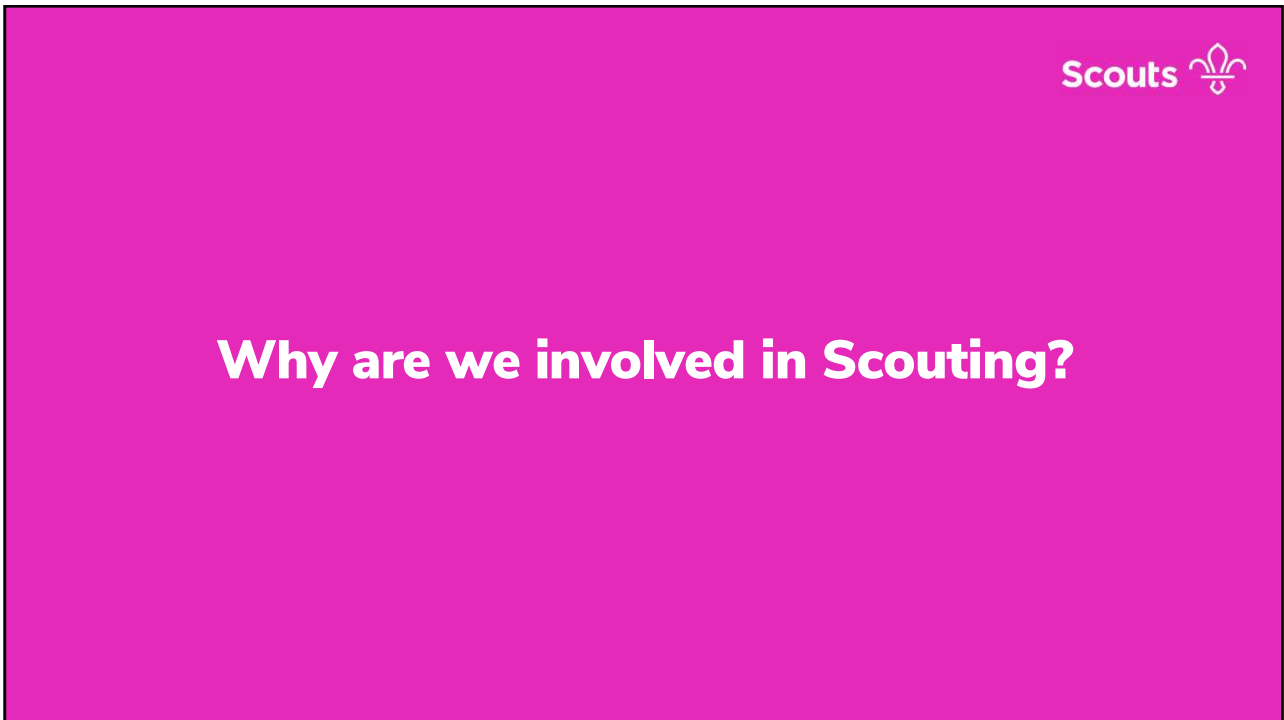


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2

What does this actually mean?
Cutting through the text...



Volunteer Experience

- Welcome
- Training
- Systems



Team Based

- Team vs Role Led
- New Structures
- New Roles



Governance

- Trustee Boards

3



Scouts

**Transforming our Volunteer
Experience**

4



Purpose

To give an overview of the upcoming changes, covering;

- Why we're transforming volunteering
- What is changing?
 - A warmer welcome for everyone
 - More engaging learning
 - How we volunteer together
- How is this being delivered?

5

Why we're transforming volunteering

6

Transforming our Volunteer Experience
Why we're transforming volunteering



Why we're transforming volunteering

- Our Skills for Life strategy
- To provide more young people, and the ones we already have, with skills for life, we need more volunteers
- Every volunteer deserves to feel valued during their time with Scouts
- The world is changing, and volunteers want more flexibility in the time they give



Ultimately.....

