South London Scouts

# Transforming the Volunteer Journey

GREATER LONDON SOUTH

GREATER LONDON SOUTH EAST

Scouts

Scouts

# We want to make volunteering with Scouts easier and more fun...

# ...so that we can attract more volunteers and our current volunteers want to stay

**We need to adapt to stay relevant, attract new volunteers, and make sure the scouts is enjoyable for everyone.**

## We are transforming your volunteer experience

We will have new digital tools for recruitment, welcoming, learning and adult membership management. These will all be accessed from scouts.org.uk.

## We are transforming your volunteer experience

We're moving from training to learning and development. There's some learning for everyone but completing your wood badge will be optional.

## We are transforming your volunteer experience

We're moving from appointment panel meetings to welcome conversations that will take place in your group.

## We are transforming your volunteer experience

We are moving to teams-based volunteering.

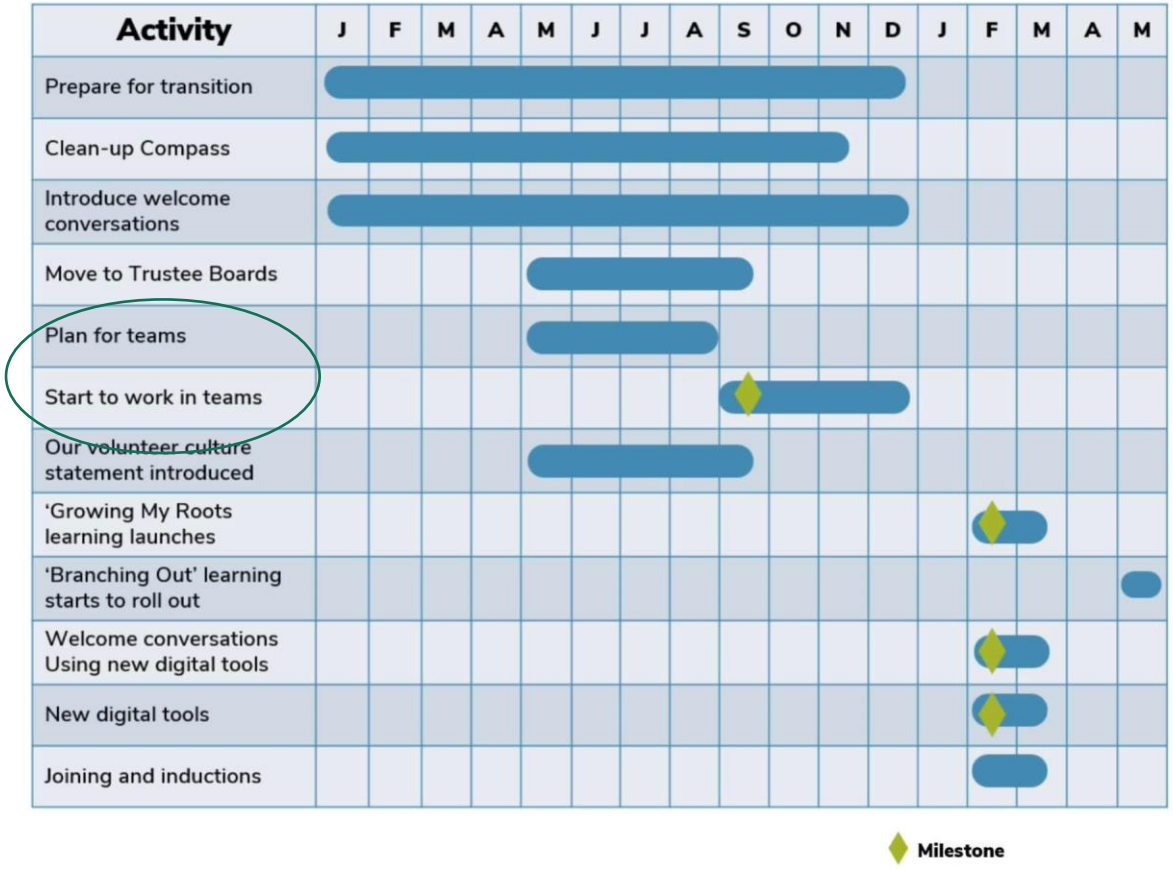
Each team has a clear purpose and shared tasks.

# We are transforming your volunteer experience

We're moving from training to learning and development. There's some learning for everyone but completing your wood badge will be optional.

South London & South East London Scouts

# Rollout timeline



# Moving from training to learning

# This session looks at:

- Why we need to improve how we learn
- What learning will look like
- How we will transition from training to learning
- Putting it all together and making it happen...

# Current training

- Externally **well regarded** for its breadth and content
- Volunteers **value the Wood Badge** when they achieve it
- Internally **difficult to navigate** the training scheme syllabus

# Current training

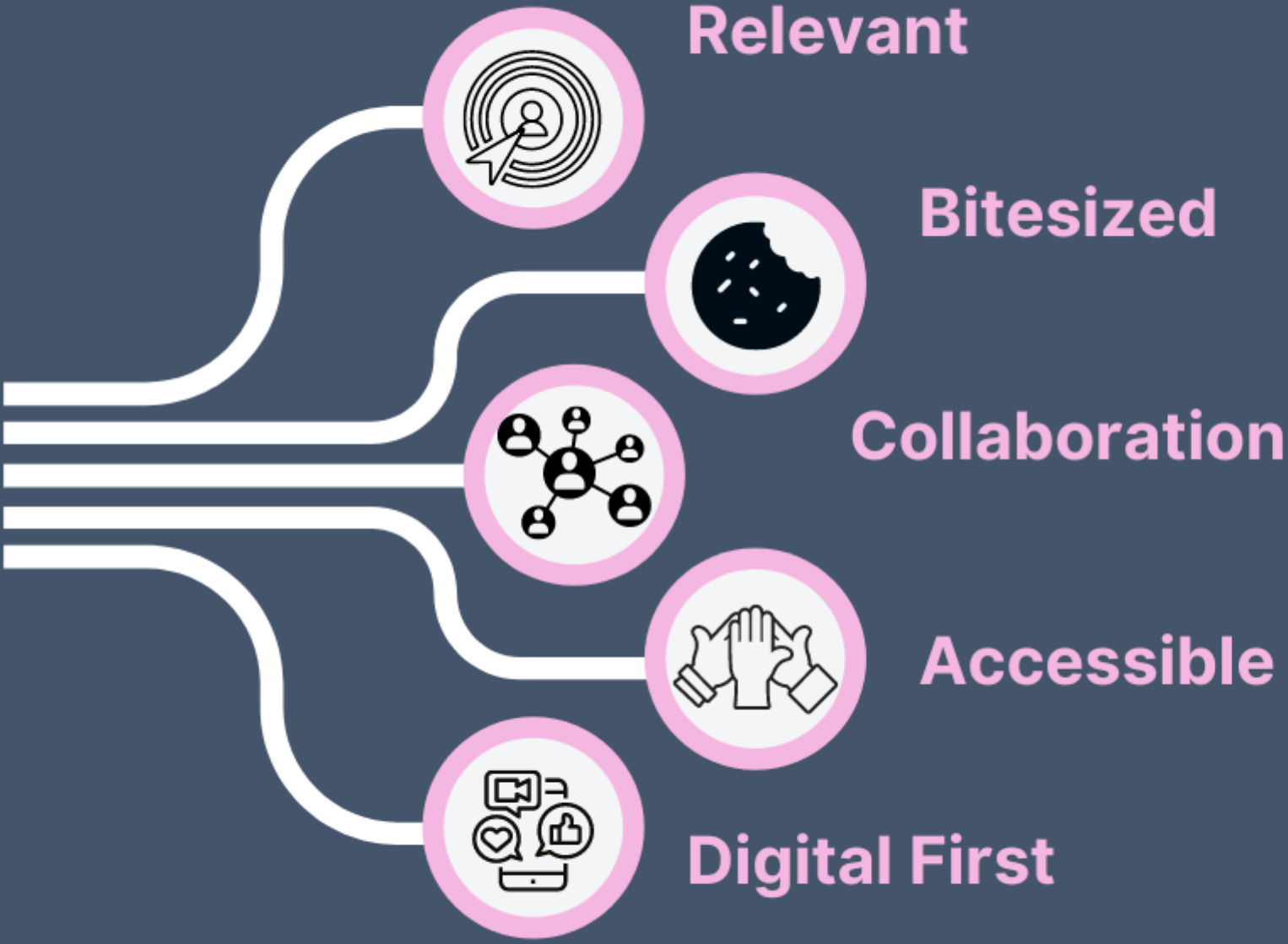
- **Modules are not always specific to a role** and are often duplicated when changing roles
- Volunteers are **put off by having to repeat training** or validation when moving role
- **Reliance on having many dedicated volunteers** to:
  - Update PLPs & Compass
  - Deliver & validate training
  - Manage on-going learning

# Why we need to improve how we learn

National research showed very clearly that most volunteers don’t find the current training scheme lives up to what they need and is not meeting the needs and requirements of our ever-changing Scout Movement

# More relevant and engaging learning

| From | To |
| --- | --- |
| "Training" and Training teams | Personalised learning when you need it, tailored to your role<br>Support and management of learning built into our structures |
| Time-consuming to do & validate | Existing skills recognised and sign off built in, no separate validation |
| Hard work to track and manage | Easy to manage and report compliance |
| Off-putting digital experience | Digital first (but not digital only), bite-sized, in one place |
| Wood badge for almost every role | Wood badge optional and available to all |


Relevant
Bitesized
Collaboration
Accessible
Digital First

Scouts

Digital first (not digital only)

Face-to-face learning where appropriate

We will make learning available non-digitally for those who need it

# The impact on you

The new way of working will affect:

- everyone who hasn’t yet completed all of the modules relevant to their role
- everyone’s ongoing learning requirements
- all adults who haven’t yet completed their Wood Badge
- all new volunteers

# Moving from training to learning

## Module Matrix

**This is a summary of the Scouts' Adult Training Scheme and ongoing learning.**
For further information on the training requirements for specific roles, please refer to the Scouts' Adult Training Scheme pages on **scouts.org.uk/volunteers/learning-development-and-awards/**.

All Appointments | Section Leaders and Section Supporters | Trustee Introduction | Supplementary | Managers, Section Supporters, Other Supporters | Mandatory Ongoing Learning

**Getting Started** To be completed within 5 months of appointment

| Module | Aim | Methods |
|---|---|---|
| Personal Learning Plan (02) | To create a plan for an individual's learning based on the requirements of the job and taking into account the individual's needs. | One to one<br>Workbook |
| Essential Information (01) | To provide all adults in Scouting with the essential information needed to get started in their role. | e-learning |
| General Data Protection Regulations (GDPR) | To provide all adults in Scouting with an understanding of what the General Data Protection Regulations (GDPR) means for them, their Scout Group, District and County and how to effectively align with it. | e-learning |
| Safety | To provide all adults in Scouting with an understanding of safety practice and responsibilities as a member of Scouts, to keep everyone safe. | e-learning |
| Safeguarding | To provide all adults in Scouting with an understanding of safeguarding practice and responsibilities as a member of Scouts , to keep everyone safe. | e-learning |
| Trustee Introduction | To provide the Charity or managing Trustees with information on their legal responsibilities and current regulations. | e-learning |
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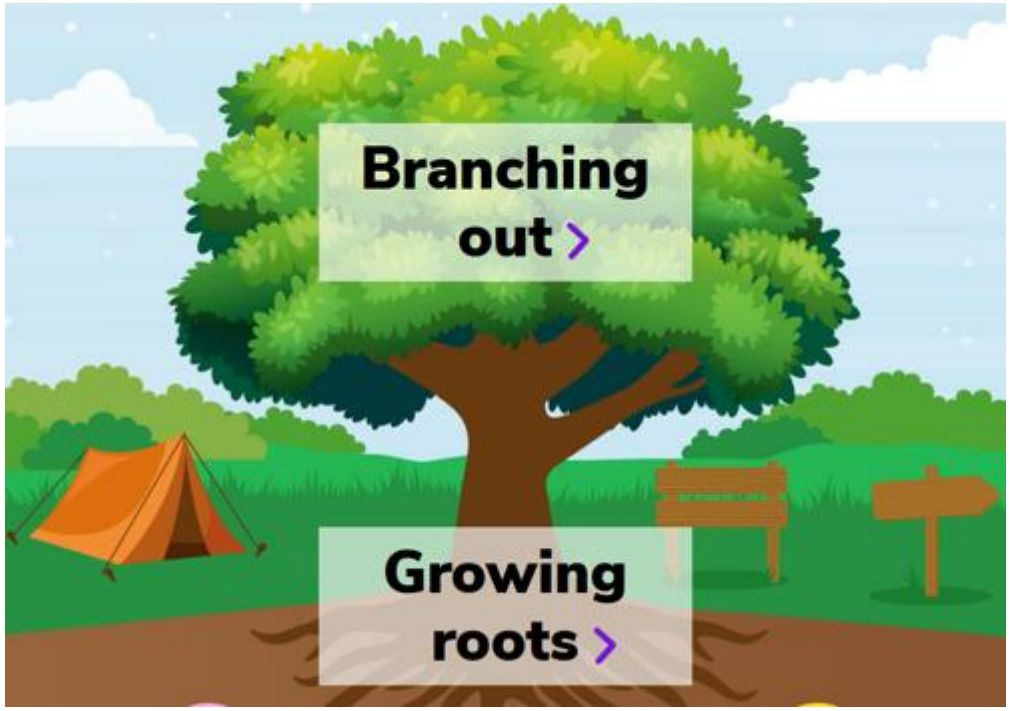
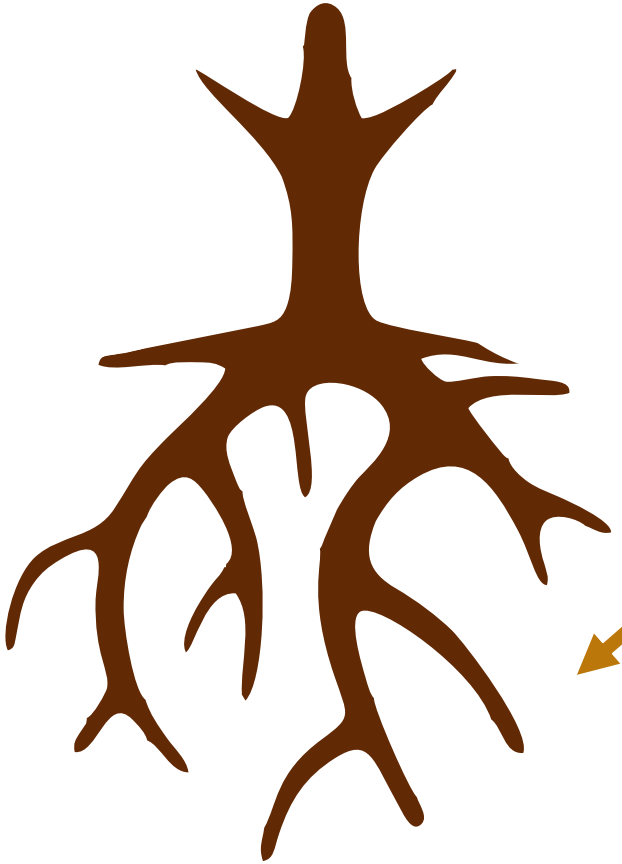


