

Welcome aboard!

Our guide to welcome chats as part of our transitional adult appointments process



Scouts

South & South East London



Transforming the Volunteer Journey

Welcome conversations transition guide

Setting the scene...

We are moving....

From	To
Intimidating appointments process and inefficient processes	Volunteers welcomed, valued and at ease from day one
Appointments Panels & Appointments Advisory Committees	Welcome conversation where you volunteer A buddy throughout your induction
Manual, time-consuming admin – c. 4 hours per new volunteer	Empowered new volunteers through self-service including automated referencing
Reliance on siloed networks to recruit	More tools to help recruit locally

Historically we have appointments panels in scouts to welcome new volunteers into their role. It's proven that appointments panels excel at introducing new volunteers to the wider movement and allow us to understand if the opportunity is a good fit for the potential volunteer. They also help us ensure that they are aware of and accept our values, policies and promise. The appointments panel supports volunteers to understand their role requirements and is able to point them in the right direction of support. It's an important process intended to keep young people in scouting safe.

However, when members (and non-members), were asked they told us that the current appointment process is intimidating, unclear and rarely as welcoming as it could be. It can also be really off-putting for potential volunteers, meaning they don't get involved.

Members have also said that current challenges also include:

- Appointment panels don't make people feel safer
- They're not a warm welcome for a new volunteer, because they usually happen after that volunteer has been acting in their role for several weeks (or longer!)
- Safeguarding concerns are likely to be identified through conversations and working with volunteers rather than in a structured panel
- If a potential volunteer has needs that mean they cannot take up a role with the movement this should be highlighted before they start a volunteering task, if these emerge later then they should be raised in the normal safeguarding manner.

To overcome these challenges, we're moving from appointments panels to welcome conversations. This is a meeting between a new volunteer and two existing key members – one from within the group and one from outside the group (the district.)

Our new welcome conversations process is a much friendlier and less intimidating way for us to warmly welcome new people into our teams. It will confirm not only if a new volunteer is a match for us as an organisation, but more importantly that we are the right match for them, putting them at the heart of the process.

Why change?

The conversations will:

- Give a space to discuss how the task / role / opportunity can be adapted to meet the needs of the volunteer, like flexible time, date and location options.
- Provide the opportunity to clarify the next steps in the new volunteer's welcome journey – including DBS check, references and getting started learning.
- Make sure that the new volunteer has the chance to meet existing volunteers outside of their current role and be introduced to the wider movement.
- Provide a more welcoming experience for new volunteers. It's important that we're friendly, meet in familiar surroundings and at a time which is convenient for them.

A steady transition to the new welcome conversation process, that we are fully adopting in the near future, is a great way to efficiently carry out some elements of our current appointments process at a time and place that is suitable for everyone involved.

During this time of transition, we need to be mindful of both the current way of working and the new ways that we will be adopting in the coming months. With this in mind, please use this guide in conjunction with 'chapter 16 – Adult roles', in the current edition of Policy, Organisation & Rules (POR) (www.scouts.org.uk/por) to ensure that all aspects of our current adult appointment process are met at the same time as introducing some elements in the new ways of working. Please also remember that this process includes steps in the new process and the current process and is not the final process that we will be moving to in early 2024 when the new national digital systems are introduced.

One of these elements is that rule 16.1.7.2 states that the appointments panel meeting must consist of three panel members, (this is the exact number required, no more and no less), and the applicant's line manager must not be a member of the appointment panel.

To ensure that we meet this three-person requirement the process detailed below should include:

<p>Conversation one:</p>		<p>Should be carried out by a member of the new volunteer's scout group or explorer scout provision (the lead volunteer for the group - currently the Group Scout Leader or the district 14 to 18 team, team leader - currently the District Explorer Scout Commissioner)</p>
<p>Conversation Two:</p>		<p>Should be carried out by a member of the district who is not a member of the new volunteer's scout group or explorer scout provision (we suggest that this is someone who is already a member of your district appointments panel pool)</p>
<p>Welcome Buddy:</p>		<p>A member of the new volunteer's team who can use their experience of scouting to welcome and support the new volunteer as they journey through our adult joining process</p>

Our transitional welcome process

Everyone who wants to volunteer with the scouts needs to complete our welcome process which has four easy stages, these are:



1. **Welcome and induction:** welcome buddy is identified and introduced to the new adult who shows them the ropes and helps them get stuck in
2. **Application:** the new volunteer completes their paperwork – that’s our Adult Information Form and the Disclosure and Barring Service (DBS) record check
3. **Approval:** the new adult’s completed Disclosure and Barring Service (DBS) record check and two references have been received
4. **Appointment:** the new adult takes part in the welcome conversations and completes the relevant parts of our ‘getting started’ learning.



The transitional welcome process...

Process Step	What needs to happen	Step owner
<p>1. New volunteer starts to help in a section</p>	<p>A welcome buddy is assigned to the new adult</p>	<p>Lead volunteer for the group</p>
<p>2. Show them 'the ropes'</p>	<p>Help the new adult settle into their new role, talked them through the things they need to know, and explain what's going on during the section meeting</p>	<p>Welcome buddy</p>
<p>3. Explain the welcome process</p>	<p>Walk the new adult through our welcome to scouting process, making sure to explain what each step involves</p>	<p>Welcome buddy</p>
<p>4. Complete the paperwork</p>	<p>The new adult...</p> <ol style="list-style-type: none"> 1. Is given a welcome pack 2. Fills in the Adult Information Form 	<p>Welcome buddy</p>
<p>5. Add them to Compass</p>	<p>The new adult is added to Compass using the details provided on the Adult Information Form</p>	<p>Lead volunteer for the group or Group Supporter or District Appointments Secretary</p>
<p>6. Welcome conversation 1*</p>	<p>Conversation 1 takes place</p>	<p>Lead volunteer for the group</p>
<p>7. Check I.D.*</p>	<p>The new adults I.D. is checked, and the details collected and added to Atlantic Data</p>	<p>Member of the group / Lead volunteer for the group</p>
<p>8. DBS & References 1*</p>	<p>DBS and references are requested</p>	<p>Member of the group / unit or the District Appointments Secretary</p>

Process Step	What needs to happen	Step owner
9. New volunteer completes getting started learning*	The new adult starts (and completes), getting started learning	New adult
10. Welcome conversation 2*	Conversation 2 takes place	Member of the district volunteer development team conversation pool (Not connected to the group)
11. Supporters' discussion	The lead volunteer for the group, the member of the district volunteer development team conversation pool and the welcome buddy have a conversation to agree the new person suitability to become a volunteer in scouting.	Lead volunteer for the group
12. Getting started learning is validated	The new adult provides screenshots of their completion certificates for each of the learning modules and they are validated on Compass	New adult / Lead volunteer for the group
13. Conversation notification	Inform the District Appointments Secretary of the outcome of the three supporters discussion	Lead volunteer for the group
14. DBS & References 2	Satisfactory DBS clearance and both references have been received	District Appointments Secretary
15. Appointment approved	All the steps in the appointment process are marked as complete on Compass and the role is made a 'full appointment'	District Appointments Secretary
16. Appointment notification	Notification is sent to the 'new adult' (CC to the lead volunteer for the group, or equivalent), to let them know that they have completed the welcome and joining process and their role is now full	District Appointments Secretary

*** These steps can happen simultaneously**

Screening

As you will totally appreciate, our overriding consideration when making adult appointments is the safety and security of our young people. For this reason, everyone that takes on a 'formal' adult role in scouting is required to have a cleared enhanced DBS disclosure and two satisfactory references.