7

Transforming our Volunteer Experience
Why we're transforming volunteering



**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**



8

Transforming our Volunteer Experience
Why we're transforming volunteering



Throughout 2019 and 2020 we spoke to...

All volunteers invited to have their say
 Over 5,000 so far

Members of the public

Volunteers who've left us

All UK nations

Those we want to welcome into scouting

British Scouting Overseas

Other volunteering organisations

Young People

Wide range of backgrounds and communities

Groups and sections

Volunteer managers

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Transforming our Volunteer Experience
Why we're transforming volunteering



What did we learn?

Leaders deeply enjoy volunteering and providing young people with skills for life

However, challenges to this still exist:

- Only 30% of potential volunteers want to give time regularly
- Current volunteers spend lots of time carrying out administrative tasks
- Some of our current processes, role structures and training doesn't support easier recruitment of new volunteers

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We cannot grow to meet our ambitions for young people, from section level to the whole of the UK, without making some fundamental changes

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What is changing?

12

Transforming our Volunteer Experience
What is changing?



The culture we need to build...

Inclusive

Supportive

Digitally
Enabled

Clear Roles

Learning,
not training

Welcoming

13

Transforming our Volunteer Experience
What is changing?



Listening to our volunteers, young people and more we've identified three key areas for change:



Providing a warmer welcome for everyone



Delivering a more engaging learning experience

Simplifying how we volunteer together

All of which will be supported by easy-to-use digital tools



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Transforming our Volunteer Experience
What is changing?



Digital systems supporting this change

To support these changes, we're adopting a digital first, but not digital only, approach.

Along with developing a new digital system, with features including;

- Specialist functionality to support each key area of change
- A joined-up experience through a single scouts.org.uk login
- Easy to use and mobile friendly
- Fewer steps and less administration

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Transforming our Volunteer Experience
What is changing?



How are we designing the changes?

Ensuring these changes practically support our volunteers is extremely important. To that end we have:

- Volunteers leading alongside staff on each area of change
- A volunteer experience group, open to all our volunteers, to help shape the changes
- The digital membership testing group, open to all our volunteers, to help test and shape our digital tools
- An early adopter cohort of 10 different areas across the UK who will go first with the changes and help to shape the resources and support available



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A warmer welcome for everyone

17

What have we learnt?

In our research with volunteers, we have learnt that:

- Joining us can feel daunting for new volunteers
- New volunteers feel like our appointments panels are more like a job interview
- Appointments are time consuming and rely on inefficient tools and processes
- We want more volunteers locally but need the support to make it happen
- We're often reliant on our existing networks to get new volunteers - Parents, Carers, Ex-Members and current volunteers...



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Transforming our Volunteer Experience
A warmer welcome for everyone



What's changing?

From	To
Intimidating appointments process and inefficient processes	Volunteers feel welcomed, value and at ease from day one
Appointments Panels - (Part of Appointments Advisory Committees)	Welcome conversation where you volunteer A buddy throughout your induction
Volunteers feeling unsupported when joining	Volunteers being provided with the information, key knowledge and skills required to ensure they can be successful in their role
Manual, time-consuming admin	New digital systems which: <ul style="list-style-type: none"> • Reduce administration • Have self-service and automated referencing • Empower new volunteers
Reliance on existing networks to recruit	Capability to connect with popular apps and platforms, ensuring more people know about volunteering with Scouts

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Transforming our Volunteer Experience
A warmer welcome for everyone



Digital systems supporting this change

New recruitment and attraction tools supporting this area of change will form part of the new digital systems. Features include:

- Improved visibility of volunteering opportunities with easily shareable advertisements
- Improved attraction of volunteers who have no previous experience of Scouting
- Transparency for new volunteers, showing them each step of their recruitment journey
- An automated and mobile friendly referencing system

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Transforming our Volunteer Experience
A warmer welcome for everyone



**We want to get to a place where
our volunteers might say...**

“I’ve been thoroughly introduced to my
new volunteer role and now I can hit the
ground running”



21

Transforming our Volunteer Experience



More engaging learning

22

What have we learnt?