**Branching Out**

**(optional learning)**



**Growing my roots**

**(mandatory for all adults)**

**Branching Out**

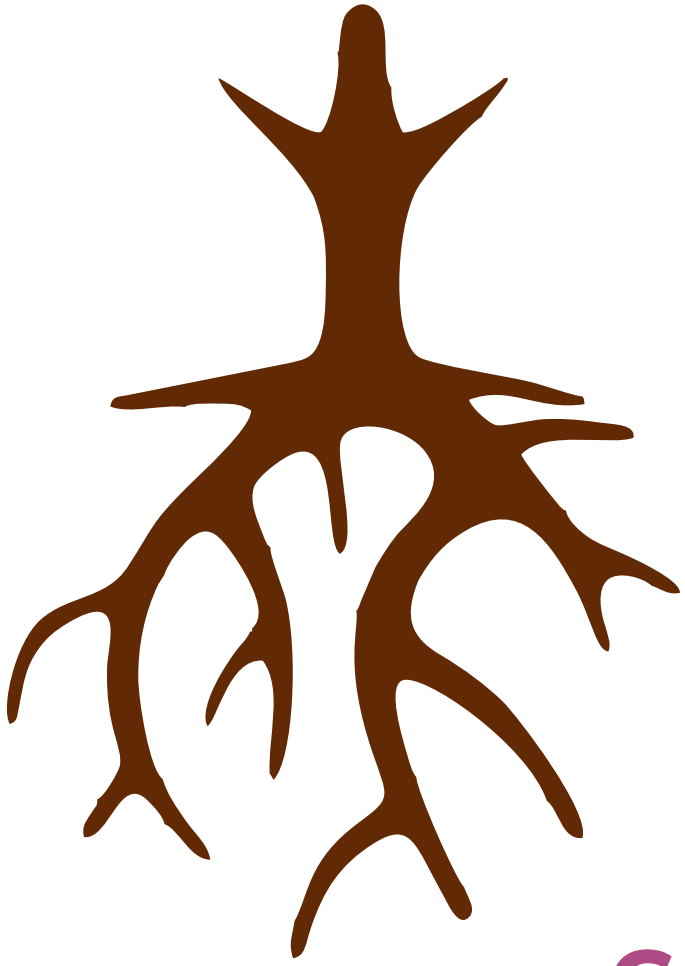
**(optional learning)**

**Wood Badge**

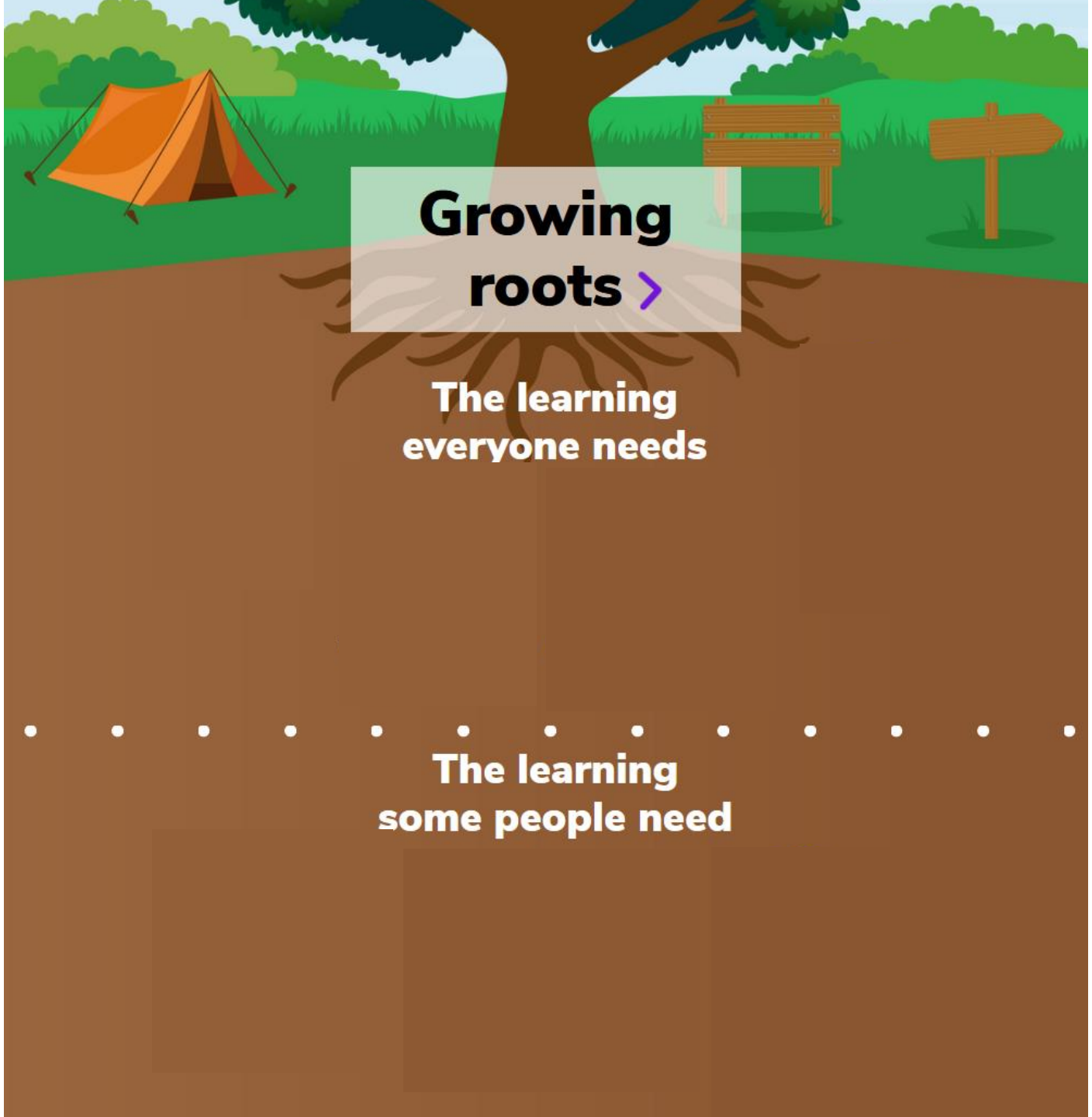
**Growing my roots**

**(mandatory for all adults)**

Scouts



# Growing Roots
# (Mandatory Learning)


Growing roots
The learning everyone needs
The learning some people need

Scouts

Scouts

# The things everyone needs to know to get started

## Data Protection in Scouts

- Gathering data
- Storing & sharing data
- Data breaches & deleting data

## What we do & How we do it

- Purpose and values
- Working with others
- Good communication
- Running our programme (The basics)
- Self-care

## Creating Inclusion

- Self-awareness
- Creating inclusive spaces
- Supporting specific needs
- Challenging bias and discrimination

## Safe Scouting

- E-Safety
- Assessing risk
- Incidents - respond and report
- Mental health basics
- Child/Adult protection

Scouts

# The things you need for your type of role:

## "Delivery"

Section Teams

Potential Content*:

- How to work with parents/guardians
- How to actively involve young people
- Running our programme (In practice)

## "Trustee"

Trustees

Potential Content*:

- Charity regulator processes
- Insurance, legal responsibilities (Inc. GDPR), equality impact assessments
- Finance and asset management

## "Manager"

Team Leaders, Lead Volunteers

Potential Content*:

- Teamwork, inclusion and conflict from a management perspective
- Suspensions, sanctions and difficult conversations
- Delegation and external relationships

# Modules that will be retired in 2024

05
Fundamental values of scouting

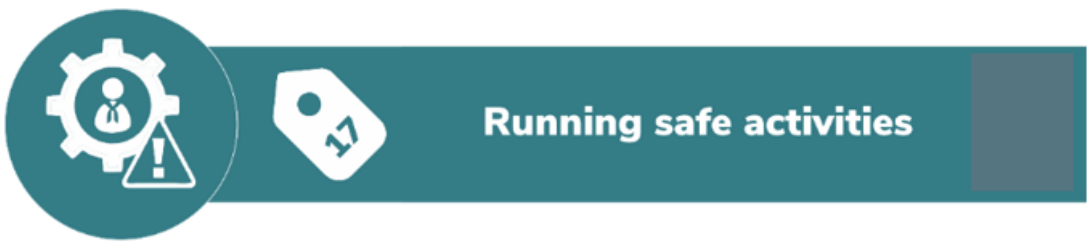
07
Scouting for all

HIGH QUALITY
12A
Delivering a quality programme

12B
Programme planning

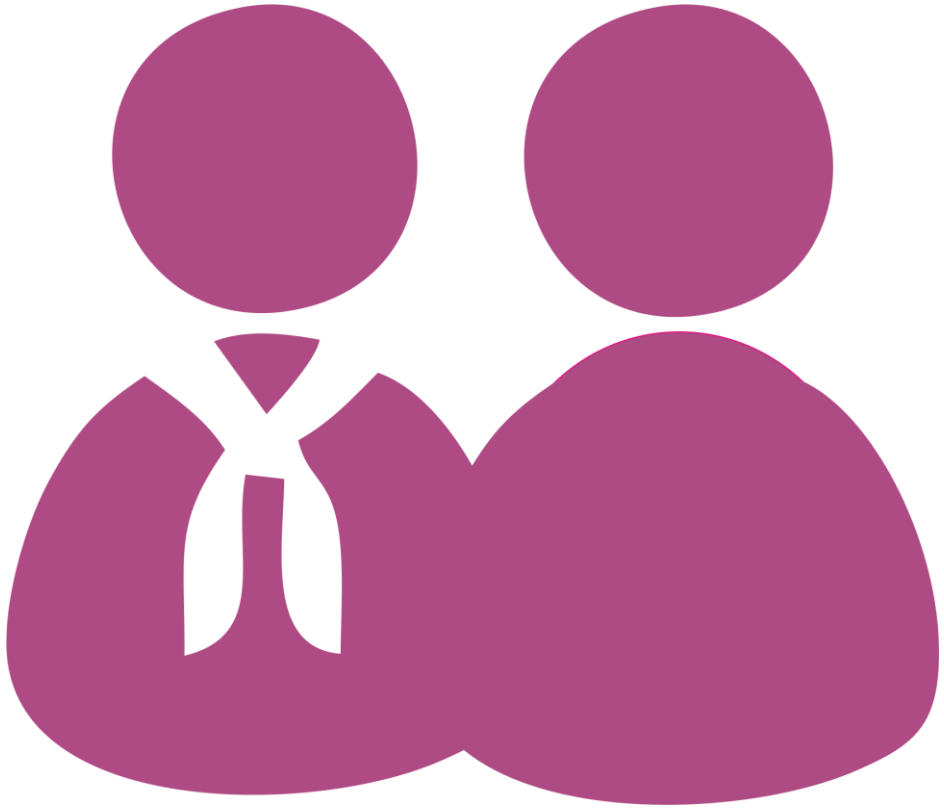
14
Supporting young people

15
Promoting positive behaviour


17
Running safe activities

Modules
05, 07, 12A,
12B, 14,
15, 17

# Section Assistants

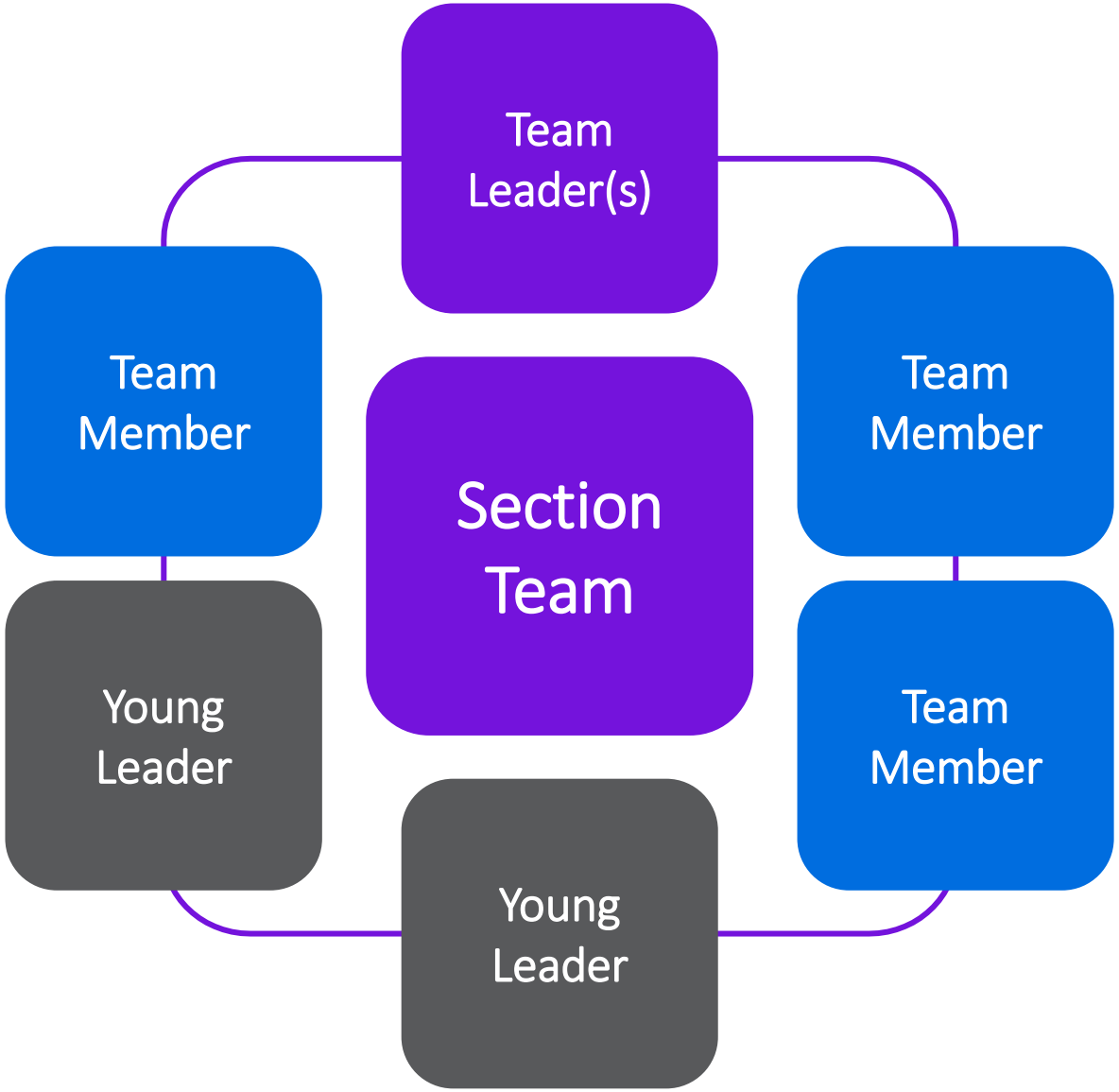


Getting Started

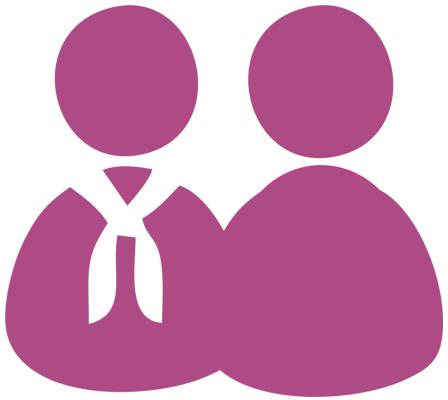
Currently Complete:

- Module 1
- GDPR
- Safety
- Safeguarding
- Modlue 3

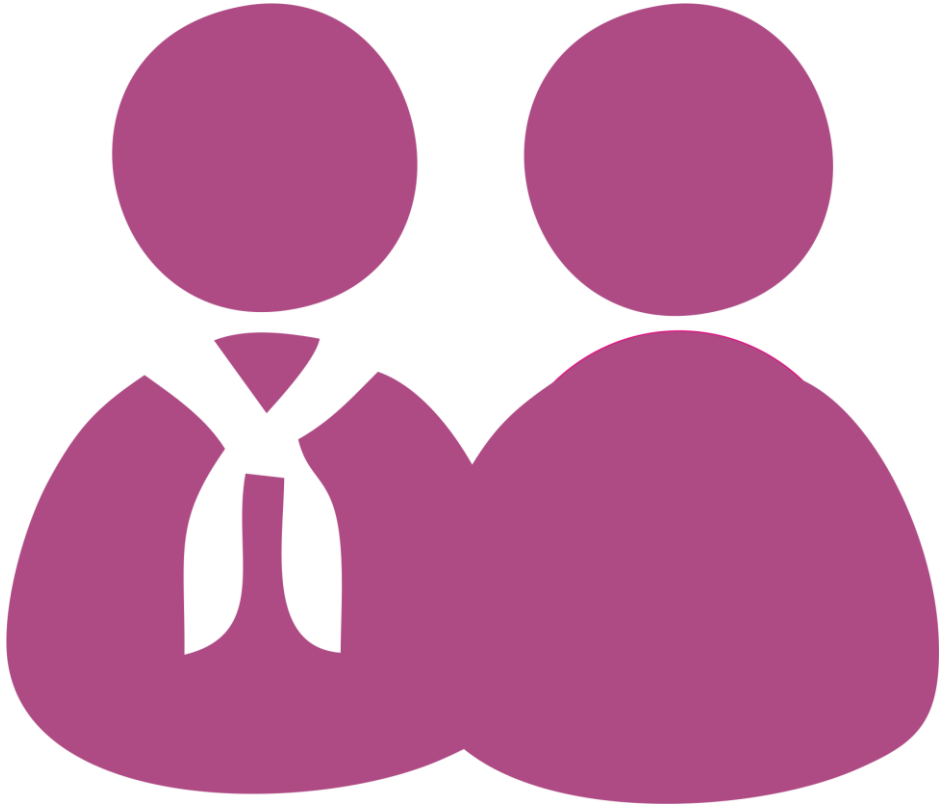
Scouts




# Team Members



# Section Team Members



Will Complete:

- Who we are and what we do
- Data protection in scouts
- Creating inclusion
- Safe scouting
- Delivering a great programme

**Complete before 31st January 2024**

## Getting Started

**In 2024**

# Learning Migration

| Validated 'Getting Started' Training | Will sign off 'Growing Roots' Learning |
|---|---|
| GDPR Module | Data Protection in Scouts |
| Safety AND Safeguarding Modules | Safe Scouting |
| Module 1 – Essentials of Scouting | Who we are & What we do |
| Module 4 – Tools for the role (Managers & Supporters) | Leading Scout Volunteers |
| Module 3 – Tools for the role (Section Leaders) | Delivering a Great Programme |
| Trustee Introduction Module | Being a Trustee in Scouts |
| ALL getting started modules validated | Creating Inclusion |

# Recommended Learning

Everyone who have 'Growing Roots' signed off as part of the transition are recommended to complete Creating Inclusion and any relevant role / team  learning

Although this is not mandatory.

# Anyone part way through…

Getting Started

Some ‘Getting Started’ modules validated

+

Complete some of the new ‘Growing Roots’

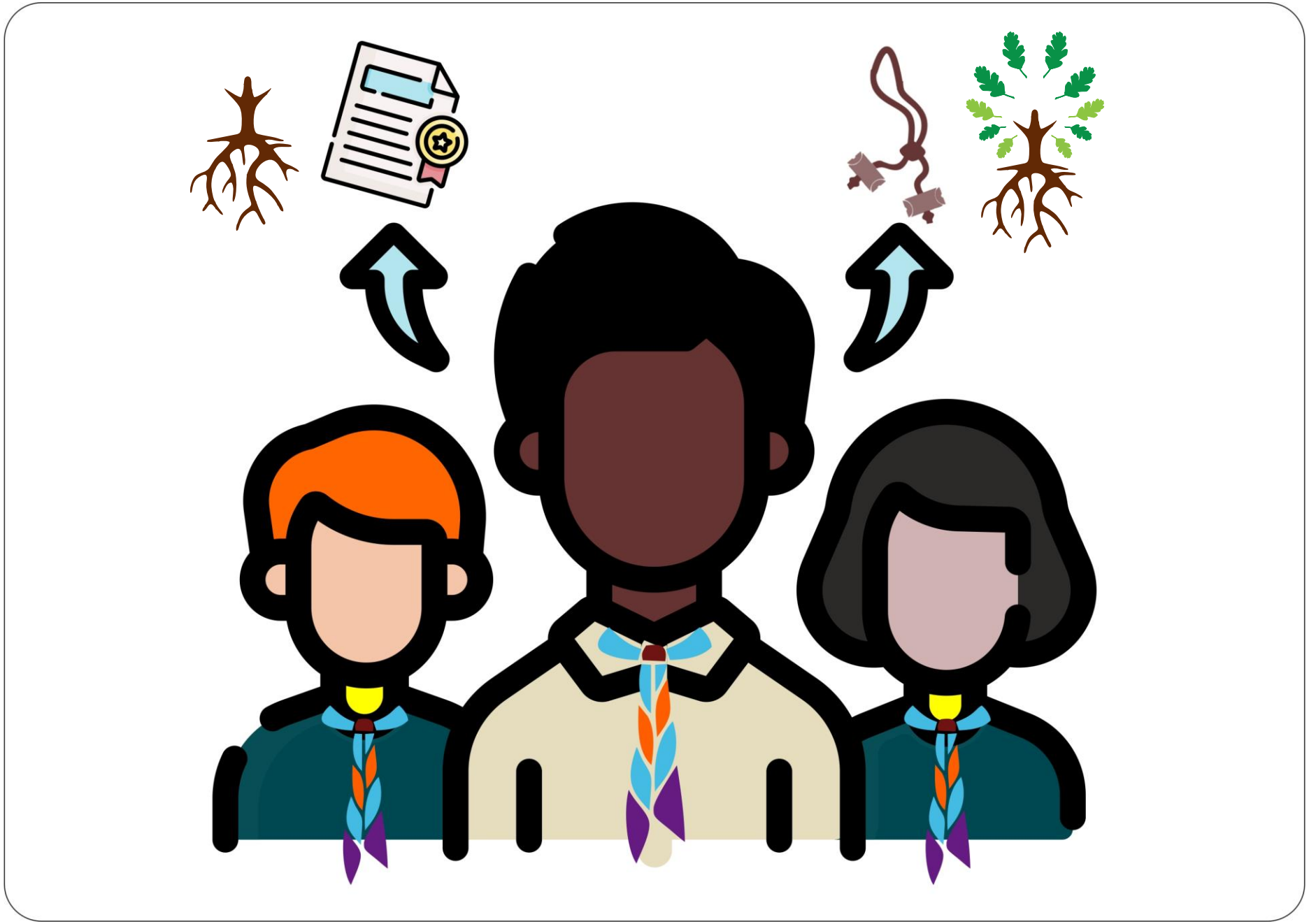
=

Relevant ‘Growing Roots’ complete

# If not completed...

| If not complete as Getting Started Training | Will need to complete Growing Roots Learning |
|---|---|
| GDPR | Data Protection in Scouts |
| Safety | Safe Scouting |
| Safeguarding | Safe Scouting |
| Module 1 – Essentials of Scouting | Who we are & What we do |
| Module 4 – Tools for the role (Managers & Supporters) | Leading Scout Volunteers |
| Module 3 – Tools for the role (Section Leaders) | Delivering a Great Programme |
| | Creating Inclusion |

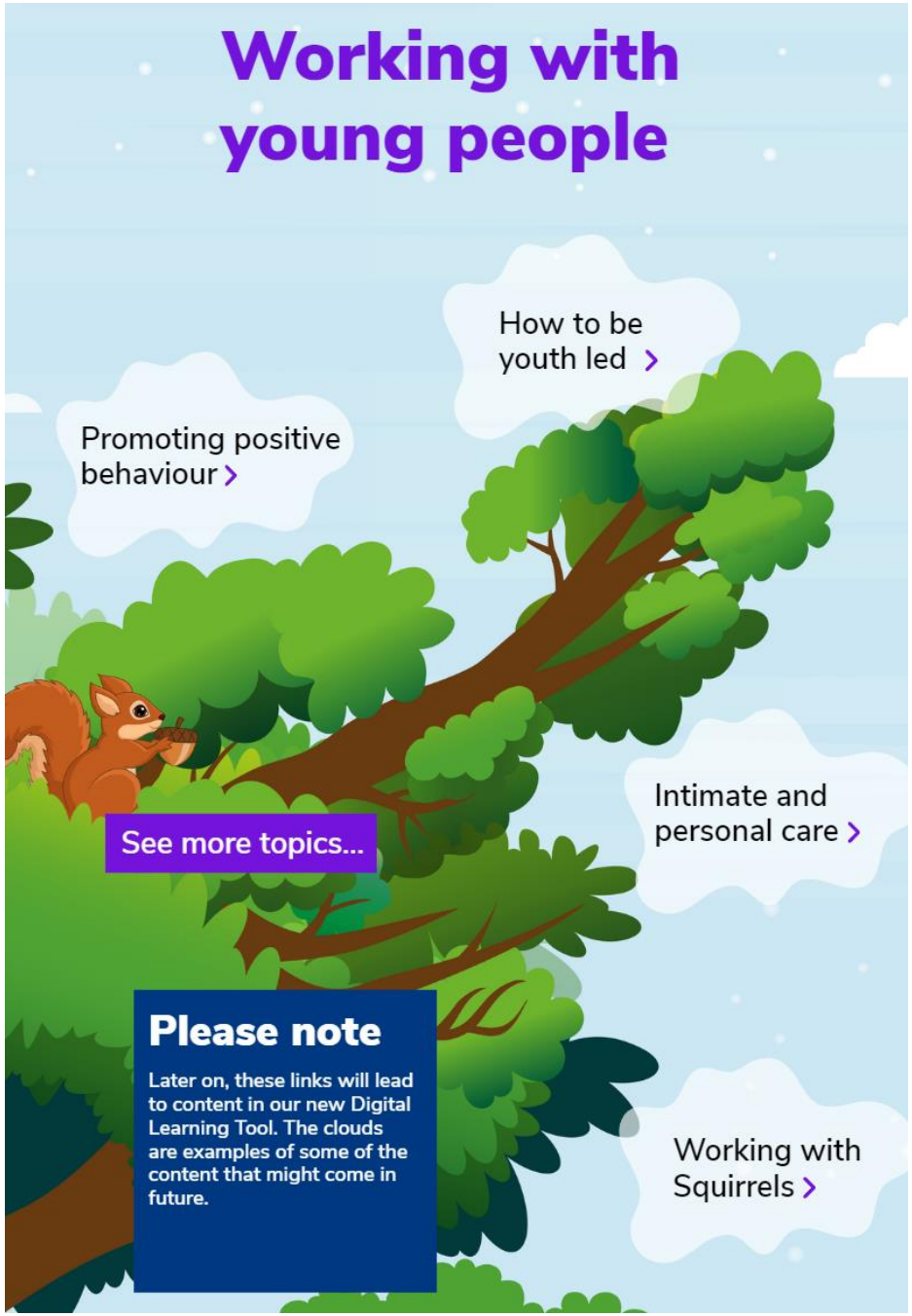
# Branching Out
# (Optional Learning)



Draft - Under Construction
Branching out
Practical Scout skills
People skills
Adventurous activities
Working with young people
Project and event management
Growing the movement
Please note
We're still developing Branching Out. Over the next few years, new learning content will start to appear and our canopy of learning will grow.