As a movement, we are committed to meeting the NSPCC guidelines around safe recruitment. This framework helps us to minimize the risk of appointing someone unsuitable and helps us make sure that new volunteers are 'safe' to work with our young people. To ensure a fair and consistent process we do this through disclosure (DBS) checks, references, welcome chats, and learning.

The guidance is in place to:

- minimise the risk of appointing someone unsuitable
- ensure you select the right person for the role
- make the process fair
- make sure there are records of the process for future reference

Adults that help on an 'occasional basis – occasional being defined by the UK Government as providing support no more than three times in a thirty-day period – do not require a DBS check, unless during that time they:

1. are staying overnight (in the same establishment as young people)
2. may have unsupervised access to young people
3. will be involved with the handling or management of money or personal data

If any of the above are applicable, then they are required to complete a DBS record check through The Scout Association and the check must be cleared before they take part.

PLEASE NOTE: The Scout Association does not accept DBS checks from other organisations. This is because the nature of the information that may be disclosed on an enhanced scout DBS criminal record check may differ from that provided to another organisation.

We seek to be open and accessible to all. A criminal conviction will not necessarily prevent an individual from volunteering. This will, however, depend on the nature of the position and the circumstances and background of their offences.

All convictions, including those that are spent will show on a Disclosure and Barring Service check. Some criminal convictions, disciplinary proceedings or behaviour may disqualify adults from certain roles in scouting, specifically any convictions or disciplinary proceedings which involve the harming of children, young people or vulnerable adults in any way.

Identity documents that can be used for Disclosure and Barring Service checks (DBS check)

If your new adult requires a DBS check, they will need to provide a range of documents to confirm their identity. When checking a person's identity please ensure that the person provides **original documents only** as photocopies are not acceptable.

Confirming their identity is easy...

In order to process their DBS application, they must be able to provide a combination of documents from the list below. The easiest route is to show:

one document from group 1

and

two further documents from either group 1, or group 2a or 2b.

If they do not have any of the documents in group 1, then they must be able to show one document from group 2a and two further documents from either group 2a or 2b.

At least one of their documents must show their current address as listed on their Compass record.

They must use documents from group 1 if they have them.

The information they provide must match their identity, date of birth and address information that they provided on the adult information form.

If they do not possess any of the required identity documents for a disclosure application to be carried out, the DBS check cannot proceed any further using our online system. In these cases, please speak to your District Volunteer Development Team for further advice.

The following table details the combination of documents that can be used in each of the groups...

Group 1 – Primary trusted identity credentials	
Document	Notes
Passport	Any current and valid passport
Biometric Residence Permit	UK
Current driving license photocard (full or provisional)	UK, Isle of Man, Channel Islands or EEA
Birth certificate issued within 12 months of your birth	UK, Isle of Man and Channel Islands including those issued by UK authorities overseas, such as embassies, high commissions and HM force
Adoption certificate	UK and Channel Islands

Group 2a – Trusted government documents	
Document	Notes
Current driving license photocard (full or provisional)	All countries outside the EEA (excluding Isle of Man and Channel Islands)
Current driving license (full or provisional) – paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EEA
Birth certificate, issued after time of birth	UK, Isle of Man, Channel Islands
Marriage or civil partnership certificate	UK and Channel Islands
Immigration document, visa or work permit	Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based
HM Forces ID card	UK
Firearms license	UK, Channel Islands, Isle of Man

Group 2b – Financial/social history documents		
Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK or EEA	Issued in last 12 months
	Countries outside the EEA	Issued in last 12 months – branch must be in a country where the applicant lives or works
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK or Channel Islands	Issued in last 12 months
Council tax statement	UK or Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill – not mobile telephone bill	UK	Issued in last 3 months
Document	Notes	Issue date and validity
Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months

Document	Notes	Issue date and validity
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid

Data protection statement

The Scout Association (the scouts), provides this facility under license agreement with Atlantic Data Ltd the provider of disclosures.co.uk, a wholly owned service provided by Atlantic Data Ltd. The DBS application is processed on behalf of the scouts by Atlantic Data Ltd. in accordance with the Data Protection Act and DBS Code of Practice. The scouts is the 'data controller'. Both the scouts and Atlantic Data Ltd. have undertaken to hold this data securely in accordance with the General Data Protection Regulation and the DBS Code of Practice.



A Welcome buddy for your new volunteer

We all know what it is like to run a busy section night meeting and how this consequently limits the amount of time we have available to spend supporting new adults that are joining our team and welcoming and inducting them properly into the way we do things.

That's why it's a great idea to give new members of your team a welcome buddy to help ensure that they receive the support and guidance they need whilst they find their feet.

Who can do this role?

A welcome buddy can be any member of your group (that are 18 years old and over), that are able to use their experience of scouting to welcome and support new volunteers. We suggest that buddies should have been a member for at least six months and hold a full appointment themselves.

What is the purpose of this role?

To help provide new volunteers in your group or unit (your team), a warm welcome to scouting and to be a friendly face and point of contact to provide ongoing, informal support and guidance, as required, and to answer any questions a new volunteer might have.

How are buddies matched with new volunteers?

A buddy should be matched by the lead volunteer for the group - currently the Group Scout Leader or the district 14 to 18 team, team leader - currently the District Explorer Scout Commissioner, as appropriate, who should aim to match two people who are in the same or similar role.

Try and choose buddies based upon what support may be most useful to the new volunteer, so buddies could be from the same or a different section (or group/unit – whatever is appropriate to the circumstance). If a new volunteer would like to choose their own buddy, they can do so by requesting a specific person.

What does the role involve?

- arrange an informal meeting with the new volunteer, (we suggest this should be during their first two weeks), to give them a warm welcome to your team
- support the new volunteer to learn about scouting as an organisation as well as the local structure. This can start by simply talking them through what is going on during a section meeting, introducing them to new people and showing them around your meeting place (and showing them where the facilities are!)
- walk them through our adult joining process and provide them with a welcome leaflet which will direct to them to our online Adult Information Form and welcome pages
- be approachable and offer regular opportunities to chat things over, answer any questions, share helpful information, local knowledge and resources, and signpost them to places where they can find more information (This can be through a variety of channels, e.g. face to face, phone, email, Zoom, FaceTime, WhatsApp etc. – we recommend that you meet face to face at least once per month during the welcome process)
- support them during the section meetings, talk them through what is going on and give them opportunities to take part in great scouting
- offer them the opportunity to shadow or take the lead where appropriate
- demonstrate our scouting values (integrity, respect, care, belief, cooperation)
- motivate, support and encourage the new volunteer to try different activities and roles within scouting, for example: encouraging them to complete their getting started learning
- buddy the new volunteer until they complete the joining process, and their appointment has been made full

Welcome buddy checklist

Get the basics right

- Smile and use positive language
- Make sure your volunteer feels comfortable by being open and welcoming
- Ask about their interests, skills and motivations for volunteering, so you have an idea of what they might enjoy doing from the get-go
- Give them things to do right away so they feel useful

Give them all the information they need

- Be honest about what to expect – including the tasks volunteers can expect to do when, the time probably required and the support and learning opportunities available
- Give them a copy of the yellow card
- Direct them to our online welcome pack, so they can access all the information they need in one go
- Add them to any group chats or social media communication channels you use
- If your group uses OSM, make sure they have access and know how to use it (but only after their cleared DBS disclosure has been received)

Make them feel valued and included

- Introduce them to other volunteers in your team and key people in your group, who can explain group policies like expenses and health and safety
- Introduce them to the young people, highlighting any specific needs they should be aware of
- Share contact details so they know who to go to if they have any issues
- If you use names like Akela or Skip, make sure they get one too

Most importantly, make sure they feel needed and valued and understand the difference they are making to the lives of young people in your local community – whether they're a tea maker, minibus driver, activity planner or 'exec committee' member.