In our research with volunteers, we have learnt that:

- Our training scheme can feel overwhelming for new volunteers
- Some learning is hard to access and requires finding more time available to attend
- We don't have enough training advisers to support learners this also delays validation which can be frustrating for the learner
- The average length of time someone volunteers is 2 years, but nearly every volunteer role must complete the wood badge which can take up to 3 years to complete



What's changing?

From	To
'Training' and Training teams	Personalised learning when you need it, tailored to your role Support and management of learning built into our structures and digital systems
Time-consuming administration, managing multiple learners, compliance and validation	Existing skills recognised and sign off built in, no separate validation required New digital learning systems to support learners and reduce administration including easy to manage and report compliance
An off-putting digital learning experience	Digital first (but not digital only) approach, revitalised learning modules including bite sized learning, all in one place
Wood badge for almost every volunteer role	Wood badge is optional and available to all

Transforming our Volunteer Experience
More engaging learning



Scouts 

Digital systems supporting this change

A new learning tool will form part of the new digital system supporting this change. Features include:

- Learning accessible all in one place
- Improved accessibility features and support for all
- Easy reporting and management of learning, including compliance
- Recognition of learning previously completed in Scouting
- Updated and improved Core Learning

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Transforming our Volunteer Experience
More engaging learning

Scouts 

**We want to get to a place where
 our volunteers might say...**

“The training I’ve completed so far has
 been so helpful and easy to absorb - I’ve
 really enjoyed it”



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Our Volunteer Journey

27

What have we learnt?

In our research with volunteers, we have learnt that:

- We have too many roles, these are often fixed and can feel like work
- New volunteers find it hard to understand the expectations of different roles which can put them off joining
- We have a small number of people/roles with lots of responsibility and stress placed on them
- The digital systems which manage volunteers are inefficient and time consuming to use



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What's changing?

From	To
Individual, inflexible and fixed roles	Volunteers working in teams, on tasks with a clear purpose
Unclear expectations for new and current volunteers	Clearer roles with titles that people inside and outside Scouting understand
A small number of people/roles with lots of responsibility and stress	Improved team structures with clearer responsibilities, new digital systems to reduce administration
Ineffective and time-consuming digital systems for volunteers	New digital easy-to-use systems to support volunteers and volunteer managers
Volunteering can feel like work	Structures and teams which allow for individuals to contribute in a way that matches their skills, interests and availability

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What's changing?

In addition:

- There have been significant changes in Charity Governance by all regulators over the past few years.
- As part of this;
 - Executive Committees will be changing to Trustee Boards
 - The Trustee Board will be focused on making sure the charity is well managed, risks are assessed and mitigated, buildings and equipment are in good working order, and everyone follows legal requirements and Policy, Organisation and Rules (POR).
 - Their support helps other volunteers run a fantastic programme that gives young people skills for life



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Transforming our Volunteer Experience
Our Volunteer Journey



Digital systems supporting this change

A new membership system will form part of the new digital system supporting this change. Features include:

- Easier and improved management of
 - Volunteer Roles
 - Permits
 - Awards
 - Nights Away Notifications
- Additional features added over time

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Transforming our Volunteer Experience
Our Volunteer Journey



**We want to get to a place where
 our volunteers might say...**

“I receive regular support in a way that is
 safe, open, and honest. I feel respected
 and seen”



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How is this being delivered?

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Leading change locally

- Each local County/Area/Region (Scotland) has appointed a Transformation Lead
- Transformation Leads will be working with County and District teams in your area to translate the 'big picture' plans and helping to make these work in your local area
- 10 Counties/Areas/Regions (Scotland) have been chosen as Early Adopter areas, these areas will go-live with the changes early to ensure that the transition for everyone is as smooth as possible



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Transforming our Volunteer Experience
How is this being delivered?