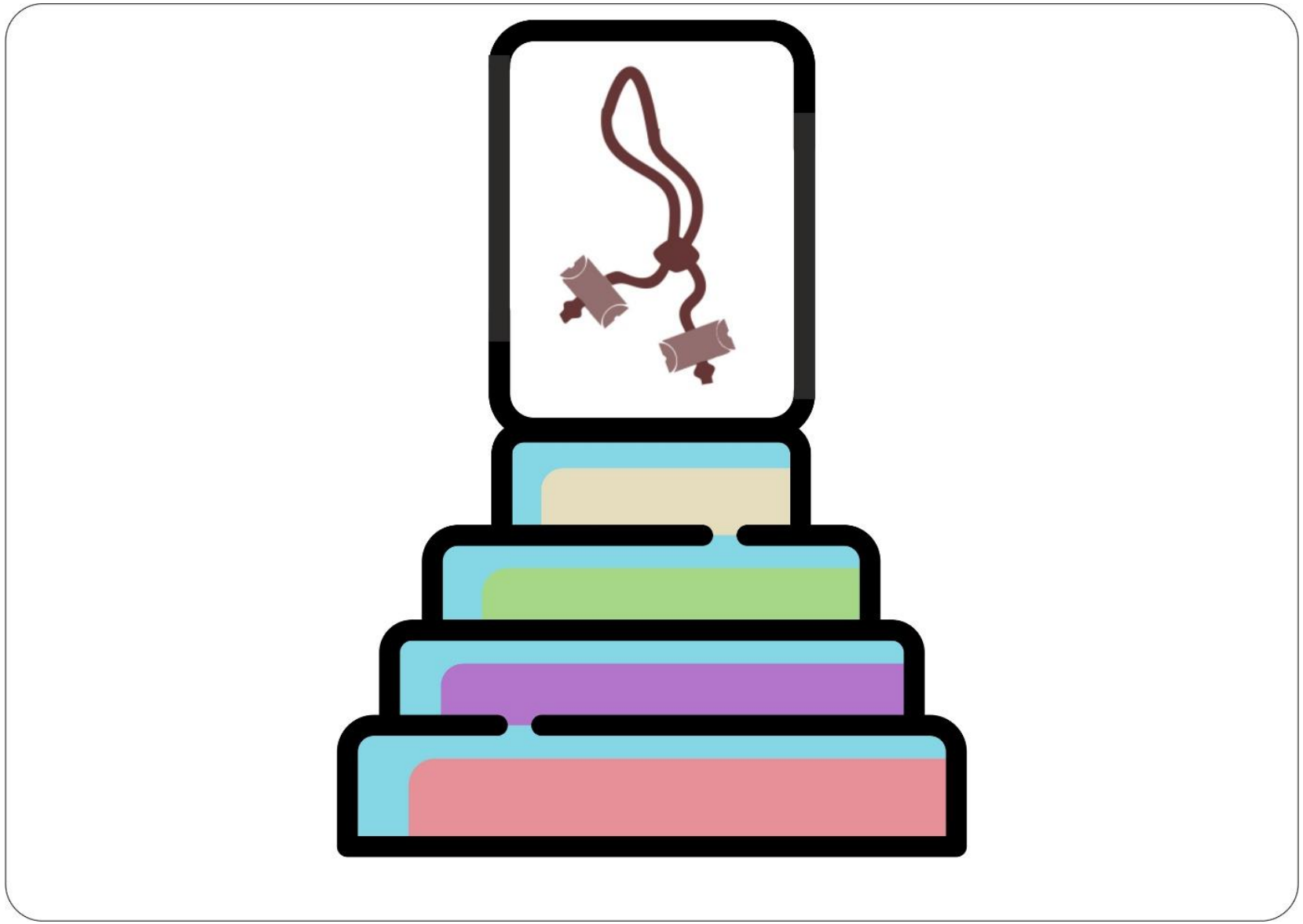
Practical Scout skills
People skills
Adventurous activities
Working with young people
Project and event management
Growing the movement

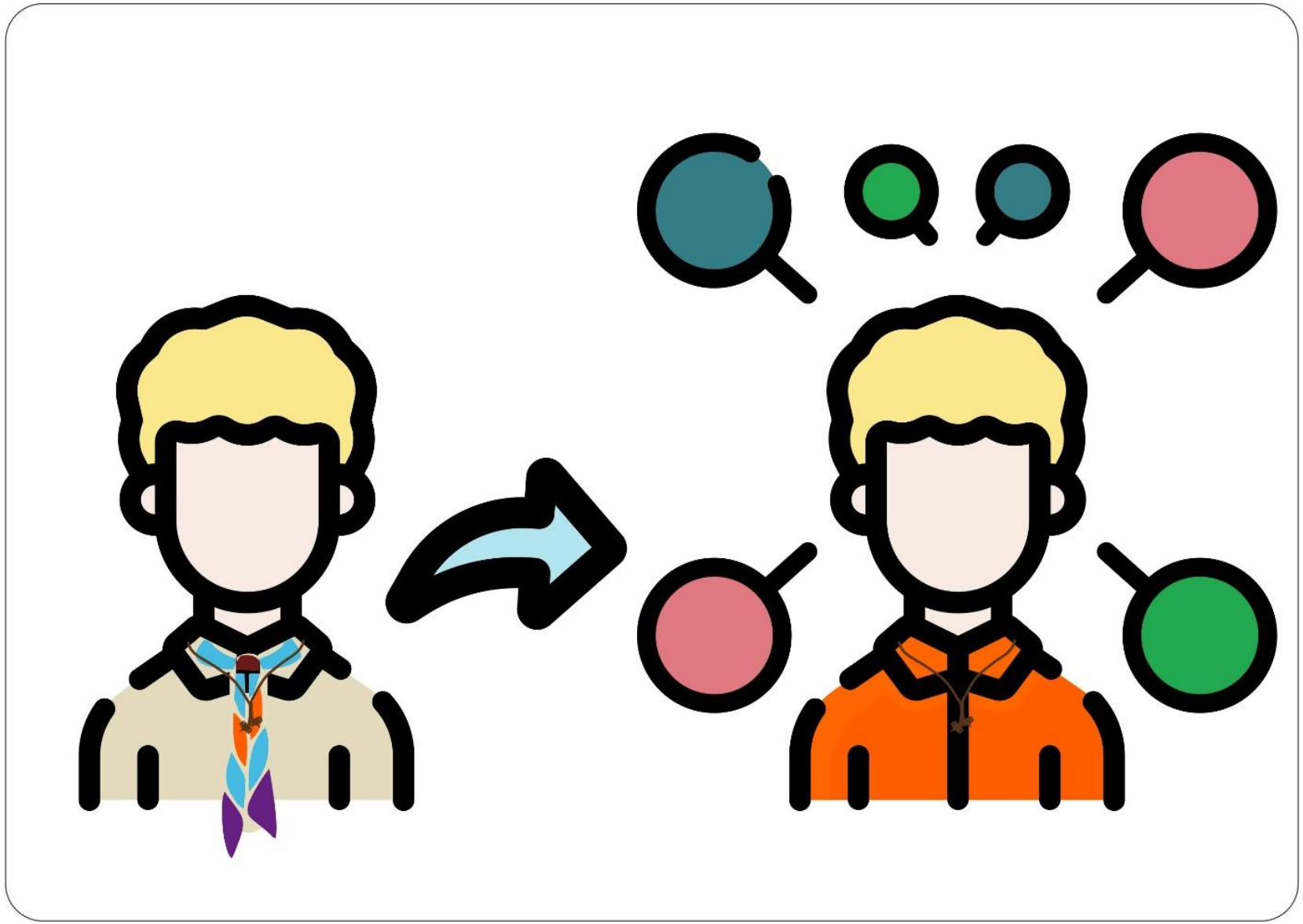
# Working with young people




**Please note**

Later on, these links will lead to content in our new Digital Learning Tool. The clouds are examples of some of the content that might come in future.





# Continuing to deliver the Wood Badge into

Volunteering Development Teams will ensure that all volunteers continue to have the opportunity to complete a Wood Badge

While new learning is developed the Wood Badge will continue to be delivered using current modules and skills courses

# Skills courses

Covering Skills of Management,
Achieving growth, Meeting the challenges

## Modules

08, 09, 11,
13, 16,
18, 19

08 Leadership skills

09 Working with adults

11 Administration

13 Growing the section

16 Introduction to residential experience

18 Practical skills

19 International scouting

## Meeting the challenges

Course sessions

- Dealing with difficult situations
- Disputes and complaints process
- Challenging reviews
- Safeguarding
- Managing your time

## Achieving growth

Course sessions

- Planning for growth
- Growth: young people and young adults
- Growth: adult volunteers
- Managing change

## Skills of management

Course sessions

- How you lead
- Communication and active listening
- How we work together
- Motivating your team
- Mentoring, coaching and supporting
- Building working relationships

# Programme Facing Team Members:
## completing their Wood Badge in 2024 into 2025

Getting Started

Modules
08, 09, 11,
13, 16,
18, 19

Creating inclusion

Delivering a great programme

# Team Leaders & Lead Volunteers:
# completing their Wood Badge in 2024 into 2025

**Getting Started**

**Administration**

**Skills courses**

Covering Skills of Management,
Achieving growth, Meeting the challenges

**Creating inclusion**

**Leading Scout volunteers**

# Volunteers: completing their Wood Badge from early 2024 into 2025

Scouts

## Section Wood Badge

- Safe Scouting (recommended)
- Data Protection in Scouting (recommended)
- Who we are and What we do (recommended)
- Creating Inclusion*
- Delivering a Great Programme*
- Module 8 - Skills of leadership
- Module 9 - Working with adults
- Module 11 - Admin
- Module 13 - Growing the section
- Module 16 - Residential
- Module 18 - Practical Skills
- Module 19 - International

## M&S Wood Badge

- Safe Scouting(recommended)
- Data Protection in Scouting (recommended)
- Who we are and What we do (recommended)
- Creating Inclusion*
- Leading Scout Volunteers*
- Module 11 - Admin
- Skills of Management
- Achieving Growth
- Meeting the challenge

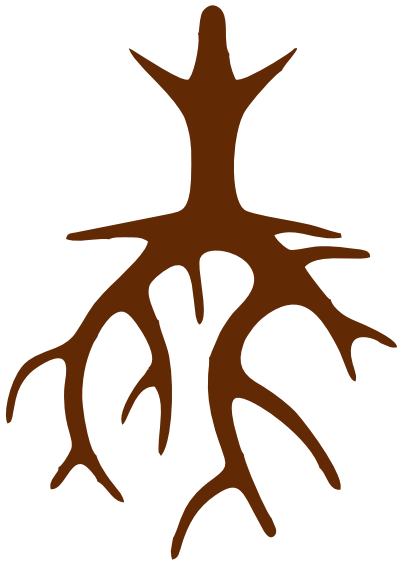
Getting Started

*Any volunteers who have been signed off during transition as having completed Growing Roots will be required to complete this new learning

# If not completed...

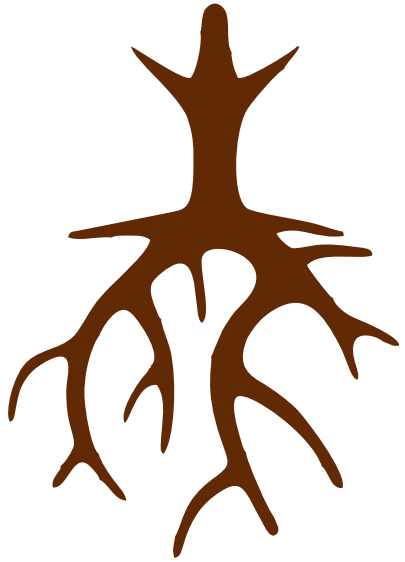
| If not complete as Getting Started Training | Will need to complete Growing Roots Learning |
|---|---|
| GDPR | Data Protection in Scouts |
| Safety | Safe Scouting |
| Safeguarding | Safe Scouting |
| Module 1 – Essentials of Scouting | Who we are & What we do |
| Module 4 – Tools for the role (Managers & Supporters) | Leading Scout Volunteers |
| Module 3 – Tools for the role (Section Leaders) | Delivering a Great Programme |

# Programme Facing Team Members:
## completing their Wood Badge in 2024 into 2025



**Modules**
08, 09, 11,
13, 16,
18, 19

# Team Leaders & Lead Volunteers:
# completing their Wood Badge in 2024 into 2025



# Volunteers: completing their Wood Badge in 2024 into 2025

Scouts

## Section Wood Badge

- Growing Roots
- Module 8 - Skills of leadership
- Module 9 - Working with adults
- Module 11 - Admin
- Module 13 - Growing the section
- Module 16 - Residential
- Module 18 - Practical Skills
- Module 19 - International
- Module 10 - First Aid

## M&S Wood Badge

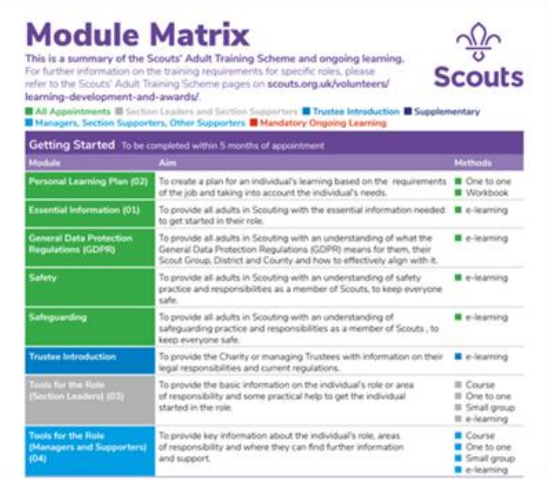
- Growing Roots
- Module 11 - Admin
- Skills of leadership
- Achieving growth
- Managing challenges

# Programme Facing Team Members:
## completing their Wood Badge from 2025

# Team Leaders & Lead Volunteers:
## completing their Wood Badge from 2025

# What will branching out look like?

## 2023



Module Matrix

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Scouts

**Getting Started** To be completed within 5 months of appointment

| Module | Aim | Methods |
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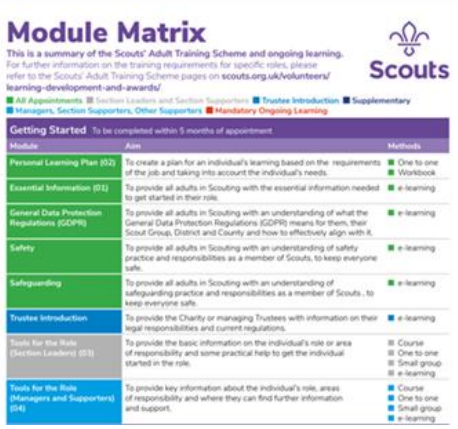
Continue with existing scheme

## 2024



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Mix of new and old

## 2025

New branching out

Scouts

# First Response

# First Aid Principles

As part of the move to the team-based approach, a review of who requires a First Aid qualification was undertaken and the following principles agreed:

- Every young person should have direct access to first aid treatment when on Scout activities
- Parents and carers should be confident that every adult leader, who is regularly and directly involved with their child's Scouting, has completed, or is working towards completing,  first aid training
- No young person should ever miss out on a Scouts activity due to a lack of qualified adult first aid cover
- Having a body of first aid trained volunteers has a positive impact on our communities

# First Aid

Scouts

***This is the current proposal for First Aid in the final stages of approval***

First Aid is required for roles which:

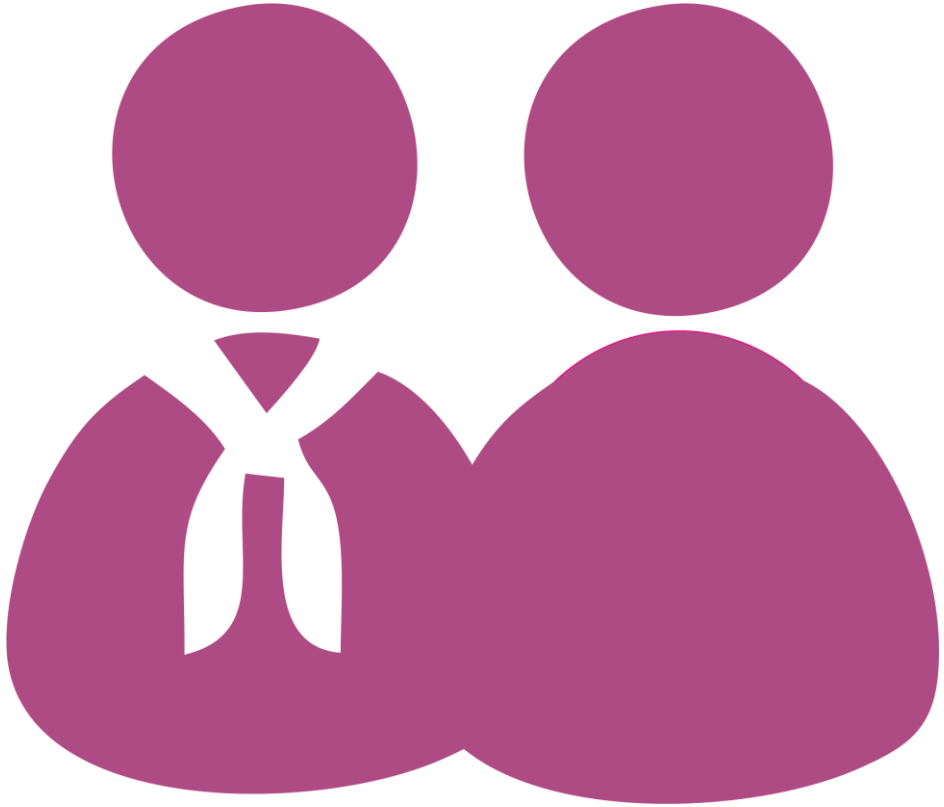
- Work directly with young people on a regular basis; or
- Might reasonably be required to step in and work directly with young people

This includes the following roles:

- All Section Team Leaders & Members (Squirrels, Beavers, Cubs, Scouts, Explorers)
- Group Lead Volunteers
- 14-24 Team Leaders

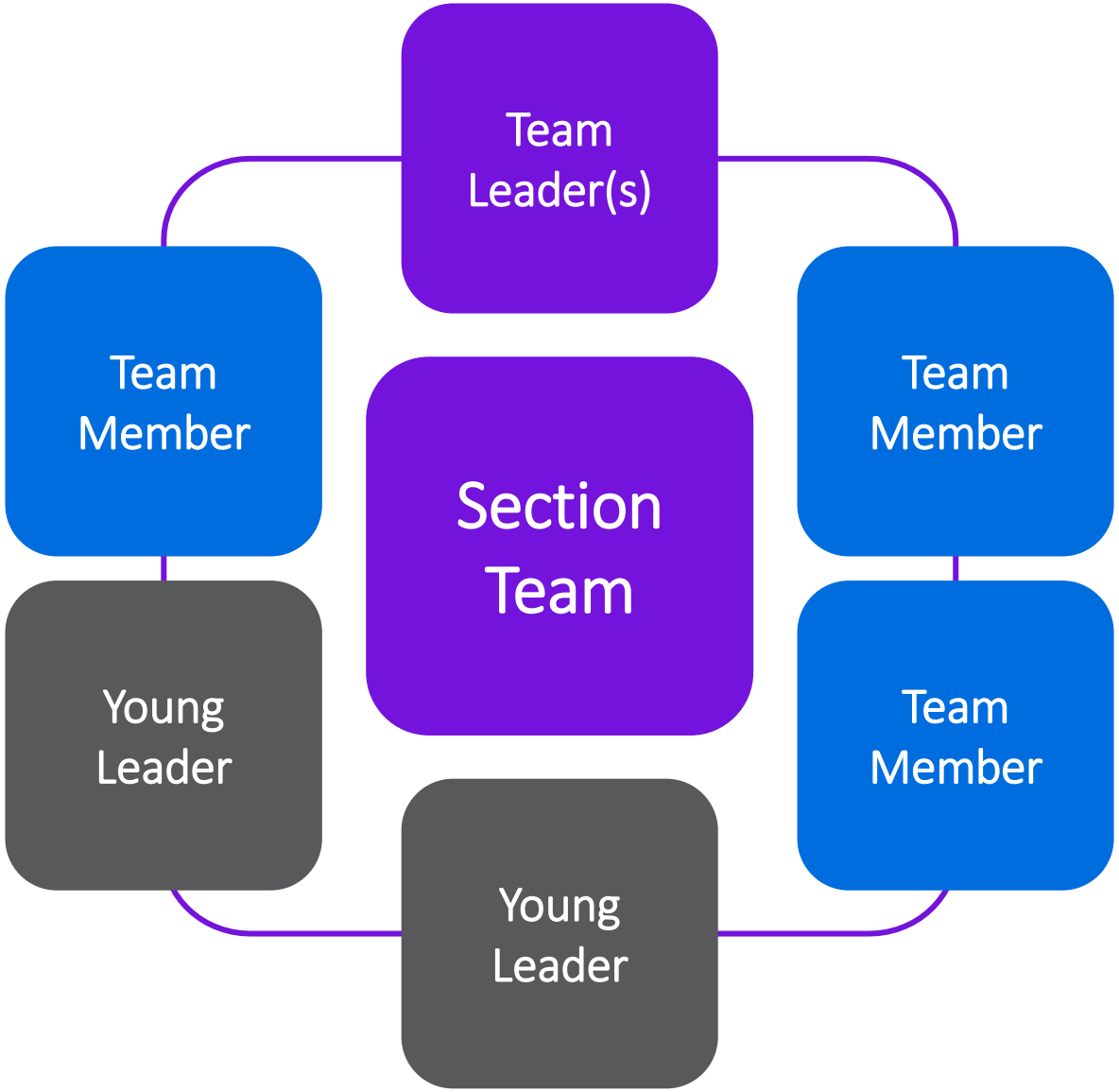
This also means several leadership roles will no longer be required to have first aid

# Section Assistants

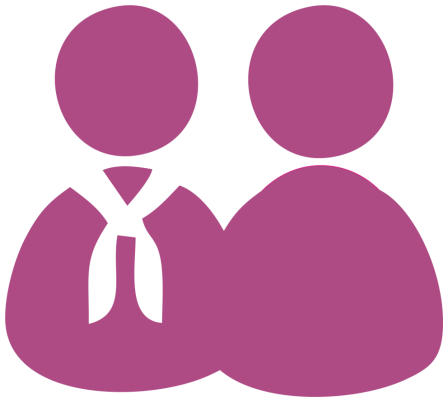


First Response

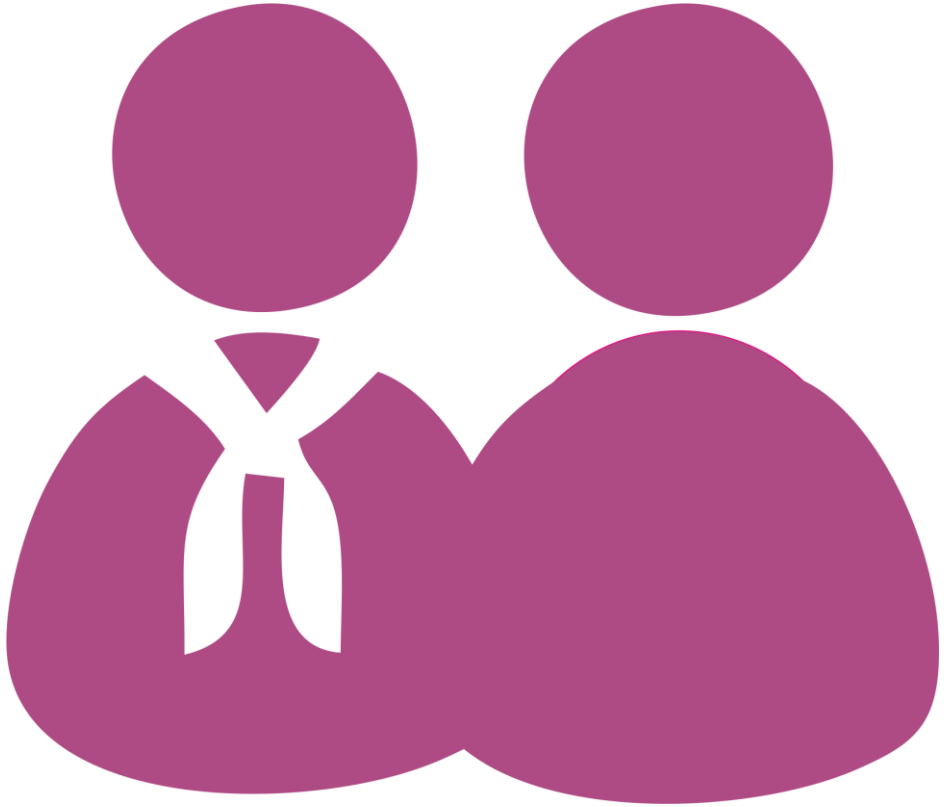
Scouts



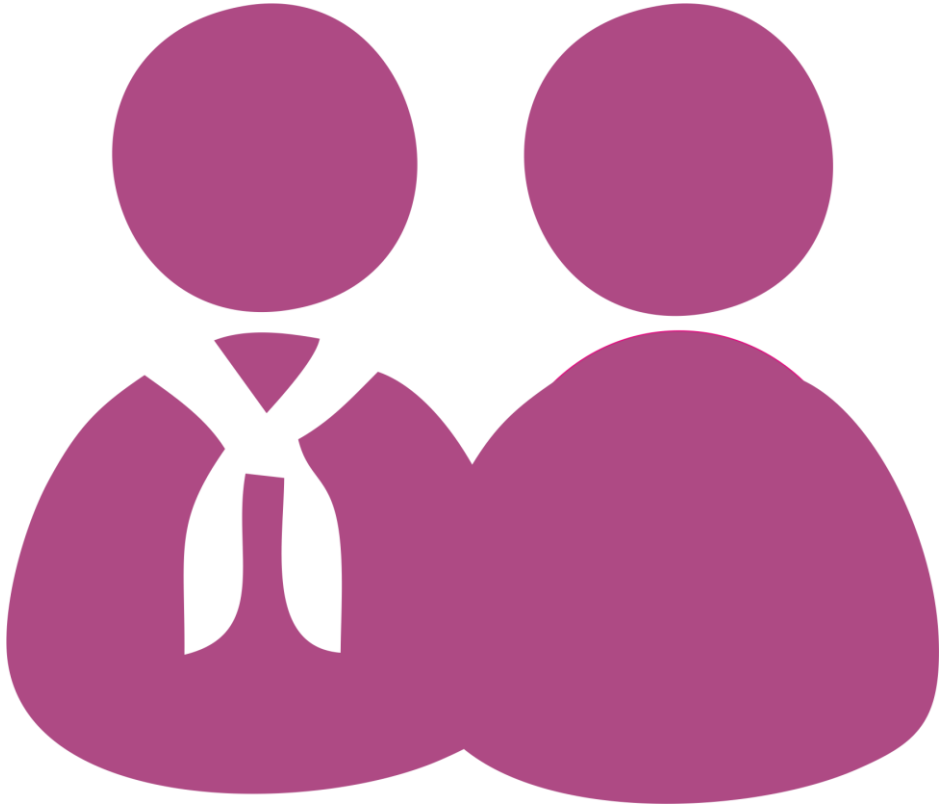

# Team Members



# All Team Members

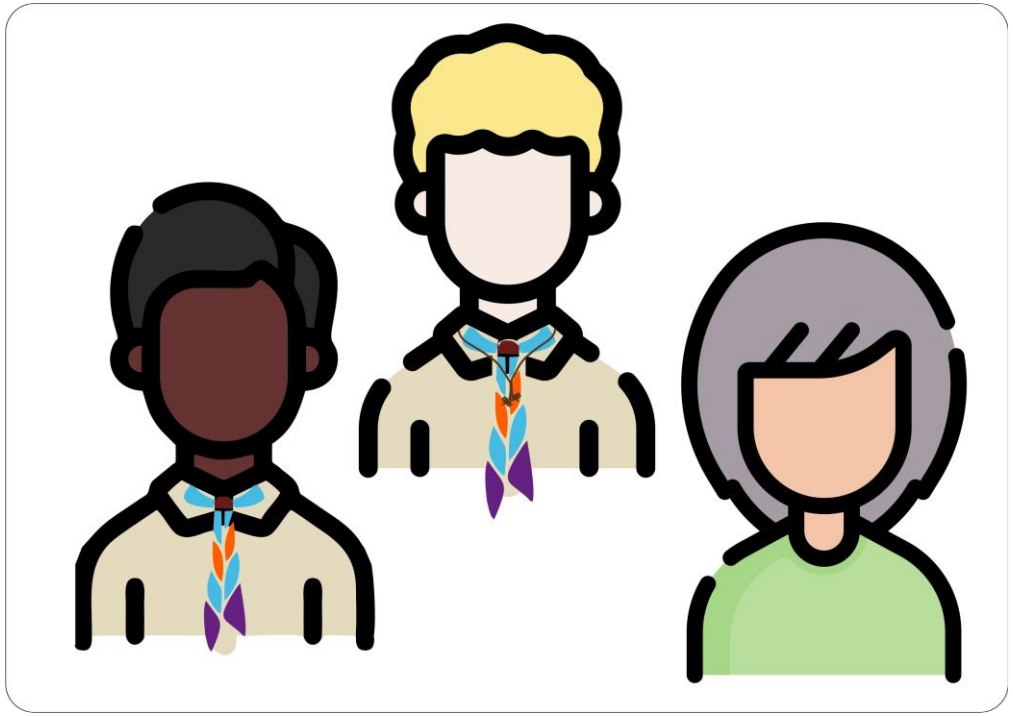


Make your current Section Assistants aware that they will be required to complete First Aid (First Response)



# Timeframes

Volunteers who transition into a role/team requiring first aid will have at least
2 years from transition to complete this



*More details on the transition timings for first aid will be shared after approval*