Check in regularly

Happy volunteers stick around. And the key to understanding where they're at is to simply talk to them.

Have a regular chat over a cuppa to find out if they're enjoying the tasks assigned to them (or if they fancy a change) means you can notice potential problems early on and make sure everyone's getting what they need from being a volunteer.

Every adult at scouts should:

- Enjoy what they are doing
- Feel part of the team
- Know what's going on
- Know what's expected of them
- Know where they can go next
- Feel valued and that they are making a difference



More support and guidance to help you with welcoming new adults can be found at: <https://tinyurl.com/warmwelc>



Section team member (Leader) induction and welcome plan

Immediate information:

- Be given some information about your new role
- Take a look at our welcome to scouting pages
- Read our welcome aboard joining guide - you can download one from <https://tinyurl.com/wtsaif>
- Learn about our safeguarding policy – have you got a copy of our yellow card? (if not ask your welcome buddy for one)

During your first week:

- be introduced to other adults in your team
- be introduced to the young people
- be given a guided tour of the premises and outline fire, first aid and safety procedures
- be involved in an activity (for example, a game)
- be given contact details of the other people in your team

Within your first month:

- meet the other adults in your group
- fill out an adult information form
- complete your disclosure and barring service check
- take part in a few different activities
- take on responsibility for an activity such as a game or practical activity
- discuss the purpose of scouting with an experienced leader or volunteer manager
- be given some material containing program ideas and games
- be given a copy of the sections planned programme for the coming months/term
- learn about the section's ceremonies
- be given a group scarf to wear

Within three months:

- take part in a leaders meeting
- attend a district activity or event
- meet the Assistant District Commissioner for the section you are working with
- be given a copy of relevant group information
- be given a copy of the district diary
- be supported in planning and leading activities and games for section meetings
- meet with your Training Adviser
- begin your getting started learning
- be told where to obtain scout uniform

Within five months:

- take part in your scout group's leadership team meeting
- attend a district welcome meeting
- complete your getting started training
- be supported in planning several activities to complete areas of badge work with members of your section
- Receive your full appointment

Welcome conversation planning

To successfully welcome and retain new adult volunteers you need to show that your group / unit / team is:

- open and welcoming: a 'place of doors, not walls'
- an energetic place, full of enthusiastic people and full of activity
- making a major contribution to the local and wider community
- well organised where people's time is well used and productive
- safe (especially for young people)
- well managed
- part of a huge, vibrant, and successful local, national and international movement.

Before the conversations...

- The new volunteer needs to be added to Compass
- The new volunteer should be assigned a Welcome Buddy and they should have met At least once
- The volunteer does not need to have completed their getting started learning or have received their disclosure check or have references completed
- Make sure to contact the new volunteer via their preferred method (phone, email etc.)
- When appropriate, make use of virtual tools like Teams, Zoom, FaceTime etc.
- The conversation should be conducted once the volunteer is certain they would like to take on the role they have expressed an interest in
- Make contact as soon as possible/appropriate: It is advised that both conversations take place within (and no longer than) 4 to 6 weeks into their journey, we recommend that this is after they have visited and taken part in their chosen role a few times, with conversation one - within three weeks and conversation two - within five weeks

Remember: at this stage never arrange to meet a person in a place where there is no one else around and don't go to their home alone or invite them into your home.

Conversation guide

It's really important to deliver a warm, welcoming, friendly and effective conversation. You should aim for each conversation to last around 30 minutes. Use the time you have together to get to know them a little bit and understand why they are volunteering and what they are hoping to get out of the opportunity.

Things to consider and remember:

- Organise time for a chat that suits them and a place that is a positive space for them and they feel comfortable - avoid meeting in a busy scout hall, pubs, cafes or in your/their house – consider a side room in the scout hall, during a section meeting or the hour before a meeting is due to start
- Check name pronunciation or other names the volunteer might go by
- Smile and use positive language. keep the conversation positive
- Ask open ended questions - open-ended questions are broad and can be answered in detail e.g. "Tell me what you are looking forward to most in your role?", while closed-ended questions are narrow in focus and usually answered with a single word or from a limited multiple-choice options e.g. "Do you enjoy being a leader?". By understanding the difference between the two, you can learn to ask better questions and get better, more actionable answers

- Avoid assumptions and do everything you can, to help put the new volunteer at ease. The conversation should feel informal and relaxed as well as welcoming - not like an interview
- Take the lead from their responses and do not ask questions, if you feel they have already been answered
- Training and learning opportunities are something most volunteers want and expect, so talk about it positively
- Remember: we're looking for people, not leaders – be open minded and remember flexible scouting opportunities (emphasise just how flexible volunteering with us can be)
- Steer clear of scout jargon or acronyms
- Prepare your leadership teams to warmly welcome new adults
- Have a pen and paper handy to record key details
- Let them know how long that chat might last, and let them know that you'd love to find out a little more about them, so you can provide the best support
- Remember the main defined purposes of these conversations – don't overload them with information – there will be plenty of time for you to delve deeper into the specifics of volunteering down the line

Conversation one: Welcome to scouting

With the lead volunteer for the group (currently the Group Scout Leader or the district 14 to 18 team, team leader (currently the District Explorer Scout Commissioner) or their nominee but not a member of the person's immediate team

The purpose of this conversation is to warmly welcome your new volunteer and ensure they understand their new role and where it fits into local scouting and that they have all the information and support they need to get started.

Welcome and thank you!

- Welcome the new volunteer to the meeting and thank them for choosing to volunteer some of their spare time with the scouts
- Explain that this is an informal chat, it's not an interview and is a chance for them to ask any questions they might have about scouting
- Reassure them they don't need to know everything from the very start – all new volunteers are given opportunities to learn in their new role and their responsibilities as a member of scouts.
- Mention that there's a role or tasks for everyone at scouts
- Let them know how long the conversation might last

The purpose of our conversation

- Explain that the purpose of the chat is to:
 - Welcome them to the scouts
 - Meet the requirements of our screening appointment process
 - Explain a little more about where their role fits within the structure of our organisation
 - Ensure that they are clear about the role and/or tasks they will be doing
 - Get to know them a little bit and understand why they are volunteering and what they are hoping to get out of the opportunity.

