our Code of Ethics and Dress Code as part of their ongoing development. Our thanks must go to previous presidents for drawing up the Code of Ethics and at this year's committee especially Alan Riddick for the Dress Code it goes to show the professionalism of this association and its members.**

**We had a couple of incidents regarding members of the Association which I am pleased to say was dealt swiftly with by the two vice presidents and on one occasion I was present with Alan Riddick.**

**We have also been very busy discussing the website what we need from it and the cost. This also will be discussed later in the meeting.**

**I feel that since we have instigated meeting regularly we have not only become more professional but also more efficient the working relationship between a whole general-purpose committee has been excellent I would like to thank every member for their time and their help. In particular I would like to thank Jane without whose help we would have not achieved as much as we did she has been an excellent secretary. As for the two vice presidents I would also like to thank you both for your continued help and support through an excellent year for me as your president.**

**I hope you all continue to support the Association on moving forward to become more professional and an association to be proud of I hope the incoming president enjoys his year as much as I have mine.**

**I'm not going to take up any more of your time other than to say once again thank you to you all for your help and support. Thank you for allowing me to be your President.**

**I would like added to the minutes my sincere thanks to Jane Burrige for the outstanding work she given to the Association as Honorary Secretary. She has been exceptional part of the team.**

## **Appendix 2 – Secretary Report**

### Secretary's Report

Was it really only one year ago that I allowed myself to be volunteered into the role of Honorary Secretary? A lot has happened in that year!

At that time we had 79 Members of the Association. 4 of those members resigned at 2009 renewal; however we gained 4 new members during the year, 3 from the April and 1 from the October course, so we are still at 79 Members!

We have produced the new logos for the Association, and for Graduate of the School, which many (but not yet all) of us are displaying on our websites and marketing materials.

The new Association collaret has been taken up by 28 of our Members (and if anyone here has not yet got theirs, I have a stock of them with me today and I am happy to accept cash or cheque payment – although unfortunately not credit cards)... we can't have you feeling left out this evening when we all put on our Reds!

We continue to arrange our insurance cover through the Toastmasters General Council and at present all but 6 of our Members take advantage of this cover. Our Treasurer will say more in his Report about this and the premium for next year.

Our website has grown and developed with an extended Members Area now containing reference documents, discussion documents, and of course the Forum which has had a bit of a late blossoming recently – due largely to the thought-provoking questions posed by Brian and Robert.

18 Toastmaster engagements of various types have been offered by Members unable to take those bookings, and while an engagement is not always successfully transferred it shows our clients that each one of us has the backup of a substantial organisation, and it builds connections and confidence between us as Members.

It has been a pleasure and a privilege for me to correspond with and get to know so many of you this year; it certainly seems to me that we have an unparalleled resource in the form of our Association, and that we can only get better at harnessing and using that resource for our mutual benefit.

Thank you all very much for your support!

## Appendix 3 – Treasurer Report

AUKSPT Treasurers report to 31<sup>st</sup> January 2010

I am pleased to present this my last set of accounts as Treasurer of the Association. During the financial year the Association has developed its own distinct logo and member's collaret. The accounts therefore include the cost for this which is a big investment for the association.

75 member's collarets were purchased and 28 have so far been taken on loan by members. The cost of each medal is £67.62 and where charged to members at £70 to help cover the cost of postage. This money is separately accounted for as they are held by members on loan and should be returned if they leave the Association. In such circumstances the Association would be liable repay the cost.

Further collarets were also purchased for officers of the Association this year and these are passed on by members at each AGM with the office. The medals are shown in the accounts and depreciated over 4 years.

Expenses have increased this year as executive members have begun to raise the profile of the Association with the TGC and other Toastmaster Associations. Regular quarterly meetings of the Executive have also been held to move forward the issues discussed at last year's AGM which have also incurred a small cost.

We welcome 4 new members this financial year and our total paid up membership is now 79. Members paid £11 for insurance which was set before we received the quotation from the insurers. The actual cost was in fact £11.33 and hence a small deficit was therefore incurred once the premium was paid. It will therefore be necessary to increase the insurance to £12.00 this year to recover the shortfall and cover any likely increase in premium.