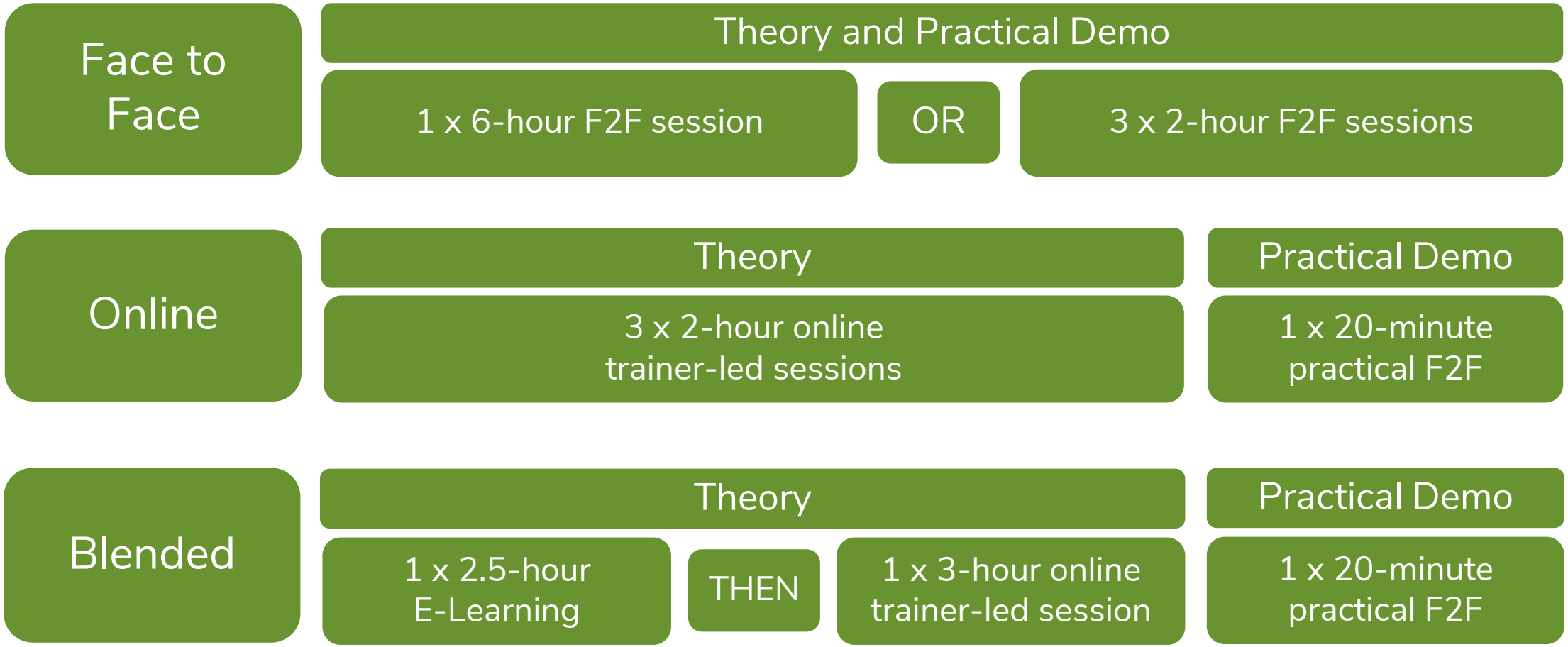
# Timeframes

New volunteers joining a team that requires first aid after the transition will have 1 year to complete it

*More details on the transition timings for first aid will be shared after approval*

**No change to the syllabus**

# First Response delivery models



Ongoing learning

# Ongoing learning

## First Response

## Safe Scouting

## Every 3 years

**(Current Compass renewal dates will migrate across)**

# When learning will need to complete (when going roots learning goes live)

| | Within the first 6-months | Within the first 6-months & every 3 years | Within the first year & every 3 years |
|---|---|---|---|
| **All Adults** | Creating Inclusion | Safe Scouting | First Aid (If applicable) |
| | Data Protection in Scouts | | |
| | Who we are and What we do | | |
| As relevant to role/team | Delivering a great programme | | |
| | Being a Trustee in Scouts | | |
| | Leading Scout Volunteers | | |

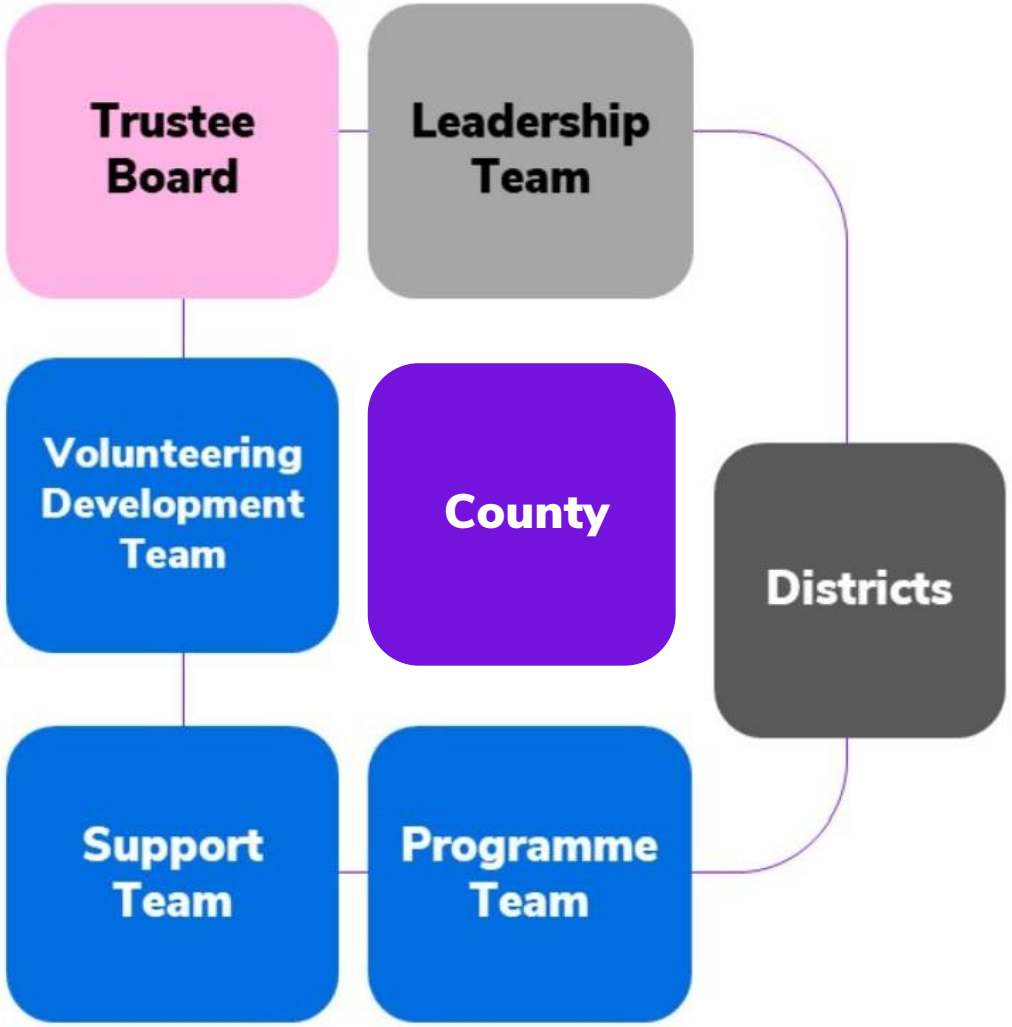
# Simplified roles and structures

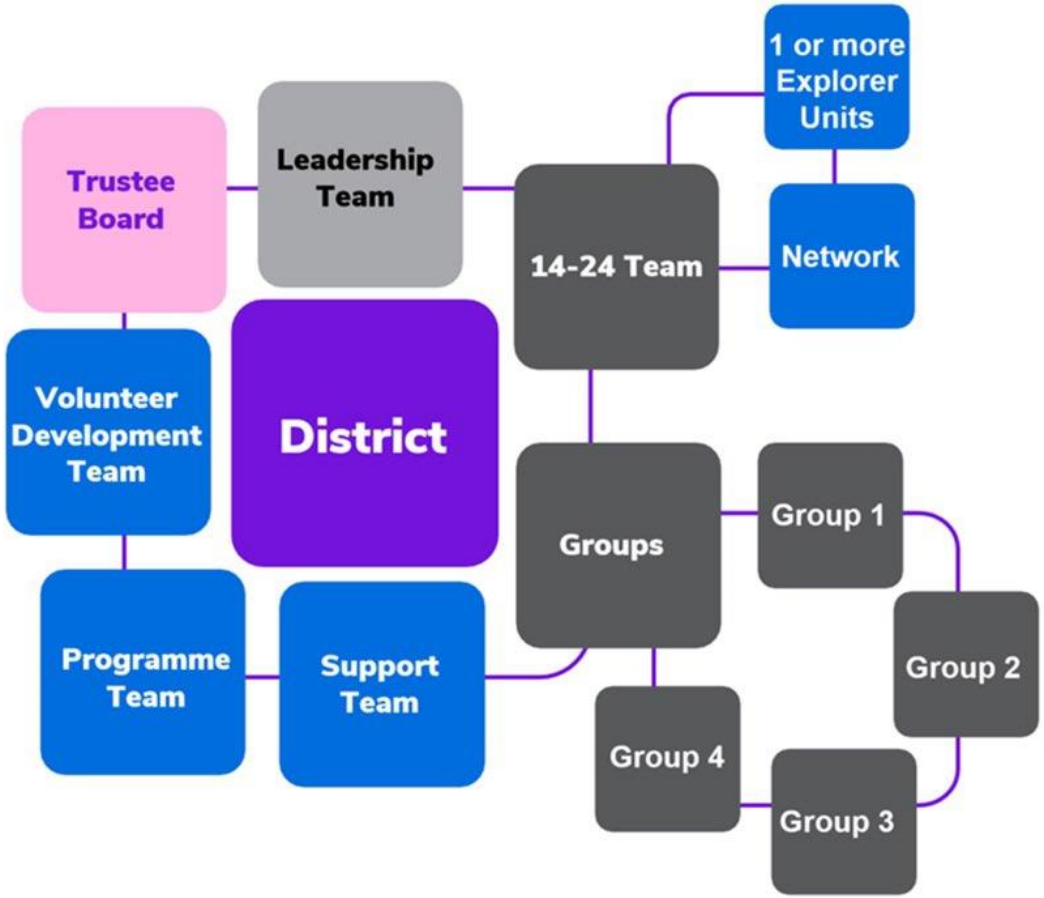
As:

- completing a Wood Badge is becoming optional
- learning plans and pathways will be part of our new online learning system
- there will be simpler requirements and minimal manual validation of learning

The Training Advisor role, and our current training support structure is being discontinued.

In its place each district/county will have a new Volunteer Development Team.


Trustee Board
Leadership Team
Volunteering Development Team
County
Districts
Support Team
Programme Team

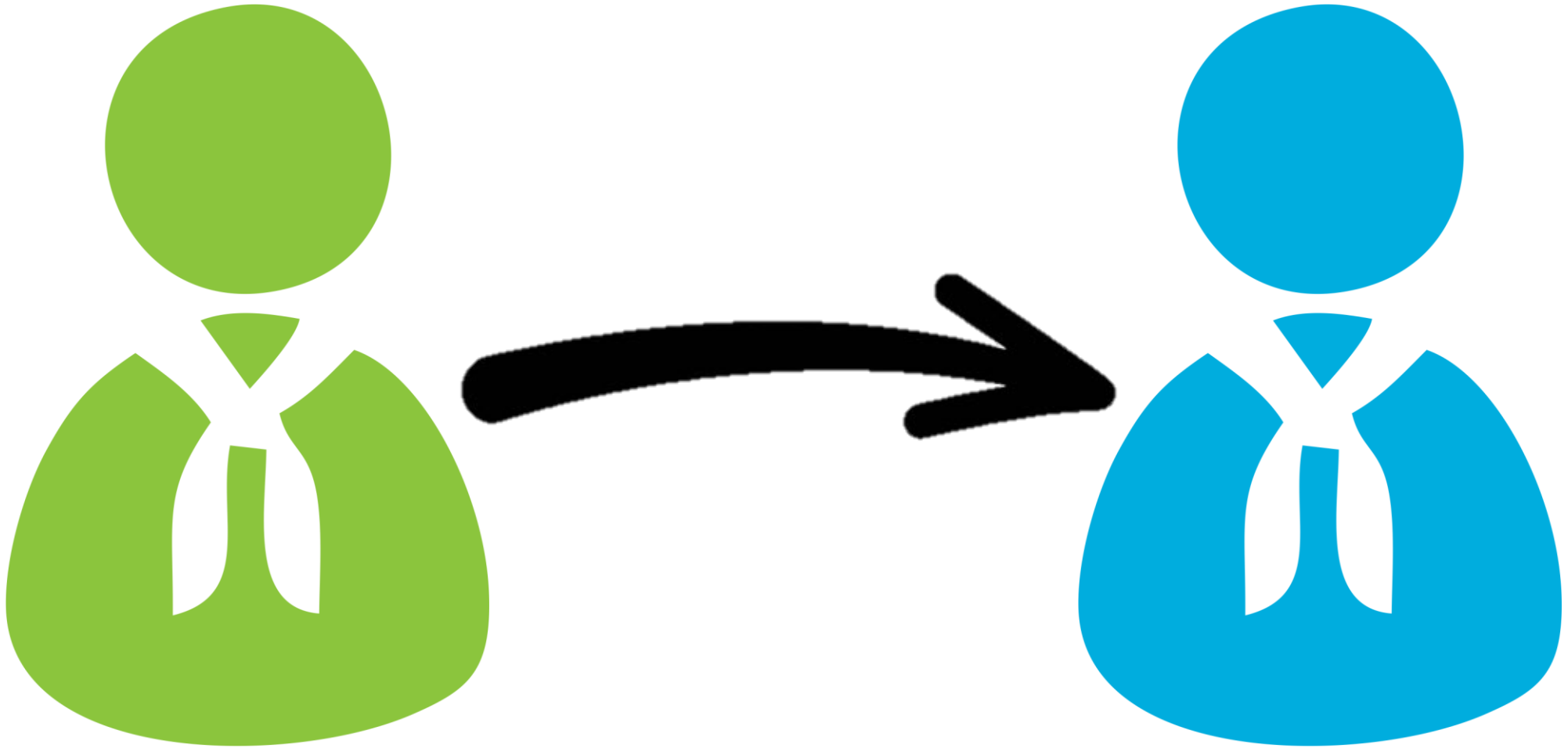

1 or more Explorer Units
Trustee Board
Leadership Team
14-24 Team
Network
Volunteer Development Team
District
Groups
Group 1
Programme Team
Support Team
Group 2
Group 4
Group 3

The purpose of the team is to ensure all volunteers within the district have a positive volunteering experience and are supported throughout their time as an adult in scouting.

This covers supporting the:

- welcome and induction
- appointment and screening
- learning and development
- review
- recognition

of volunteers across the district.