Areas to cover during your conversation

- Ask them what their needs for volunteering are - time they can commit, how flexible does the role need to be, confirm their availability
- Confirm any given information around inclusion/access needs and follow up/ask questions on how we can support them
- Share information about how scouting is organised and supported in the Group/Unit/District/County and briefly explain how the volunteers' role fits into this structure
- Talk to them about their new role and the tasks they will be doing
- Check they know where to go for support and who to ask, if they have a question or just need some help
- Answer any questions they have
- Explain further learning and development will be provided to ensure they get the required support for their role.
- Check they have been offered/taken up the offer of support (from a buddy, line manager, other group members) and know where to go if they have a question or just need some help.
- Confirm any access needs or specific ways in which scouting are able to make their journey as smooth as possible
- Have they been receiving the welcome e-mails?
- Do they know where and what support is available and who to ask if they need help?

To close...

- Check they understand what will happen after this conversation and what else they need to do, to complete the welcome process
- Make sure they know they won't be thrown in the deep end
- Thank them for their time and everything they have done so far to get started as a scouts volunteer!

Conversation two: Safeguarding and screening

With a member of the District outside of the Scout Group or Explorer Scout Unit (someone who is a member of your district's volunteer development team join conversations pool)

The purpose of this second conversation is to ensure that you feel confident that the new volunteer is aware of, and accepts, the scouts values, key policies – particularly safety and safeguarding, and young people first card, and confirm they are happy to accept them, know where to find them in Policy, Organisation & Rules (POR), and adhere to them, (this does not mean they need to be able to recite each of the policies, promise and values), and, if applicable, is willing to make the promise (role depending).

The purpose of our conversation

- Explain that the purpose of the meeting is to:
 - ensure they are aware of our:
 - ✓ scouting's values
 - ✓ our key policies
 - ✓ the scout promises
 - tell them about the learning they will need to complete (getting started learning), and all the other learning opportunities that are provided for all volunteers to take part in
 - Check that the necessary actions have been taken to carry out their DBS and references

Areas to cover during your conversation

- Welcome the new volunteer to the meeting and thank them for choosing to volunteer with the Scouts
- Do they understand the training that is provided for all volunteers
- Do they understand what training they will need to complete for their role?
- Do they know how to access the training that they need to complete?
- Is there any other training or support they think they might need, beyond what's offered?
- Have they had a chance to look at the [values](#), [promises](#) and [key policies](#) of the Scouts (particularly the safety and safeguarding policies), and if they could tell you about them and why they think they are important? Reassure them that these topics will be revisited during their getting started learning.
- Confirm they agree to follow the values and key policies of the organisation and make the promise, if appropriate to their role.
- Have they read the '[Young People First \(Yellow Card\)](#)' and if they have any questions?
- Can they explain why it is important that they follow the yellow card in their volunteering role?
- Confirm that they agree to follow the code of behaviour set out in the yellow card?
- Reassure the volunteer that the "Young People First" (yellow card), the key policies and values of the organisation will be explored further, during getting started learning

Explain the next steps

- Make sure they have provided details of their referees and have completed everything need to process their DBS
- Make sure they know how they can begin their getting started learning
- Given them the option to have a buddy from the groups team to be a point of contact, help and support them, and show them the roles
- Ask for, and answer, any questions they may have

To close...

- Check they understand what will happen after this conversation and what else they need to do, to complete the welcome to scouting joining process.
- Thank them for their time and everything they have done so far to get started as a Scouts volunteer!





Getting Started

Getting started learning comprises of a combination of different topics that aims to introduce new volunteers to their role and give them the basic information and skills they need to get started. The learning includes the way we work together, our key policies and the support available to them. Different roles are required to complete a different combination of topics. This is explained in more detail in the table below.

This learning needs to be completed before their full appointment can be made and they need to complete the learning as soon as they can and within five months of joining your team. This really is plenty of time, as each topic will only take them around 30 minutes to complete.

Getting started learning consists of a combination of the following (depending on their role):



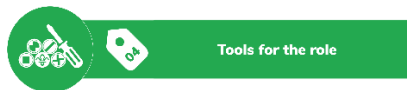
Essential Information provides the key information they need to know to help them get started as a volunteer in with scouting



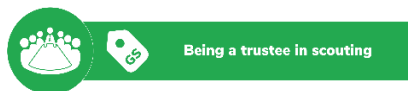
Doing things safely is fundamental to everything we do in scouting. This safety training needs to be completed by everyone who holds an appointment in scouting and ensures that they understand their responsibilities for keeping everyone in scouts safe and how to assess and manage risk.



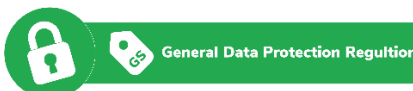
This learning needs to be completed by everyone who holds an appointment in scouting and ensures that they stay up-to-date on safeguarding practice and understand their responsibilities as a member of scouts.



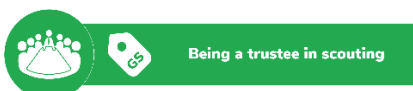
This learning is for those who hold a section facing role in scouting. The learning covers the basic information on being a leader with a section and some practical help to get started in the role.



This learning is for those who hold a manager or supporter role in scouting. It covers the key information about your role, areas of responsibility and where you can find further information and support.



GDPR training needs to be completed by everyone who holds an appointment in scouting. It covers the basic information that you need to know in relation to the General Data Protection Regulations.



Trustee Introduction training needs to be completed by everyone who is a member of an executive committees in scouting. It provides information on current regulations, your role in managing a charity and your legal responsibilities as a trustee.

Who needs to complete what learning....

Section team members

(that's section leaders, assistant section leaders and section assistants):

- 1 Module 1: Essential Information
 - 2 Safety
 - 3 Safeguarding
 - 4 Module 3: Tools for the role (section leaders)
 - 5 The General Data Protection Regulation Awareness
and, if you also sit on an executive committee (at any level) you also need to complete:
 - 6 Introduction to being a trustee
-

Lead volunteers

(that's group scout leaders and district commissioners):

- 1 Module 1: Essential Information
 - 2 Module 2: Personal Learning Plan
 - 3 Safety
 - 4 Safeguarding
 - 5 Module 4: Tools for the role (managers)
 - 6 The General Data Protection Regulation Awareness
and, if you also sit on an executive committee (at any level) you also need to complete:
 - 1 Introduction to being a trustee
-

Trustees

(that's executive committee officers and executive committee members):

- 1 Module 1: Essential Information
 - 2 Safety
 - 3 Safeguarding
 - 4 Introduction to being a trustee
 - 5 The General Data Protection Regulation Awareness
-

Supporters

(that's assistant district commissioners, scout activity support managers etc.):

- 1 Module 1: Essential Information
 - 2 Safety
 - 3 Safeguarding
 - 4 The General Data Protection Regulation Awareness
and, if they sit on an executive committee (at any level) they also need to complete:
 - 5 Introduction to being a trustee
-

You can access the learning at

<https://tinyurl.com/scoutsgettingstarted>



What happens next?

Get their learning signed off...

At the end of each short module the learner is presented with an on screen certificate to show that they have completed the learning. Please ask your new adult to take a copy of this – either print it, take a photo of the screen, screenshot it or screen capture it – and pass each one on to their welcome buddy who can then arrange for their learning record, on compass, to be updated.