We look increase the profile of the Association further this year and I expect to see a further increase in costs. In addition a paper will be presented today where we look to invest in the Associations website. As a consequence therefore I recommend to this meeting that we increase the annual fee by £5 to £65. This will produce an income from members of £5070 which will be sufficient with the existing funds held to cover expected expenditure

I recommend the accounts to members and will be happy to take questions

**Timothy Lee MAUKSPT**  
**Treasurer of the Association of the UK School of Professional Toastmasters**  
**Professional International Toastmaster and Master of Ceremonies**

## Appendix 4 – Amendment to Constitution

### AGENDA ITEM 8: PROPOSED AMENDMENT TO THE CONSTITUTION RE THE SOCIAL COMMITTEE

#### 1) Management of the Association

- a) The Association will be managed by an Executive Committee consisting of the following Officers who, with the exception of the Immediate Past President, will be elected at the Annual General Meeting
  - i. The President
  - ii. The Immediate Past President
  - iii. The Senior Vice President
  - iv. The Junior Vice President
  - v. The Secretary
  - vi. The Treasurer
  - vii. At least three Committee Members.
- b) The Executive Committee can at their discretion co-opt members onto the Committee or onto Working Committees to deal with specific matters.
- c) In addition there will be two Sub-Committees
  - i. The Social Committee, consisting of the Social Secretary who may co-opt additional members as necessary for any particular event being organised. The Social Secretary is an 'ex officio' member of the Executive Committee.
  - ii. The Audit Committee, consisting of two 'account examiners'. The Audit Committee will act as examiners of the accounts prior to submission of the annual accounts.

#### Proposed amendment:

The Social Committee, chaired by the Senior Vice President who will at his/her discretion appoint or co-opt the other members of the Social Committee as necessary for any specific event being organised.

## Appendix 5 – Dress Code

The Association of the UK School of Professional Toastmasters

### Code of Dress

The AUKSPT has adopted a **Code of Dress** standard in order to enhance our professional reputation, present an image which reflects favourably on our fellow Members, and to distinguish us from those with incorrect, little or no training. It is therefore of the utmost importance that the first and continuing impression Members give is both impressive and correct.

The maintenance of standards is encapsulated in one of the basic tenets of our **Code of Ethics** which states “Membership involves a two-way responsibility; on one hand, accepting recognised standards of professional conduct; and on the other, recognising the need for monitoring such standards by other members of the Association.”

This **Code of Dress** is primarily based on that contained in the training manual of the UK School of Professional Toastmasters. Detail in bold type is the expected standard; notes in normal type show options or are advisory.

**THE COAT - is a red tailcoat** (*but see paragraph below regarding that worn in the City of London*). **For a correct fit the points of the front of the coat should come just below the points of the waistcoat (Fig 1), and the bottom of the tails should be at the back of the knees (Fig 2). The sleeve length should allow about half an inch of shirt cuff to be seen when the arms are at the sides (Fig 3).**