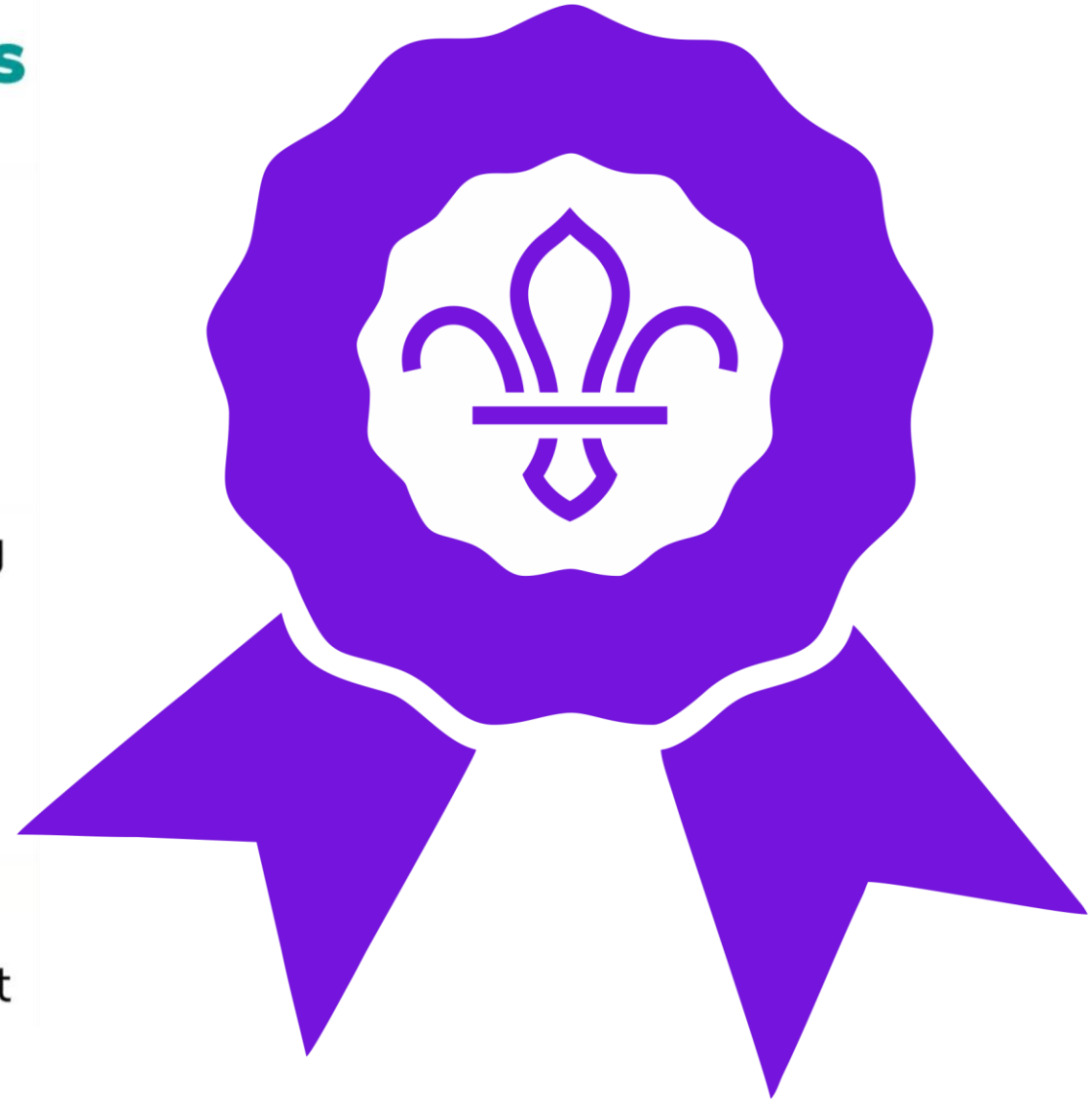


**Training Advisers**

**Volunteer Development Team Members**

# Volunteer Development Teams

- Plan a programme of learning for the year – modules, first aid, practical skills and other useful learning or chances to network
- Provide individuals who can validate learning for wood badge
- Help new and existing volunteers understand and access our new offer
- Support volunteers to plan their development