Important next steps for the welcome conversation lead (that's the person who carried out conversation one)

It's great practice to send a follow up email. This should be friendly and positive and doesn't have to be super formal. Summarise some of the key points that were discussed in both conversations and share any plans they may need to be aware of as their journey goes on from here.

Arrange a chat, as soon as possible after both conversations have taken place, with

- the person that carried out conversation two
- the new volunteer's welcome buddy

This conversation is to make sure that you are all happy and have a consensus that you are satisfied that they:

- are aware of, and by personal example prepared to uphold and promote the values and policies of The Scout Association – including making the Scout Promise if appropriate
- have a good motivation and reason why they want to be an adult volunteer in scouting

And understands and accepts:

- our welcome process
- the purpose of The Scout Association
- our safeguarding and safety policies
- the learning requirements for their role

Once you have established that all three of you are satisfied (or otherwise), the next thing to do is to inform the district appointments secretary about the outcome of the conversations. This is done using the notification form, which you can find access via <https://tinyurl.com/wcnotification> (a QR code you can use to access the form can be found in the resources list below.)

If you feel that the new volunteer does not understand the requirements of their new role and/or the basic level of learning required, this is not a reason to recommend that they are not appointed. Instead suggest that they speak to their welcome buddy or a training adviser to discuss this further; you may need to remind them of who those people are and how to contact them. Flag this with the appointment secretary, when you make the recommendation, so they can also ask the appropriate lead volunteer (currently GSL/DESC/DC) to contact the new volunteer for a further discussion about the role.



Final steps...

To move the new volunteer's appointment from provisional to full all fields in their role record on compass need to be complete.

The final steps to achieve this should be:

- Your district appointments secretary will:
 - use the information provided on the notification form submitted to update the 'Appointments Advisory Committee Approval' and 'Commissioner Approval' fields
 - update the 'References' field, once they have been received
- The records department at UKHQ will:
 - update the 'CE Check' and 'Disclosure and Barring Required' fields
- The lead volunteer for the group or a training adviser will:
 - add the validation dates for getting started learning (on receipt of the new adult's completion certificate for each learning module)

Getting Started Modules		
	Validated By	Validated On
Personal Learning Plan	<input type="text"/>	<input type="text"/>
Tools for the Role (Section Leaders)	<input type="text"/>	<input type="text"/>
General Data Protection Regulations	<input type="text"/>	<input type="text"/>
Essential Information	<input type="text"/>	<input type="text"/>
Safety Training	<input type="text"/>	<input type="text"/>
Safeguarding Training	<input type="text"/>	<input type="text"/>

Updated by: The records department at UKHQ

Updated by: District Appointments Secretary

Updated by: Lead volunteer for the group or Training Adviser



More support and guidance to help you with the appointments process can be found in the current module 37 Advising on adult appointments.

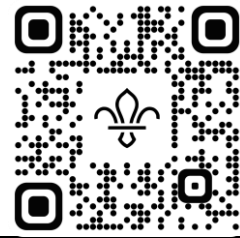
You can complete this online learning at:
<https://tinyurl.com/module-37>



Tools and resources

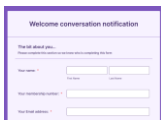
Tools to help you administer the process

Available at: www.tinyurl.com/welconvo



Welcome process checklist

A handy checklist to help you keep track of the new adult's progress through the welcome process.

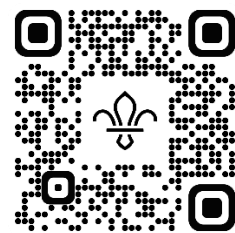


Conversation notification form

Use the relevant form for your district to inform your district appointments secretary about the outcome of your welcome conversation.

Find the form via

<https://tinyurl.com/wcnotification>



ID checking form

This form can be used by any person completing identity document checks.



Reference form

This form can be used as an alternative method to collect reference information if the referee is not able to provide it electronically.

IMPORTANT:

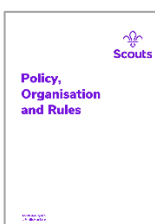
If used, the completed form should be passed on to the district appointments secretary and retained until the welcome process is complete and the new adult's role has been made full. Once appointed, the forms should be destroyed.

If the decision not to appoint is made, due to an unsatisfactory reference, the forms should be sent to the vetting team at the Scouts HQ at vetting@scouts.org.uk, along with any other relevant information regarding the decision not to appoint. This must be done within one week of the decision being made.



Secure storage, handling, use, retention & disposal of Information

Guidance on the secure storage, handling, use, retention and disposal of disclosures and disclosure information.



The Policy, Organisation and Rules of The Scout Association

Often referred to as POR, this document defines the structure and management of UK scouting.

It provides support and guidance to help us all run local scouting at all levels. It is revised at least once a year to ensure it includes updates and important changes.

Resources to give to new volunteers

Digital route...

Welcome leaflet

A leaflet and yellow card to give to your new volunteer on week one. It provides details of our key policies and a link to our online Adult Information form to get them started.



Available from

Paper copies

From your District Volunteer Development Team

Digital download

Download a printer friendly version



Young people first – Safeguarding: a code of practice

A small yellow card which details our child protection policy and code of practice



Available from

Paper copies

From your District Volunteer Development Team

Paper copies or download

Order from Scout Stores

www.tinyurl.com/scoutsyellowcard



Welcome aboard

A handy guide that welcomes new adults to scouting and walks them through our welcome process, step by step.



Available from

Digital download

New volunteers are directed to a download of this guide when they visit the webpage detailed in the welcome leaflet (above).

Paper route...

Get paper copies
from your District Volunteer
Development Team

Download and print copies
or from
www.tinyurl.com/welconvo



Welcome aboard

A handy guide that welcomes new adults to scouting and walks them through our welcome process, step by step.



Adult Information Form

Designed to help you collect the information needed to add new adult member onto Compass.



A quick guide to scouting

An overview of our key policies and some of the support that is available to you

Young people first – Safeguarding: a code of practice

A small yellow card which details our child protection policy and code of practice