Leading Change Locally

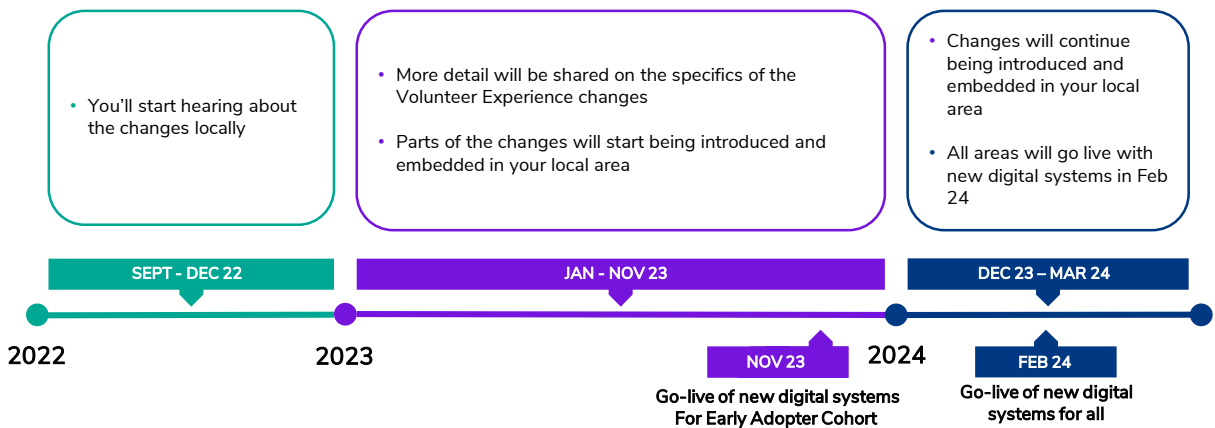
- The changes will come in an iterative way, building on each other to improve our Volunteer Experience
- There will be a period of adjustment for everyone – Some changes might be more relevant to your role than others
- Imbedding the changes to the way we do things, and the use of new digital systems will take time

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Transforming our Volunteer Experience
How is this being delivered?



When will I see the changes?





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How we Volunteer Together
Overview

Overview

- Why we're changing how we volunteer together
- What is changing?
 - Our Volunteering Culture
 - Role title changes
 - Team-based approach
 - Trustee Boards

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Role Titles

39

How we Volunteer Together
Changing our role titles

Changing our Role Titles

We currently have over 400 role titles, which can make our structure difficult to understand and remain consistent

As part of changing how we volunteer together we're simplifying our role structures and role titles

We'll be introducing **Team Leader** and **Team Member** role titles as part of this

These titles will replace many of our current roles such as Section Assistant and Assistant Section Leader and more, along with our Deputy and Assistant roles



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How we Volunteer Together
Changing our role titles



Changing Role Titles

These changes support us to recruit new volunteers and make roles for current volunteers clearer and more flexible and help us to:

- Make our roles clearer
- Make it easier to share tasks as a team
- Support recruitment of new volunteers

These changes are about how we organise ourselves and our teams, but you're still...

A Scout Leader, Beaver Leader, Skip, Owl, Badger, Akela, Raksha...

That isn't changing!

41

How we Volunteer Together
Changing our role titles



Introducing Lead Volunteers

The 'Commissioner' and 'Group Scout Leader' titles will change across Scouting

GSLs along with District, County, Area, Region (and so on) Commissioners will be called Lead Volunteers

Youth Commissioners will be called Youth Leads



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Adopting a team-based approach

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How we Volunteer Together
Adopting a team-based approach

Team-based Approach

Our current approach is heavily roles based, with volunteers often holding multiple different roles within an area

In place of this we'll have teams and team descriptions

The key principles for this approach are:

- We volunteer **flexibly** as part of a team with a shared purpose
- Our teams and titles are **easier to understand** and more appealing to new volunteers
- Teams agree how to **share tasks** between them, and this can change over time



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How we Volunteer Together
Adopting a team-based approach