Fig. 1

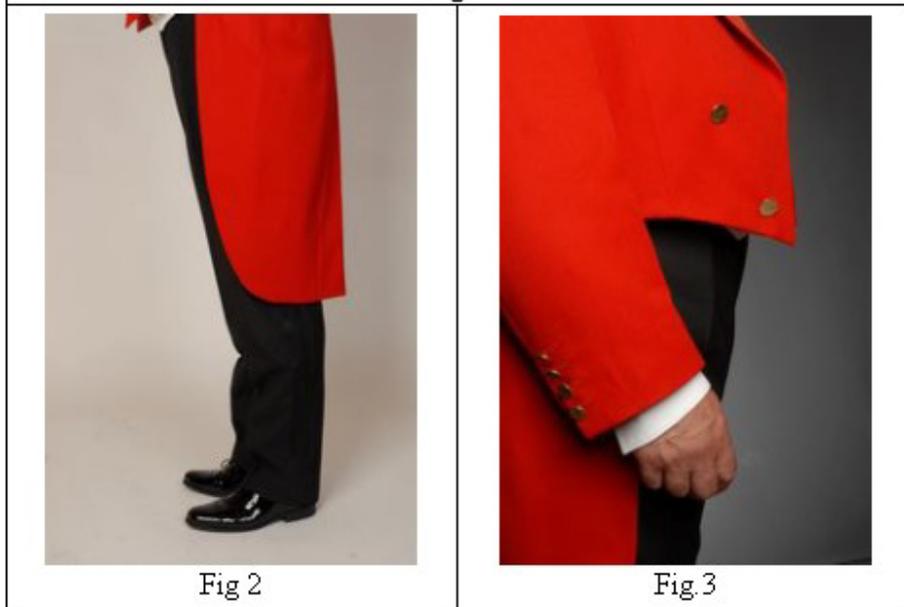


Fig 2

Fig.3

The lapels can be either plain or silk faced. The buttons can be either plain polished brass or red cloth covered. When buying a tailcoat, always try it on whilst wearing the shirt and waistcoat to ensure a correct fit. The same applies for a fitting if the coat is being made to measure.

In the City of London it may be required that a black tailcoat is worn, together with a red and white sash from the right shoulder to the left hip (Fig 4). The buttons on a black tailcoat are never polished brass.



Fig 4

**THE SHIRT - is white cotton with a Marcella front panel and cuffs, a high wing collar and fastened with shirt studs and cuff links. The cuffs should show about half an inch below the tailcoat sleeve when the arms are at the sides (Fig 3).**

The cuffs are usually single, but some shirts are made with double cuffs; these are best avoided, as they tend not to have a side vent, which is designed to make the fastening of the shirt studs easier. The high wing collar may be attached or separate. It is usual for there to be a tag at waist level with buttonholes to allow fitting to a button sewn inside the waistband of the trousers. This assists in preventing the shirt from riding up in use. Lady Toastmasters may wish to refer to the Secretary for further advice.

**THE TIE – is white Marcella to match the shirt and waistcoat.**

It can be 'ready tied' or for self-tying. The points of the wing collar are normally worn behind the bow tie (Fig 5).

**SHIRT STUDS AND CUFF LINKS – are to be uniform in style and can be plain white Mother of Pearl, plain white Mother of Pearl with gold, or plain gold.**

**THE WAISTCOAT or VEST - is white cotton Marcella and is backless. It is fastened with three white Mother of Pearl buttons at the front and secured with a detachable elastic waistband around the waist. It has lapels and two vest pockets. The points of the waistcoat should not show below the points of the tailcoat (Fig 1).**

It is normally a single-breasted garment, but some are double-breasted and these do not necessarily have points. Most have an elastic loop at waist level on the inside to attach to a button sewn inside the waistband of the trousers, or for the tag on the front of the shirt to pass through before the tag is so attached.

**THE TROUSERS** – are black with one or two black stripes (two is formally correct) down the side of the leg. They should be of the ‘high-waisted’ style so that the waistband of the trousers is at all times covered by the waistcoat.

The waistcoat loop assists in keeping the waistband correctly covered. For Lady Toastmasters, whilst trousers are the preferred mode of dress, a long black skirt is also acceptable.

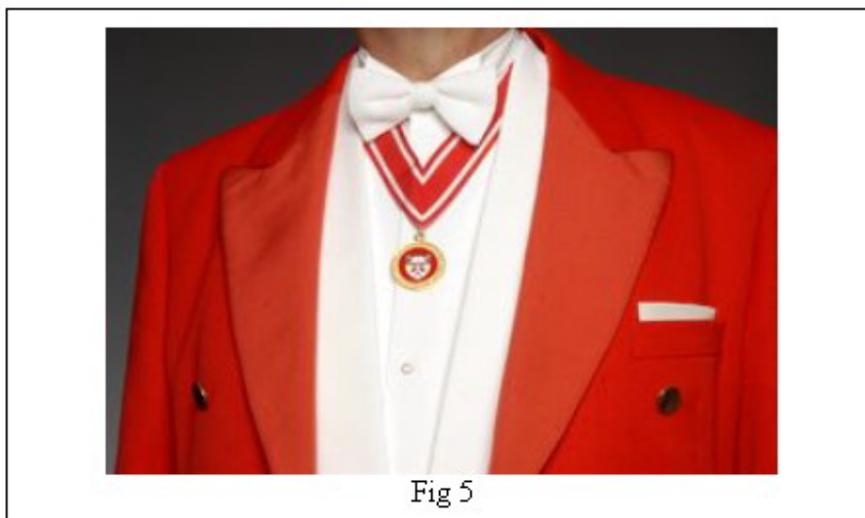
**THE SOCKS** – are plain black and of sufficient length to ensure that no bare leg is displayed when seated.