Also available from

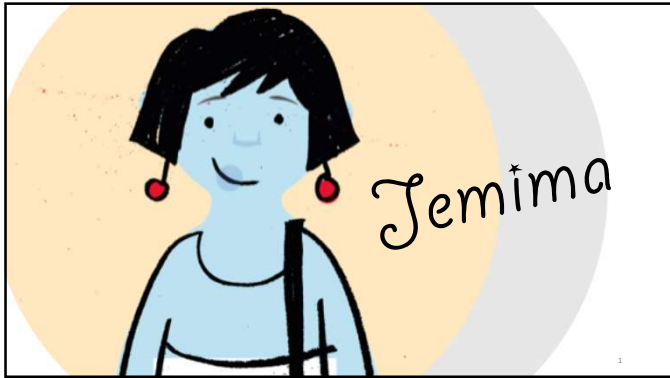
You can also order from Scout Stores

www.tinyurl.com/scoutsyellowcard

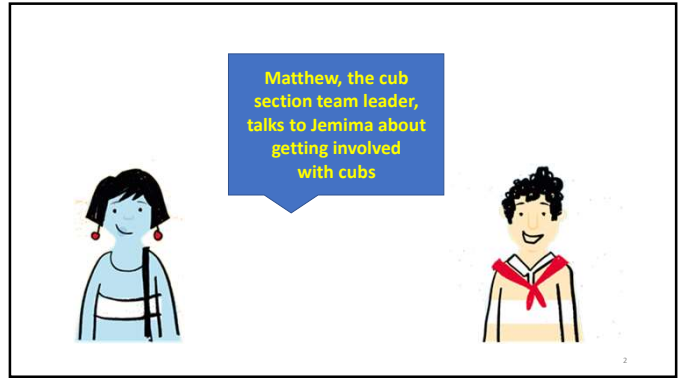


Welcome process checklist

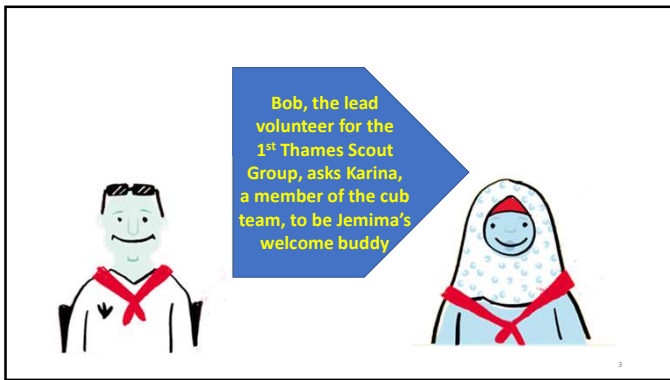
Milestones		Date			☑ complete	
1	Welcome Buddy assigned					
2	Welcome process explained and details given To the new adult					
3	Warm welcome and Induction started					
4	Adult information Form completed <i>and either entered onto Compass or passed to district appointments secretary to be entered onto Compass (https://compass.scouts.org.uk/)</i>					
5	I.D. documents checked and added to Atlantic Data (https://thescouts.disclosures.co.uk/secure/login.php)					
6	Conversation one has happened					
7	Conversation two has happened					
8	DBS and I.D. check completed					
9	Satisfactory references received					
10	Clear DBS check received					
11	Getting Started learning completed	Essential Information				
		Safety				
		Safeguarding				
		Tools for the role				
		GDPR				
		Introduction to being a trustee				
16	Induction complete					
17	Ongoing support identified					
18	Conversation notification form submitted					
19	Full appointment issued					