Team Descriptions

Every team description will have:

- **Purpose** - To explain what the team is for and how it plays a part towards our vision
- **Who's in the team** - To explain who is in the team and what they're called
- **Tasks for the whole team** - Are things which everyone in the team will be involved with
- **Allocated tasks** - Are things which are things which can be shared out between members of the team

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How we Volunteer Together
Adopting a team-based approach



How volunteers work in teams

Each team will have a team description, setting out the tasks for that team

There are two types of tasks:

- Tasks for the whole team - Everyone helps with these tasks
- Allocated tasks - The Team Leader(s) make sure there's at least one volunteer responsible for each task and support them to get it done

This approach means:

- It's easier for new volunteers to join the team
- We have clearer purpose and responsibilities
- Volunteering is more flexible and suits people's skills, interests, and time
- Each team is led by a Team Leader(s) or Lead Volunteer(s)



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How we Volunteer Together
Adopting a team-based approach



How volunteers work in teams

Example: How a team shares tasks

		Hannah Team Leader	Tom Team Member	Mita Team Member	Jamal Team Member	Arnold Team Member	Jess Helper
Tasks for the Whole team	Task 1 Whole team	✓	✓	✓	✓	✓	✓
	Task 2 Whole team	✓	✓	✓	✓	✓	✓
	Task 3 Whole team	✓	✓	✓	✓	✓	✓
Allocated tasks	Task 4 Allocated	✓		✓			
	Task 5 Allocated					✓	
	Task 6 Allocated		✓	✓			
	Task 7 Allocated				✓		
	Task 8 Allocated					✓	
	Task 9 Allocated						✓

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How we Volunteer Together
Adopting a team-based approach



Lead Volunteers & Team Leaders



Each team will have at least one Team Leader or Lead Volunteer

They work with Team Members to share tasks out and make sure the team runs smoothly, they are not responsible for doing all the tasks themselves

There may be multiple Lead Volunteers or Team Leaders in a team

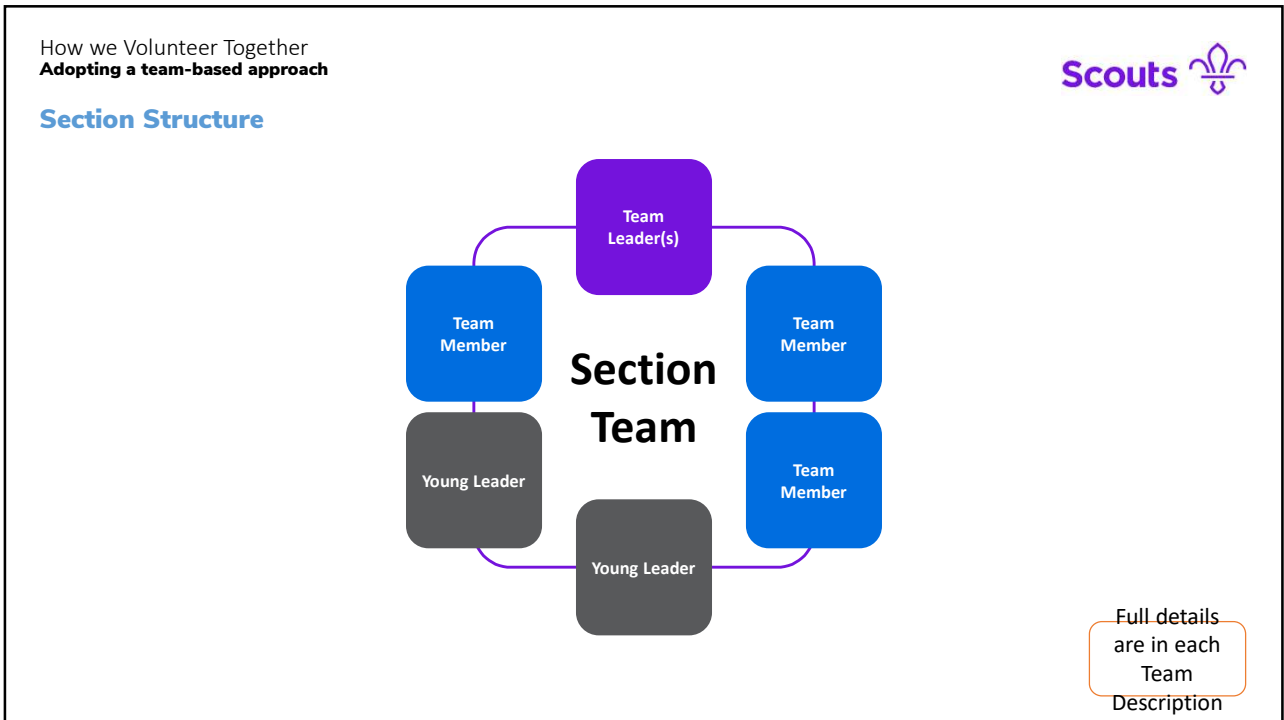
They are responsible for;