Silk, wool or cotton are recommended as opposed to a man-made fibres. Lady Toastmasters may be more comfortable in black tights.

**THE SHOES** – are plain patent leather or plain very highly polished natural leather with or without a toecap.

**THE COLLARETTE** of the Association is to be worn with pride. It is worn under the waistcoat, by placing around the neck before putting on the waistcoat.

The length of the ribbon may be adjusted for personal preference (Fig 5). Experience has shown that the ribbon is not suitable to be dry-cleaned, but can be kept clean and smart with careful hand washing and a light pressing.



**THE GLOVES** - are of white cotton, usually with 3 tucks sewn into the back to give them shape and with a white or white Mother of Pearl fastening button.

Gloves are normally always worn, but may be carried when appropriate. When buying gloves buy a slightly larger size to allow for shrinkage when washed.

**OPTIONAL ITEMS** – Miniature service medals or insignia of awards or honours may be worn on the left lapel of the tailcoat. No other badges may be worn, with the exception of the Association collarette.

A white cotton or silk handkerchief may be worn in the top pocket of the tailcoat, either flat or peaked, but not gathered or ‘flounced’.

A pocket watch in a waistcoat pocket and a watch-chain across the waistcoat, or just to one side may be worn. Alternatively a pocket watch may be worn with the chain attached to the trousers.

**CARE OF YOUR UNIFORM IS ESSENTIAL** - *It will give you good service if you look after it and keep it in pristine condition. Your 'whites' should be laundered for each function and will appear much crisper if lightly starched before being pressed. Trousers and coat should be professionally cleaned regularly and replaced when past their best. To complete the immaculate image, pay attention to personal grooming and hygiene so that not only do you look the part, but you also feel confident.*

## Appendix 6 – Developmental Membership Scheme

### AUKSPT Developmental Membership Criteria

#### 1. Background

Some discussion took place at the 2009 AGM re the future recruiting and development opportunities for the Association and its viability, should the source of regular recruits from the UKSPT Ltd. no longer be available.

Since the foundation of the AUKSPT in spring of 2005, 'full' membership of the Association has been effectively 'automatic' following successful completion of the UKSPT Ltd course, completion of application form, signing of Code of Ethics and payment of relevant fee(s). The only checks carried out normally relate to checking existing individual websites for accuracy and professionalism. As it stands there are no 'quality checks' or any requirement for further assessment for any member. Development, if sought, is normally sourced through application to another toastmasters 'organisation'. Some members have joined or are in process of joining other organisations to improve development and business opportunities (in particular the NAT), where these opportunities are not formally available within the AUKSPT. At least two founding members of the AUKSPT have joined other associations then resigned from the AUKSPT.

The Executive Committee (31 Mar 09) agreed::

- 1) Not to consider applications for membership of the AUKSPT from anyone who has not graduated from the UKSPT Ltd course, however this to remain under constant review.
- 2) Performance & Quality reviews to be reconsidered if / once Associate Membership process is accepted and successfully implemented.
- 3) Country membership to be reviewed when circumstance arises.
- 4) Membership Process – requested a further discussion paper to consider options.

A meeting was held on 3rd Dec 09 of the Working party – Peter Thompson and Glenn Mayes. Extensive discussions were held including full consideration of consultation feedback from members. The consensus was as follows:

**1) Terminology.** There is some confusion over the term of 'mentor' or 'coach' and the actual roles and how this over-lapped into 'assessors' role. This was an emotive issue in some quarters. The following explanation of terms may be useful as a guide.

**Mentoring:** Off – line support and encouragement for people to manage their own learning in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be.

(Parsloe 1999)

**Coaching:** A process that enables learning and development to occur and thus performance to improve. To be successful a Coach requires a knowledge and understanding of process as well as the variety of styles, skills and techniques that are appropriate to the context in which coaching takes place' (Parsloe 1999)

**Shadowing:** The process of accompanying and observing someone at work in order to train or obtain insight.

'Mentoring' tends to be a longer term commitment; 'coaching' generally short term, 'shadowing' can of course be effectively a one off event!