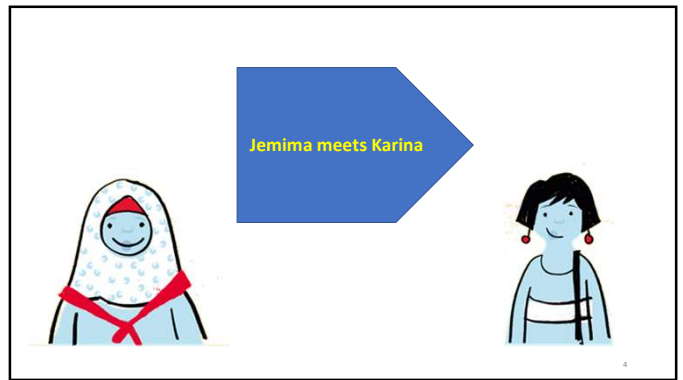
1



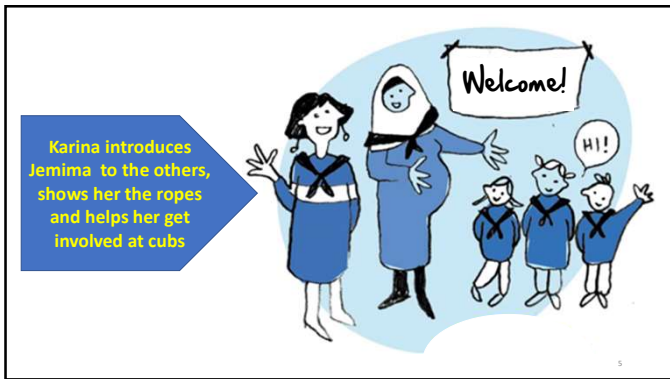
2



3



4



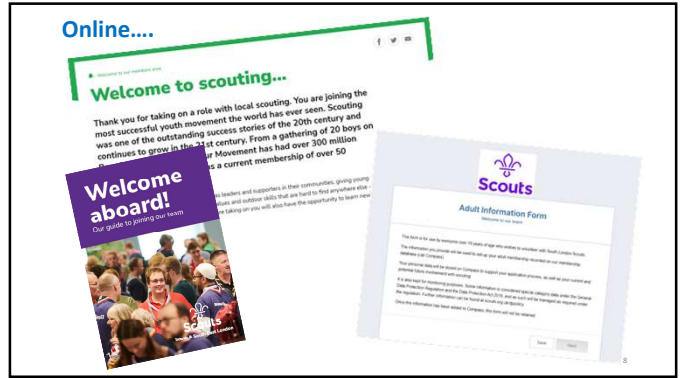
5



6



7



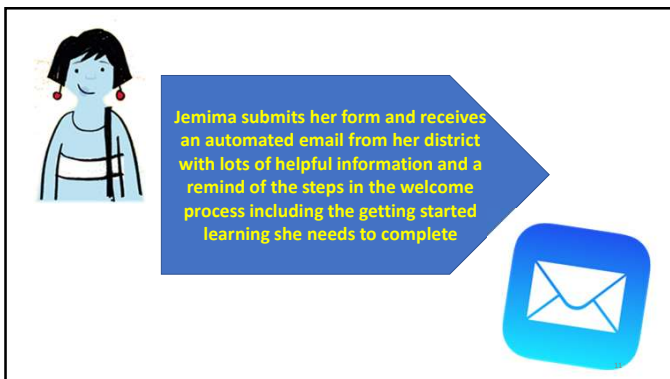
8



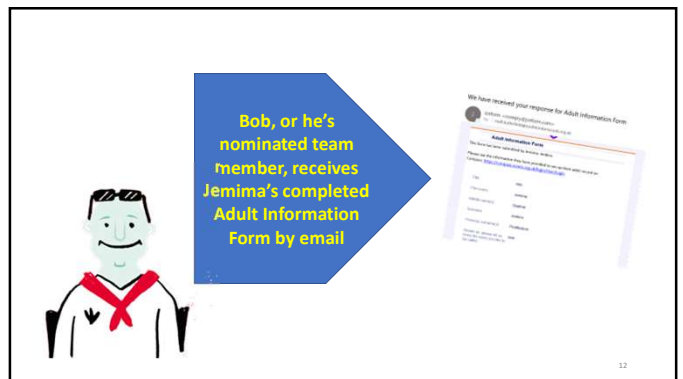
9



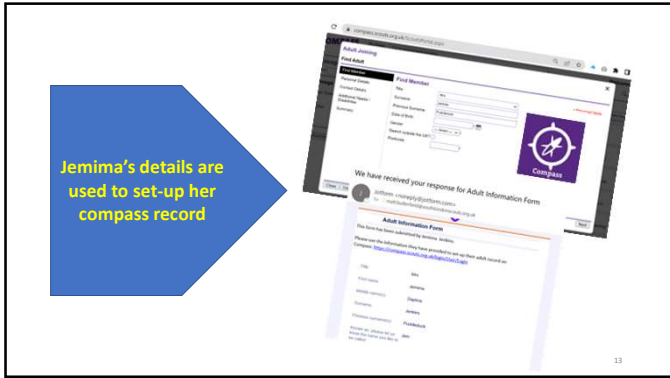
10



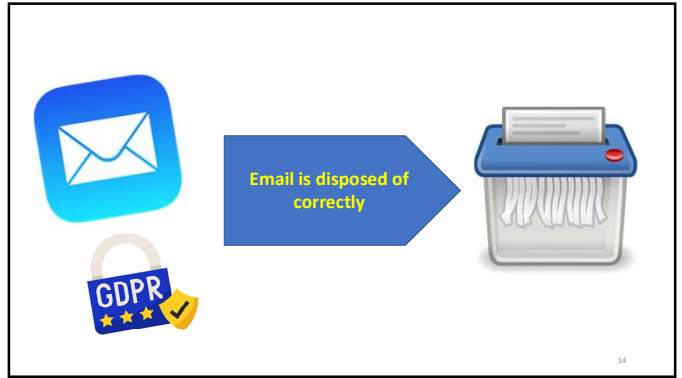
11



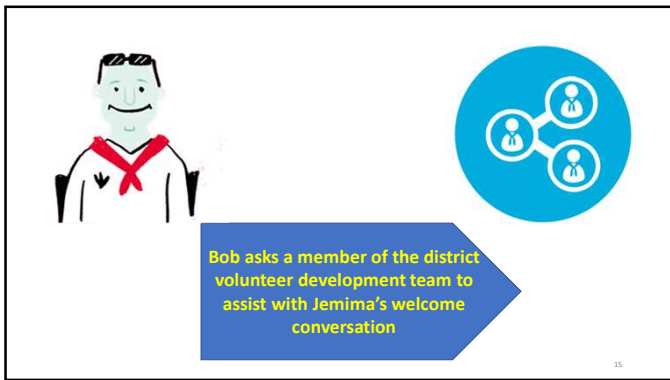
12



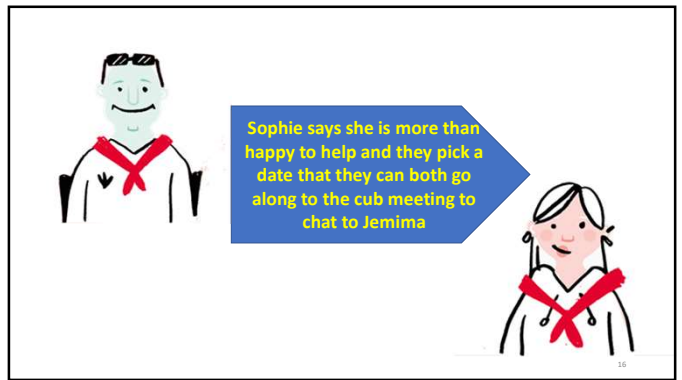
13



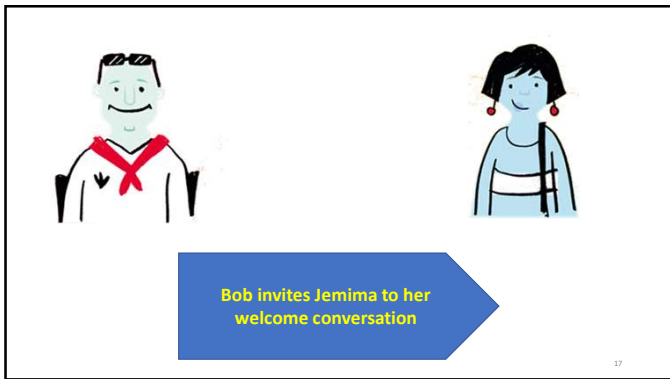
14



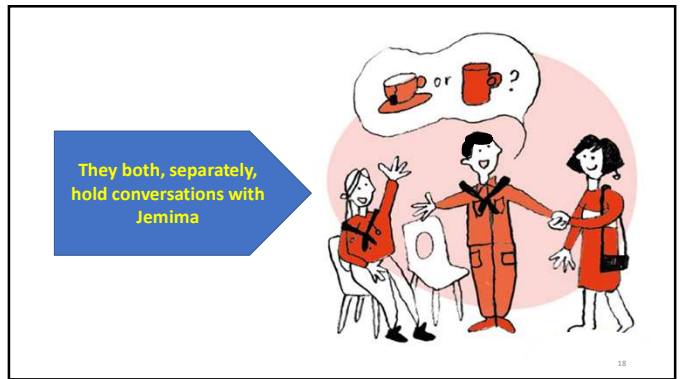
15



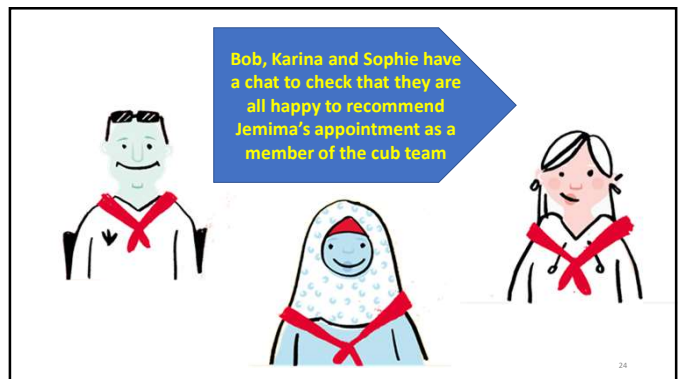
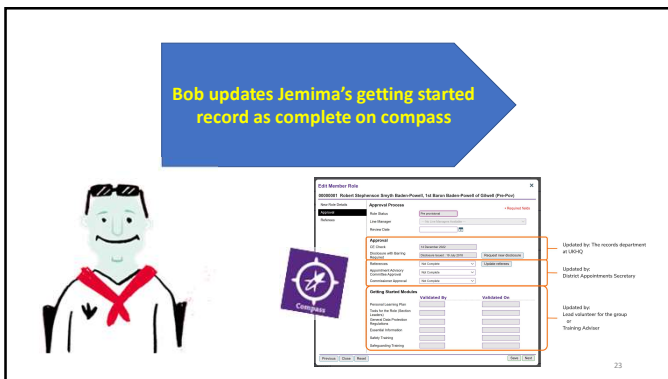