- Creating a positive team environment
- Helping volunteer find what they need
- Attracting and welcoming new volunteers into their teams as needed
- Reflecting and Reviewing with the team

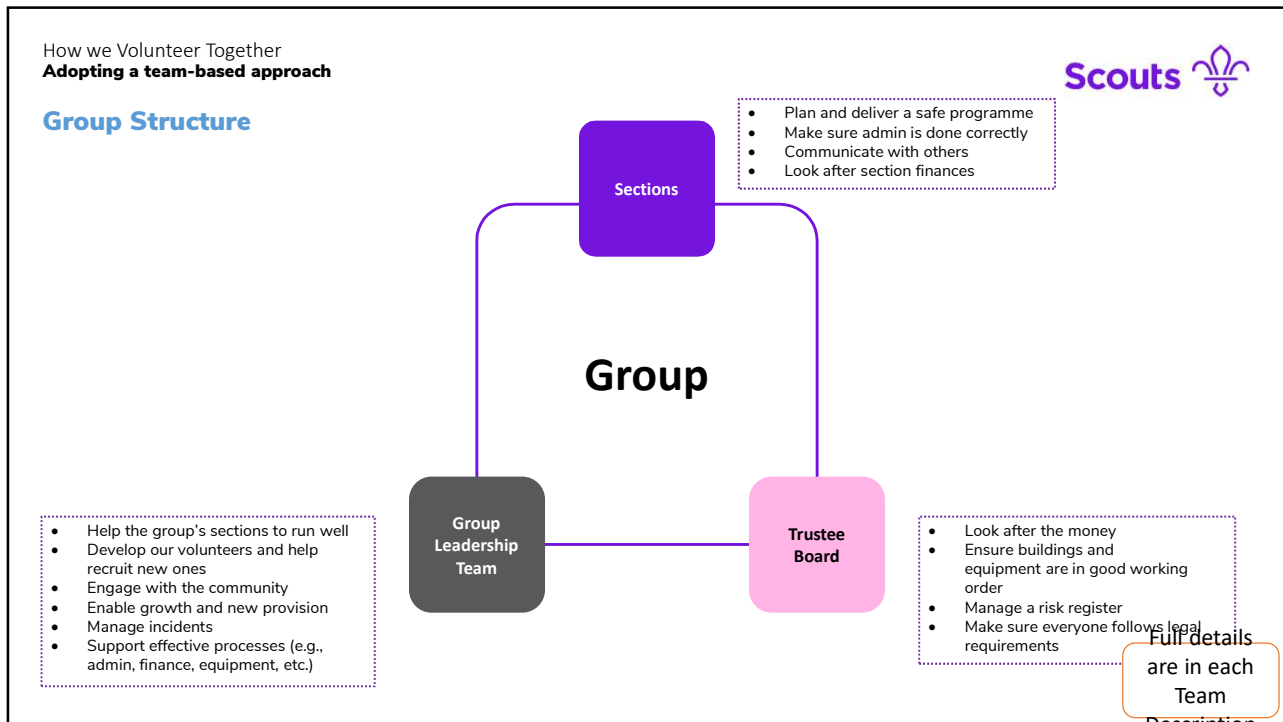
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How we Volunteer Together
Adopting a team-based approach