**2) Need.** Feedback from 'new' members (and some more experienced graduates) was that there is a need for support in the short term in making the transition from theory to practical experience. Support should be in relation to developing professional skills rather than in 'business management and development'.

**3) Training:** The quality of initial training via the UKSPT Ltd is **not in doubt** and successful completion of the course remains the fixed criterion for membership of the Association. It was however clear from members' feedback that additional development opportunities in the field were required in some cases. These development opportunities should lie very firmly within the remit of the Association itself.

**4) Qualifications:** There is currently no standard national qualification for toastmasters and consequently there is no relevant toastmasters assessor qualification for the profession. There is no standard protocol laid down by the TGC or any agreed protocol or method of operating laid down by any of the TGC affiliated members. This makes 'assessment' difficult, has potential for subjective bias, and raises questions of legal culpability over one toastmaster dictating what is good / bad practice and the implications thereof.

**5) Logistics:** It was agreed that the Association with its genuinely national/international jurisdiction, may not be in a position to provide mentors / coaches / assessors for everyone who may request one. Consequently there is no point at this stage of imposing compulsory assessment when the Association would be open to serious criticism when unable to deliver that level of support. We only have currently one 'volunteer' outside the Executive Committee. It was agreed that full-time professional toastmasters are unlikely to forgo normal bookings and commitments in favour of acting as an assessor for 'new' toastmasters in the field.

**6) Managing Expectation:** It was agreed that both the 'mentor' and 'mentee' needed clear guidelines regarding expectations of the opportunities given, particularly around business confidentiality, code of ethics etc. A simple 'Memorandum of Understanding' would be valid. (See Appendix 1).

*Decision(s) sought: To discuss and agree the AUKSPT 'membership' process.*

## **2. The Way Forward**

### *To Implement a Developmental Membership Scheme*

It is proposed that:

- 1) Successful graduates of the UKSPT Ltd are appointed to 'Associate' status of the AUKSPT – e.g. 'Assoc. AUKSPT' - on initial application. Applicants shall submit photographs (front/back/side) in full toastmaster livery. 'Associate' membership certificate shall be issued.
  - 2) 'Associate members' will continue to wear the UKSPT Ltd collar (white with two red stripes) but with the AUKSPT pendant. They will pay the standard joining and membership fees pro-rata depending on their course date (as now); insurance premium if required, plus the current fee for AUKSPT pendant/jewel..
  - 3) Associate members will be encouraged to shadow 'experienced' member(s) of the AUKSPT for (one/two/three) events. The 'mentors' or 'coaches' will be provided, whenever possible, by volunteers from within the AUKSPT. Details will be maintained and provided by the Secretary.
  - 4) After a minimum of 12 months practical experience, Associate members may submit a formal application for full membership. The application should include copies of any testimonials, appropriate photographs and any other supporting information, together with the appropriate administration fee (e.g. £25) to cover the issue of a full membership certificate and 'members' collar (red with two white stripes). The administration fee for upgrading is separate from the original 'collaret fee'.
  - 5) Candidates for full membership will then complete a two part selection procedure at an appropriate Executive Committee meeting..
    - a) A standard written examination on 'practical' (not theoretical) aspects of the toastmastering profession (eg dealing with venues, clients, trouble shooting and related matters based on hands on experience) followed by
    - b) A verbal practical examination and interview in full livery, before a panel of three members consisting of the President (Chair), with Past Presidents or Vice Presidents of the Association as appropriate..
- Note: If agreed in principle, the nature of written and oral examinations will be the subject of a further EC working Party and subject to further consultation with members
- 6) Full membership Certificates / ribbons to be formally presented at the EC meeting or the AGM as appropriate.