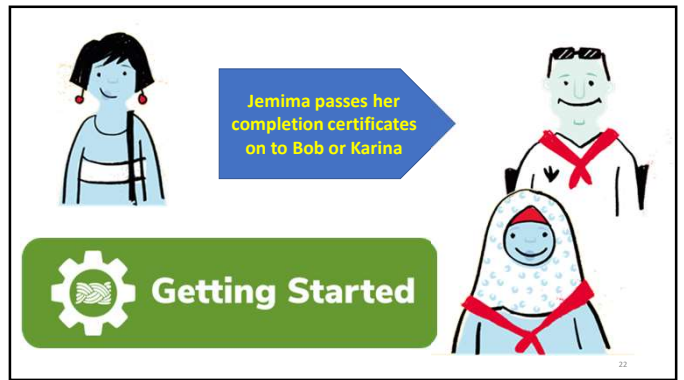
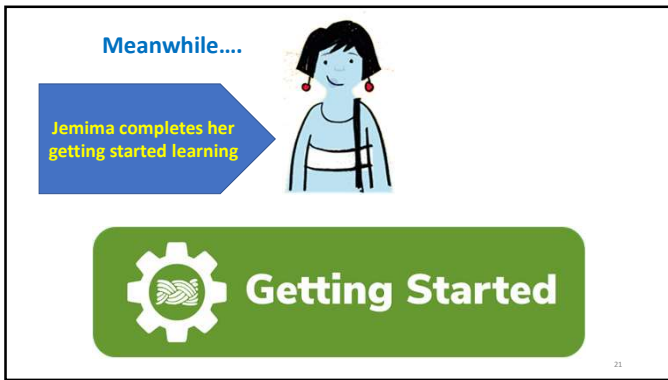
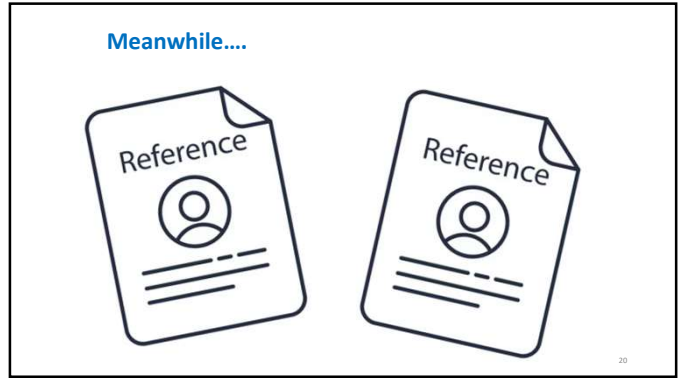
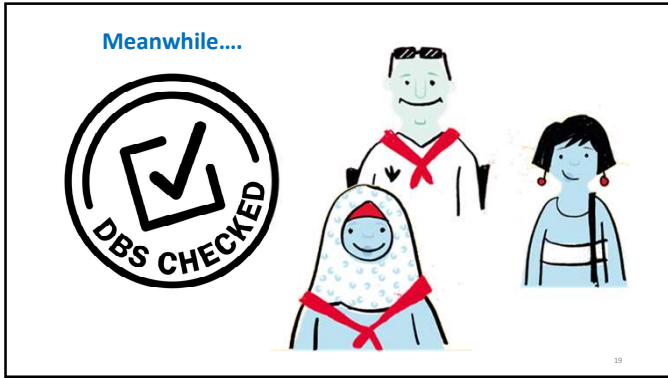
16

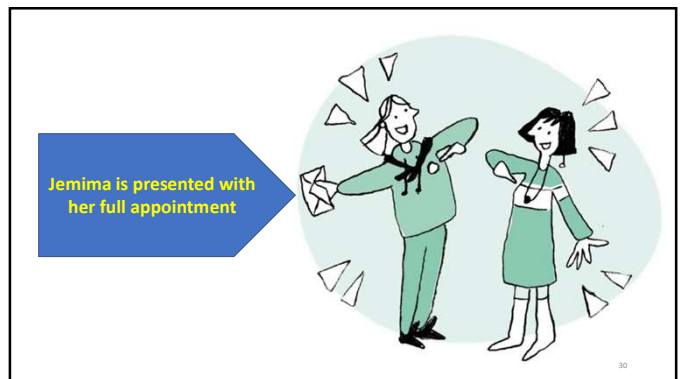
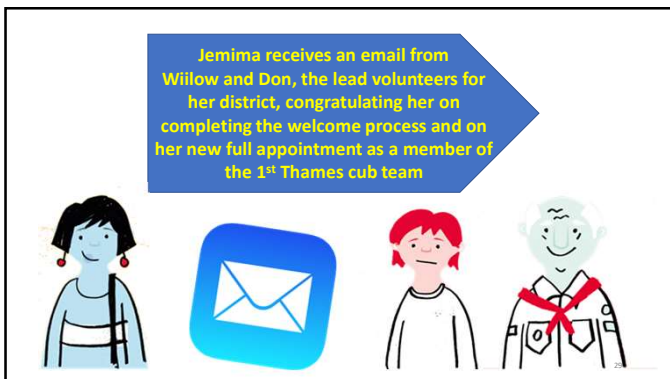
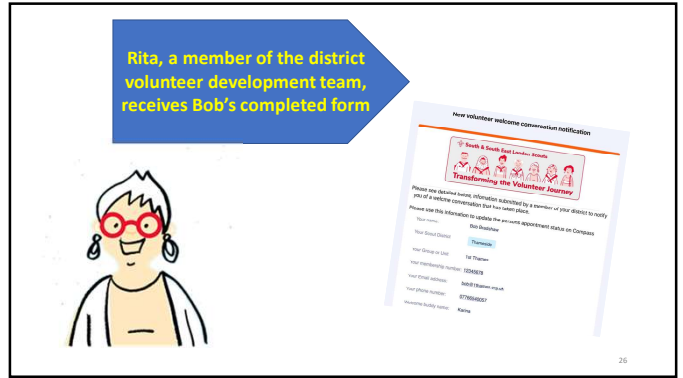
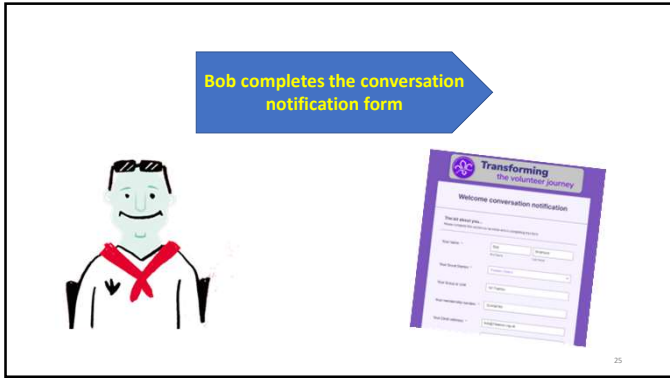


17



18





A warmer welcome for everyone

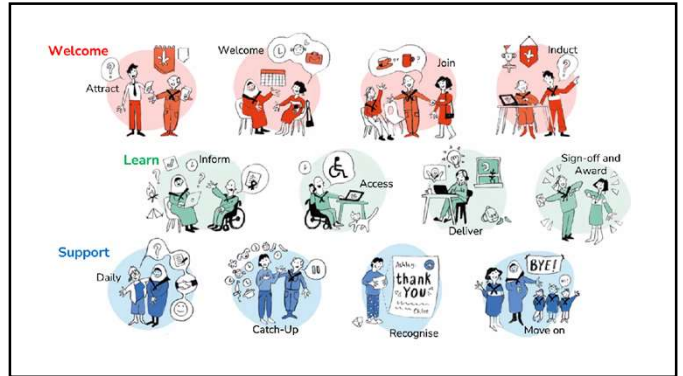


We want **Jemima** to think and say...

"I've been warmly welcomed and thoroughly introduced to my new volunteer role. The learning I've completed so far has been so helpful and now I can hit the ground running"



31



32