Scouts
South East London

Scouts
South London

First Response

Running Residential Experiences

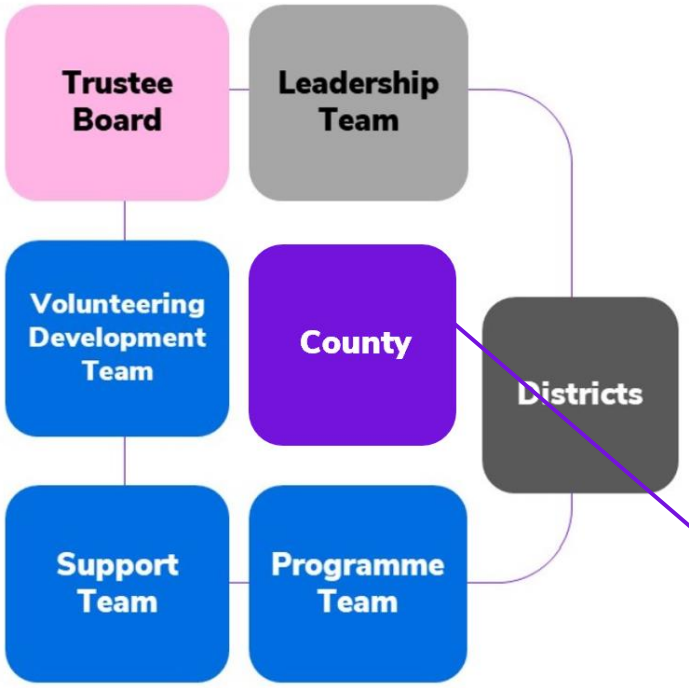
Modules
08, 09, 11, 13, 16, 18, 19

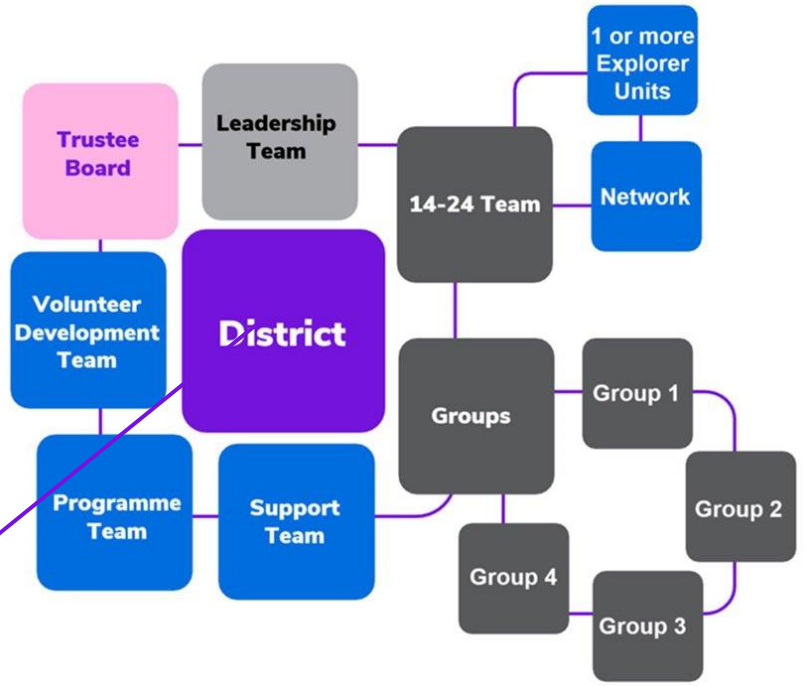
Scouts
South East London

Scouts
South London

First Response

# Volunteering Development Teams





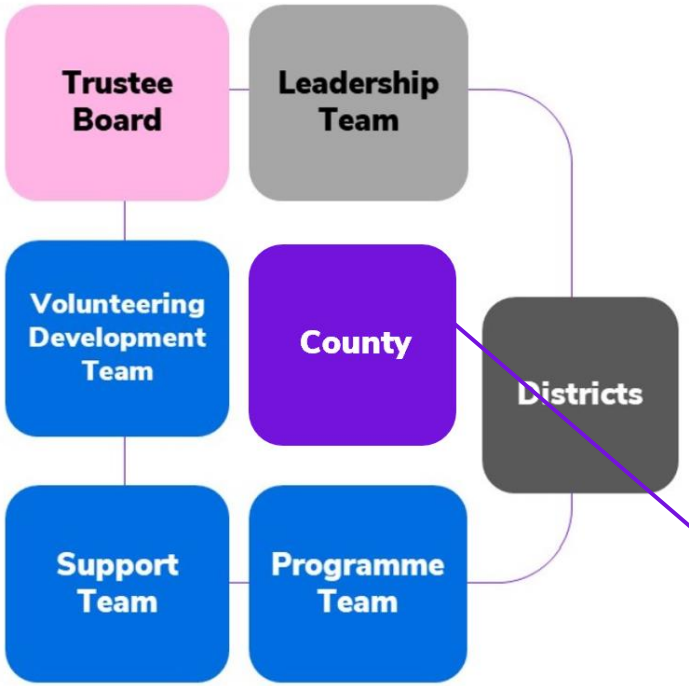

## First Response

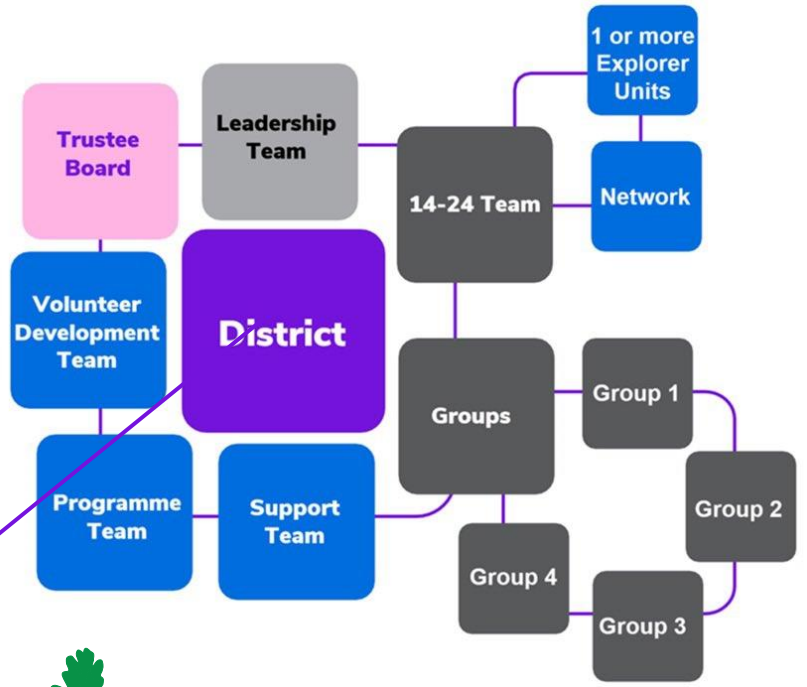
## Running Residential Experiences

## Modules

08, 09, 11, 13, 16, 18, 19

# Volunteering Development Teams



# Volunteering Development Teams

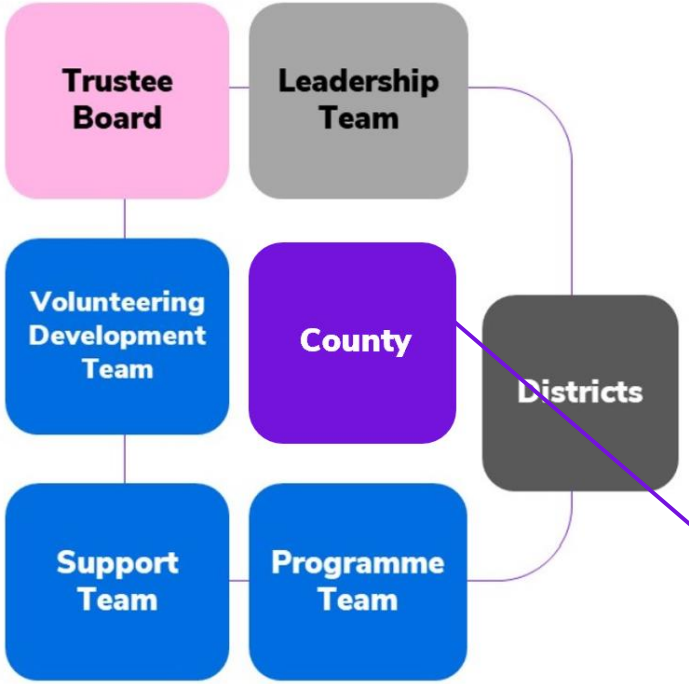
## Delivering a Learning Experience

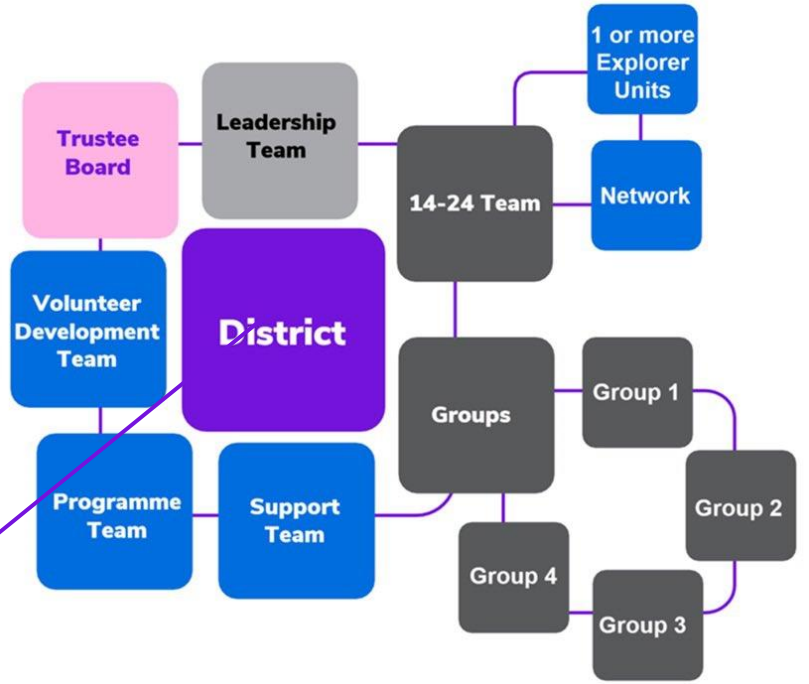
## Presentation Skills

# Validation

Demonstration

# Volunteering Development Teams






Getting Started

**Modules**

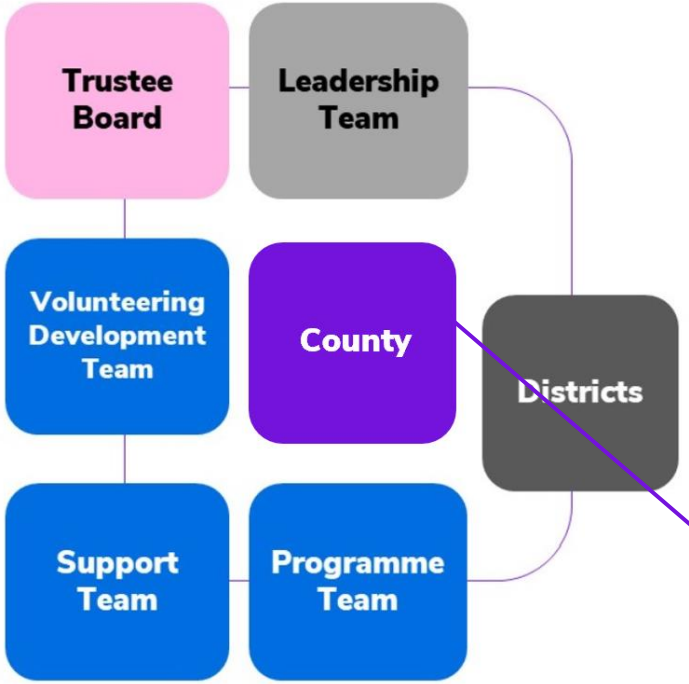
08, 09, 11, 13, 16, 18, 19

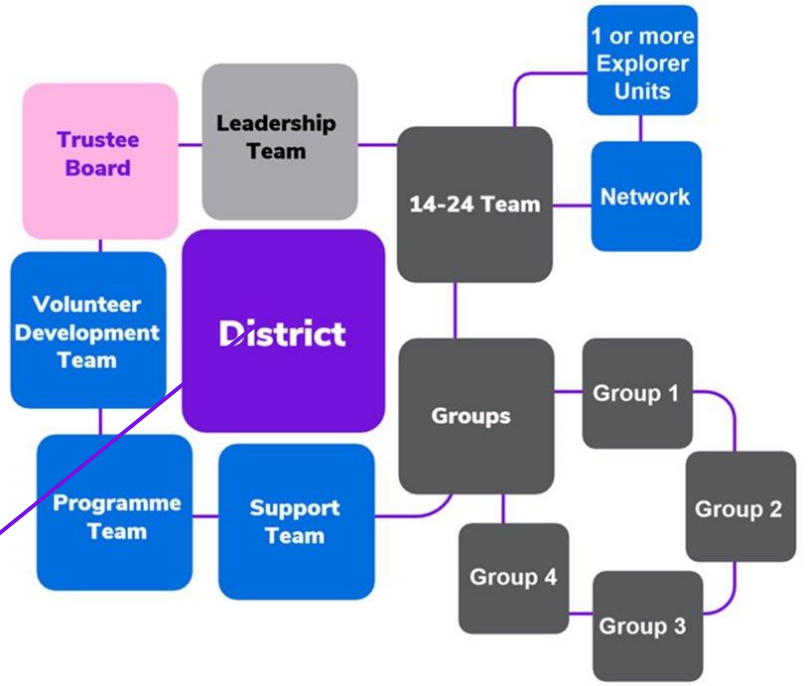
**Skills courses**

Covering Skills of Management, Achieving growth, Meeting the challenges

=

# Volunteering Development Teams





# Accreditations for tasks & responsibilities

For some tasks and responsibilities, we need to make sure people have the right skills, experience, learning or qualifications.

# Accreditations

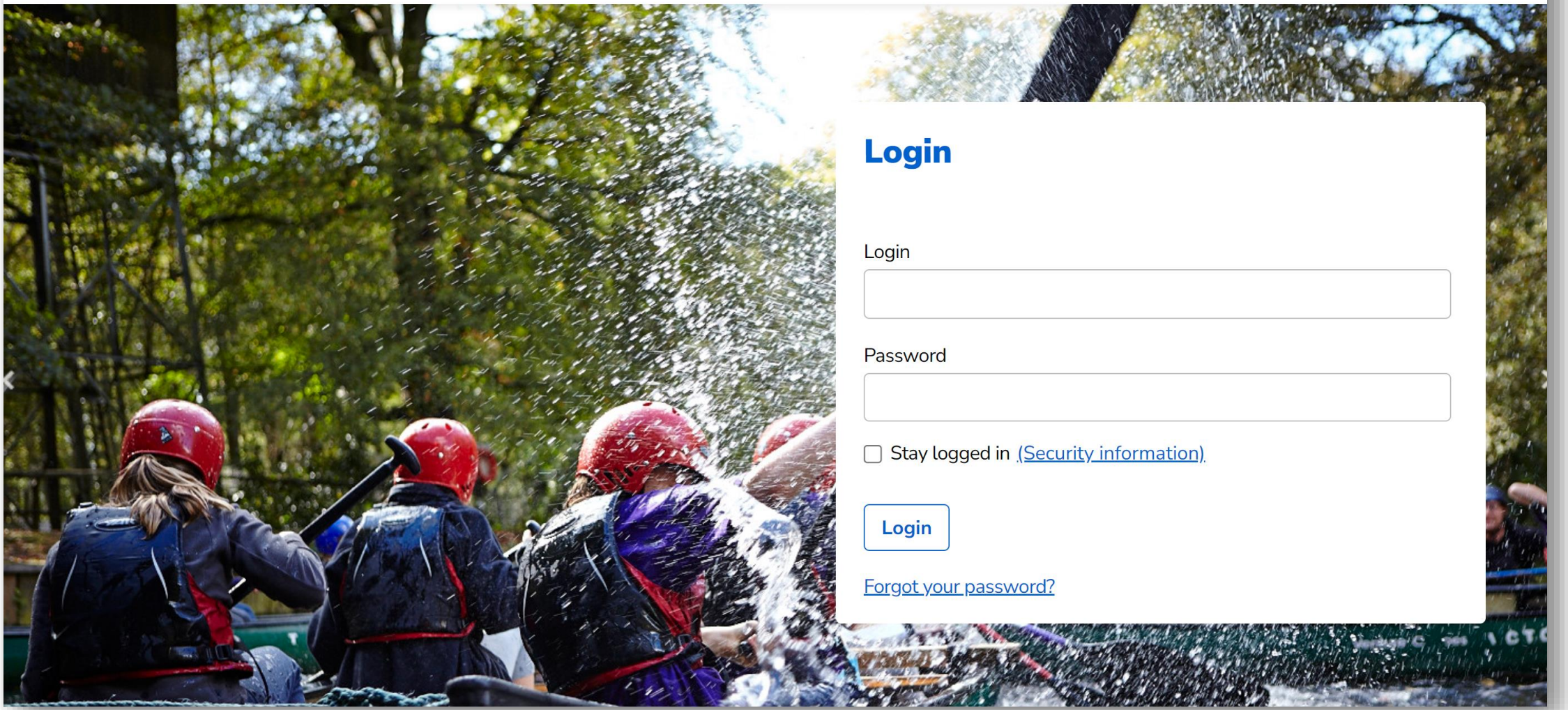
- A way to **share out tasks** in a team (**accreditations are not a role**)
- **Lead volunteers share out responsibilities and tasks**
- To take on more tasks doesn't require a new role, but simply more accreditations
- Need to be a full member
- Granted by the lead volunteer/team leader, following completion of the relevant learning
- They will expire after a period of time

# Accreditations

- Welcome Conversation Volunteer
- Nights Away Assessor
- Adventurous Activity Assessor
- Award Nominations Supporter
- Data Lead
- Suspension Lead
- Nights Away Approver
- Permit Approver
- Resolution Lead
- Volunteer Safeguarding Lead
- Learning assessor (during the transition period up to 2025)

# Learning management system

Scouts My Overview



## Login

Login

Password

Stay logged in (Security information)

Login

Forgot your password?

Scouts

Home | Explore courses | My learning | My skills

49

## The learning you need to do

### Safe Scouting

How we keep each other and our young people safe.

10 May 2023 16:06 to 10 Aug 2023 16:06

English (GB) Required In progress...

### Creating Inclusion

How we make Scouts a welcoming place for everyone.

10 May 2023 16:06 to 10 Aug 2023 16:06

English (GB) Required In progress...

### Who we are & What we do

An introduction to what Scouts is and how we deliver skills fo...

10 May 2023 16:07 to 10 Aug 2023 16:07

English (GB) Required In progress...

### Data Protection in Scouts

How we take care of people's personal data.

10 May 2023 16:06 to 10 Aug 2023 16:06

English (GB) Required In progress...

Scouts

My overview | My learning

1

# Learning status

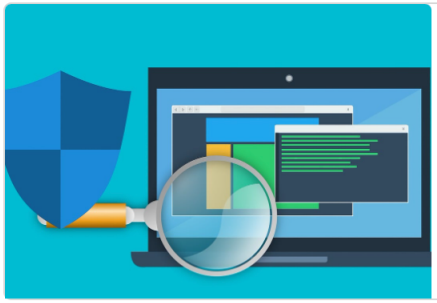
Current | Pending enrolments | Recommended | Completed | Cancelled | All

Search term

Search

Filter

1 result



## Data Protection in Scouts

Taking care of personal data

Finished on 11 Sep 2023 17:34

English (GB) | Required | Passed | Online

Safe Scouting - Assessing Risk

## What is a Hazard?

For this next activity, you'll take on the role of a team leader at your local section. Choose between two locations: an open campsite or an indoor meeting place. Spot the hazards there to prepare for the risks involved when running the section. After completing one location, you can return here to do the other, if you like. Or, continue by using the 'next' arrow below.

**Select one of the buttons to choose your scenario and complete the activity.**

Outdoor Campsite

Indoor Scout Hut

Help

Safe Scouting - Assessing Risk

## What is a Risk? - Indoor Meeting Scenario

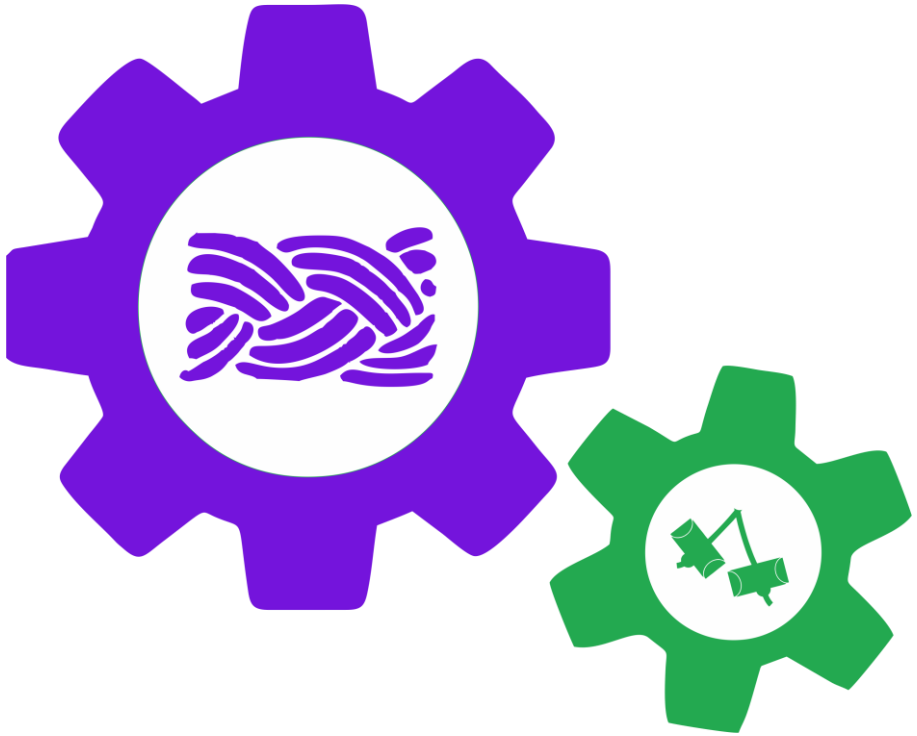
Take a look at this scene of an indoor meeting place. Can you identify the risks and hazards?
**Select the magnifying glass icons to find out more about each.**

# Learning data migration

Compass

# Learning Data Migration

Members who have validated **all their 'Getting Started'** modules will be **automatically signed off** as having completed '**Growing Roots**'



# Learning Data Migration

**Ensure all completed training is validated on compass**

All unvalidated training will **not** be migrated

# Learning Data Migration

*Remember…*

Members who have validated some of their ‘Getting Started’ modules will be required to complete any outstanding learning through the new Growing Roots learning

SUMMARY

# Three things we need to be really clear on:

1. We will not be jumping from the current system to the new ‘overnight’. There will be a phased approach

2. If you are up to date with your learning, you won’t need to do more

3. If you hold a Wood Badge it will still be valid

# What will change on day 1?

- New learning experience system
- New Growing Roots learning which replaces Getting Started and some of the modules within our current scheme
- Wood Badge becomes optional
- All modular learning that isn't core learning begins to count towards credits for the learners Wood Badge

# What will change on day 1?

- Training teams will become Volunteer Development Teams
- Volunteer Development Teams supporting volunteers to access Growing Roots learning and complete mandatory first aid training

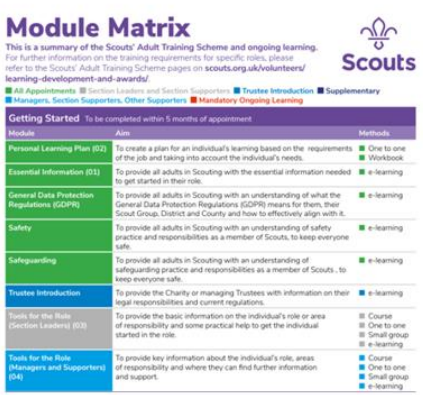
# What will NOT change on day 1?

- All modular learning which isn't covered by core learning will be delivered in the same way as part of Branching Out learning
- Volunteer development teams will continue to support delivery of modular learning
- Manager and Supporter training will continue (unit 2026)
- Trustee induction learning (where run) will continue

Branching Out

# In 2024 & 2025

- As new Branching out learning, for section teams, is rolled out and added to the new learning system, the relevant current modules will be removed, gradually reducing the opportunities to complete learning using the current scheme and increasing the opportunities to complete learning using the new Branching Out learning



## In 2024 & 2025

- New Branching Out learning will be a mixture of more digital but also face to face content
- New Wood Badge programme will be fully launched

Branching Out

ACTION

# Steps to take now...

Talk your team through the changes and the impact of the changes for them.

Ensure that your current Section Assistants are aware!

# Steps to take now...

Ensure all your team members (including trustees), have completed and validated their **'Getting Started' training modules no later than 31st December 2023**.

(Current training managers have access to the reports for this)

# Steps to take now...

- Encourage and support your team members to complete their Wood Badges.

# Steps to take now...

Begin to identify people who may need to complete relevant accreditations, e.g. Welcome Conversation- ahead of transition

Please ensure ALL completed training is validated on Compass.

Training that is not validated will not be migrated and will need to be completed again.

# COMPASS

Helping you keep track of Scouting

These changes will help us to make sure that:

- every volunteer is welcomed
- every volunteer is supported
- every volunteer is valued
- every volunteer gains skills (and has a good time!)
- every volunteer matters

# Take part in the discussions...

To support you through our journey of change we have a programme of engaging online (Zoom), and in person sessions planned.

- **Moving to a team-based structure in your Group and Group Leadership Teams in more detail**
- **Promoting an attractive volunteer offering and our new welcome conversations process**
- **Our new adult learning framework**
- **New digital tools**

Scouts

tinyurl.com/vol-journey

South London & South East London Scouts