Scouts 

Section & Group Structure

Section Team -
Plans, delivers, and runs high-quality programmes safely. They make sure all young people can take part in the programme and gain skills for life

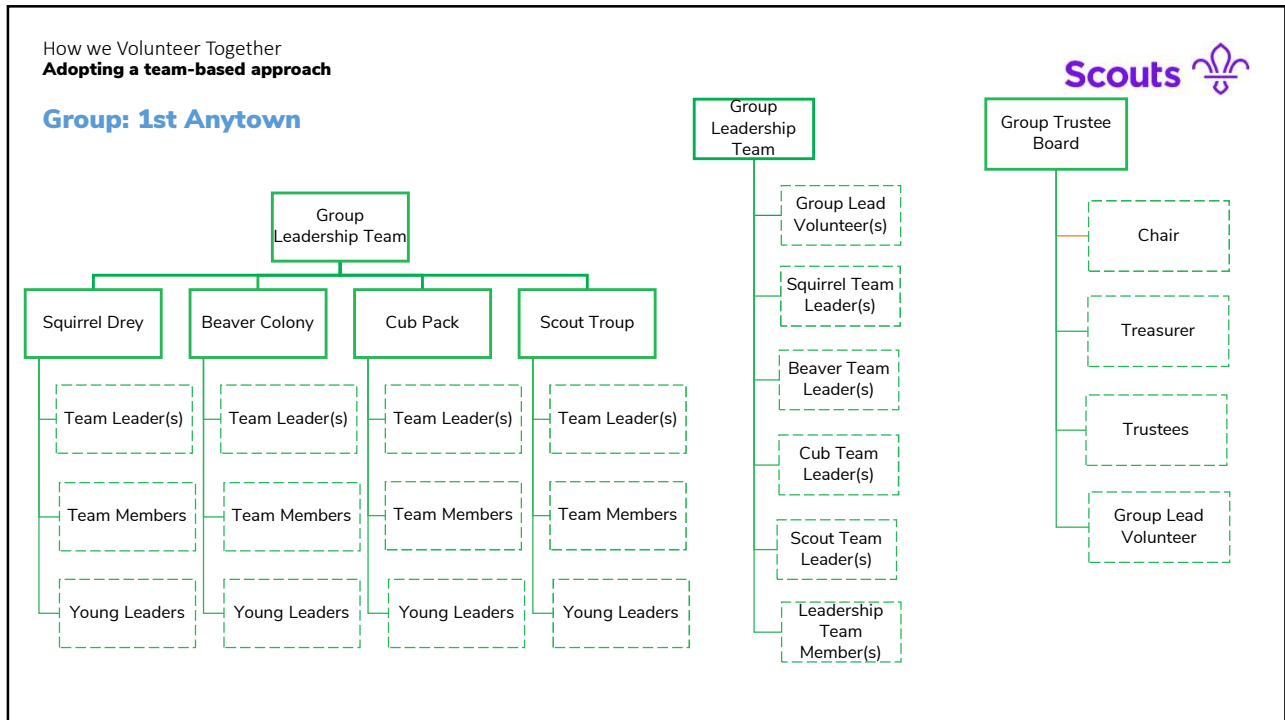
Group Leadership Team -
Helps volunteers across all Sections to work well together and feel motivated. They make sure the Group is respected and supported in their local community

Trustee Board -
Trustees make sure the charity is well managed, risks are assessed and mitigated, buildings and equipment are in good working order, and everyone follows legal requirements and Policy, Organisation and Rules (POR)