**Benefits:** A clear development path for newly trained / qualified toastmasters and support for them in the transition from theory into practice. It is anticipated that the process will encourage the development of a stronger networking approach within the Association. It will encourage new members to take 'ownership' of their own development with

#### **4. Recommendations**

- i) The AUKSPT implements a developmental approach to membership with introduction of 'Associate Membership' (Assoc.AUKSPT) status.
- ii) We establish a network of 'volunteer' mentors /coaches across the country.
- iii) Due to lack of standardised working practices, the lack of nationally agreed standards or qualifications at this time. It is **not** recommended that further work to establish 'assessor' / 'assessment' criteria and subsequently consider appointing 'assessors' for each region of the AUKSPT is considered at this stage. It is recommended that the situation continues to be monitored.
- iv) If implemented, the revised membership criteria should take affect from the **Apr 2010** course. (**Note: Existing members would retain their full membership as at present**).
- v) The constitution is amended as appropriate to reflect decisions made if approved at the next AGM.

#### **5. Conclusion**

It is important that having established the AUKSPT as a creditable organisation and now the largest TGC affiliate, that we continue to lead the way in 'professionalising' our proud profession. We need to have the courage to take forward, these changes to ensure we maintain the competitive edge, especially in the current economic down turn.

We commend this paper to you.

**Glenn Mayes** MAUKSPT

Past President – AUKSPT

**Peter Thompson** MAUKSPT

Executive Committee Member – AUKSPT

## APPENDIX I – Memorandum of Understanding



Association of the UK School of Professional Toastmasters

### Memorandum of Understanding

Between

Toastmaster Mentor (name if required) and Toastmaster Mentee (name if required)

This Memorandum of Understanding (MOU) establishes a ‘voluntary’ developmental partnership between the guide or mentor and mentee.

#### I. MISSION

Together, the Parties enter into this Memorandum of Understanding to mutually promote experiential personal development opportunities for newly trained toastmasters or toastmasters inexperienced in certain types of functions or events by offering the opportunity to observe toastmasters at work at a variety of functions. The Assoc. will do everything that it can to facilitate a development system but cannot guarantee national availability.

The parties operating under this MOU agree as follows:

#### II. PURPOSE AND SCOPE

1. An experienced toastmaster will make him/herself available to be observed at a function(s) to enable an inexperienced toastmaster (or toastmaster not experienced in that event) to consolidate their training, hopefully gain confidence in their own ability and assist in developing their own techniques.
2. Each party of this MOU is responsible for their own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU.
3. The term ‘mentor’ is used in its widest sense – ‘an experienced member of an organisation or institution entrusted with advising junior or less experienced members’. It is not intended as a formal training or assessment function.

#### III. RESPONSIBILITIES

**Mentor**



*MAUKSPT*

*MAUKSPT / Assoc.MAUKSPT*

## **Appendix 7 – Website Development**

### ITEM 12: WEBSITE. UPDATE ON CHOICE OF SUPPLIER

#### **Objectives of new website**

1. To enable potential clients (brides-to-be, event organisers, etc) to easily find and engage a suitable Toastmaster from among our Members for their event
2. To provide a resource for Members – in a password protected Members' Area, where key documents (code of Ethics, Constitution, Dress Code etc) are available, and where members can interact through a Forum facility
3. To promote the UK School of Professional Toastmasters as the training School of choice, thereby increasing Graduate numbers and thus increasing Association Membership

We wish to present a modern, crisp, professional, colourful and inviting image. While we wish to maintain the traditional values of the Toastmaster, we also wish to emphasise that we are not stuffy stuffed shirts, but modern professionals in tune with the modern world. We wish to maintain a competitive edge over other Toastmaster Associations.

A password protected Members Area would include an archive and a Forum where members can post directly, and be notified automatically of new posts.

The site should be optimised so that for appropriate search strings (tbd) we are in the first page of Google listings.

Suitable and appropriate domain names should point to the site (we do now own domain names [www.aukspt.org](http://www.aukspt.org) and [www.aukspt.co.uk](http://www.aukspt.co.uk) and both point to the current site).

We would wish to record statistics such as number of visitors to the site, numbers of clicks through to the sites of individual Toastmasters

We would also wish that certain pages and elements of the site could/should be capable of being updated by us

#### **Budget**

Website design and development: no more than £2000

Annual maintenance: no more than £500

#### **Tenders**

Three proposals have been invited and received. One has been eliminated as too bespoke and too expensive; the remaining two are about to receive a round of specific questions on their proposals, to enable us to make a final choice.

In both cases our budget requirements should be met.