

What can I do to support a volunteer's 'Role to Full' inside the deadline

A guide for line managers which works with the progress emails they receive.

Volunteers go through 2 stages to reach a full role and this should be completed within 5 months. The DC can extend this by a further 5 months at his discretion. It is the line manager's responsibility to ensure this happens with the support of several other roles and they can delegate as appropriate.

Their role starts off as Pre-provisional.

It goes to Provisional once they have clearance (Dbs), references received (if required) and AAC approval. (And they need DC approval but this step has been left from the reports and is reported as part of AAC Approval.) They can then wear the uniform without badges.

It goes to Full once they have done Getting Started training, which includes learning and validation and usually the creation of a PLP (Personal Learning Plan). They can then be invested. However if a suitable occasion presents itself before this point, you need to weigh up the benefit of making the volunteer feel welcome and the risk of them not completing the Getting Started training.

Below are tips and ideas on what to do to help progress the role after reading the progress email.

TA has not been allocated

- Use the directory to find the list of TAs and approach one yourself or email the LTM on ltm@christchurchscouts.org.uk

DBS not complete

Line managers are responsible for the application being submitted, although many delegate it to someone in their team.

- Login to Atlantic and find out what stage it is at and chase as appropriate
- If you are unsure what the stage means, read this.
<https://compasssupport.scouts.org.uk/?guide=how-to-use-the-reports-in-atlantic-data>
- If it says Result received and yet the field on the email hasn't been flagged, it is likely there has been something disclosed and this is being dealt with in confidence by the Appointments Committee and the DC.

References

The Appointments Secretary is responsible for requesting these and having them received.

AAC Approval

The Appointments Secretary is responsible for this.

- If the field is blank and it's not a role that has been added very recently, you could email appointmentssecretary@christchurchscouts.org.uk to find out if there is a reason you can help with.
- If the field is showing Booked for a second time, it's usually because the volunteer didn't show or had to postpone. A quiet word with them could help work out if it's just a diary thing or something else such as hesitation.

GS Booked

Line managers are responsible for this and the LTM supports. This field refers to the Getting Started modules relevant to the role, most often module 1 and 3. It could be module 1 and 4 for a manager. The LTM meets with them at their AAC appointment and books them or agrees with them they will do it online.

- If the AAC approval is showing Compl and this is not booked, email the LTM on ltm@christchurchscouts.org.uk and/or talk to the volunteer to find out why.

GS (1) Compl and GS (1) empty OR GS (3/4) Compl and GS (3/4) empty

This is the most frequent delay to the process - their learning isn't validated. If they did the course with a trainer, they should have decided what tasks to do and their TA would have been informed they were at this stage. If they opted to do it online, the TA will know they completed it but may not have discussed with the volunteer what tasks they will do. The volunteer may need an opportunity to complete their task, may be struggling or may not have got to it.

- Talk to the volunteer and TA and encourage it as appropriate.

GS (2) empty when AAC Approval shows Compl

This is the last field displayed but is not necessarily the last step chronologically. This is module 2 which is creating a PLP for the volunteer.

Line managers are responsible for this getting done, the TA does it and the LTM supports. It can happen any time after AAC approval, irrespective of whether the volunteer has done the Getting Started training. It can take a little lead time so best kicked off early.

- Talk to the volunteer and TA and encourage it as appropriate.