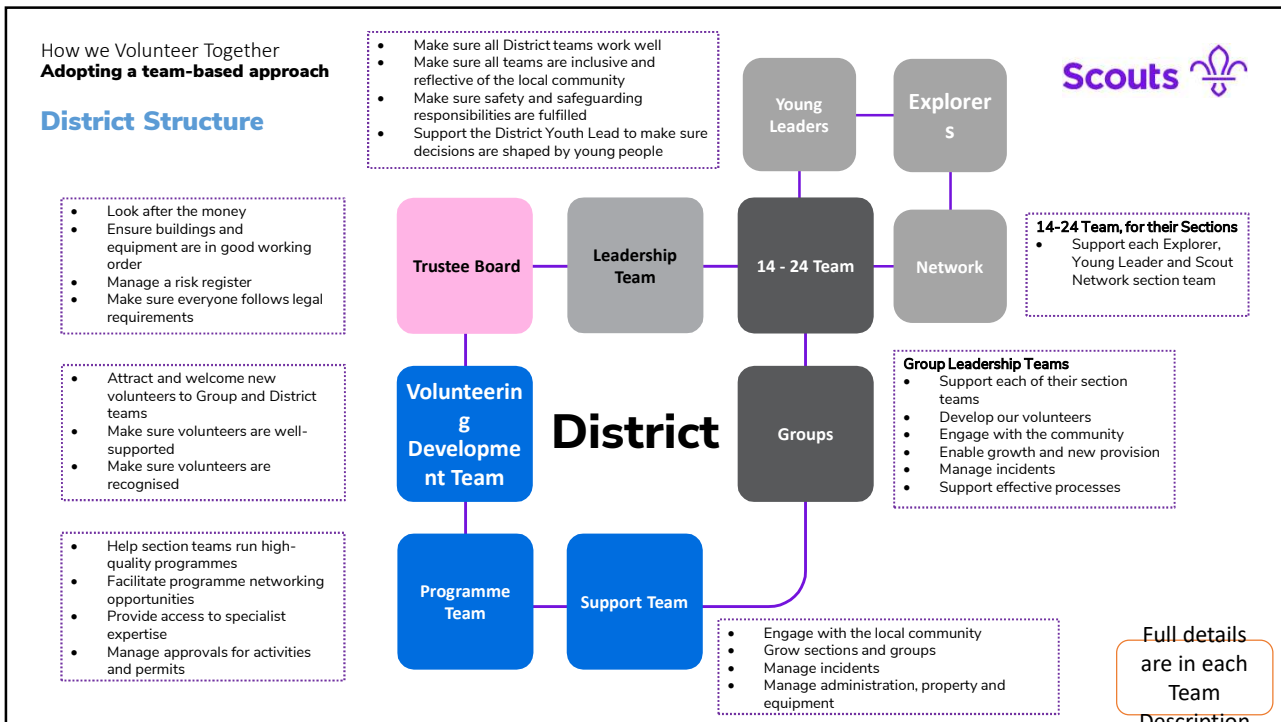
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Scout Districts

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How we Volunteer Together
Adopting a team-based approach

District Structure

District Leadership Team -
Leads and inspires volunteers to give young people great experiences and skills for life. They make sure the teams in their District are organised, have enough volunteers, and can deliver a great programme.

Trustee Board -
Trustees make sure the charity is well-managed, risks are assessed and mitigated, buildings and equipment are in good working order, and everyone follows legal requirements and Policy, Organisation and Rules (POR)

14-24 Team -
Helps all volunteers in Explorer (including Young Leaders) and Network Sections. They help section teams plan and deliver great programmes for young people

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How we Volunteer Together
Adopting a team-based approach



District Structure

Volunteering Development Team -

Makes sure all volunteers in their District have a positive and enjoyable volunteering experience. They make it easy for people to join and learn new skills.

Programme Team -

Helps every section in the District run a safe, enjoyable and high-quality programme. To help do this, they bring Section Team volunteers together with activity experts.

Support Team -

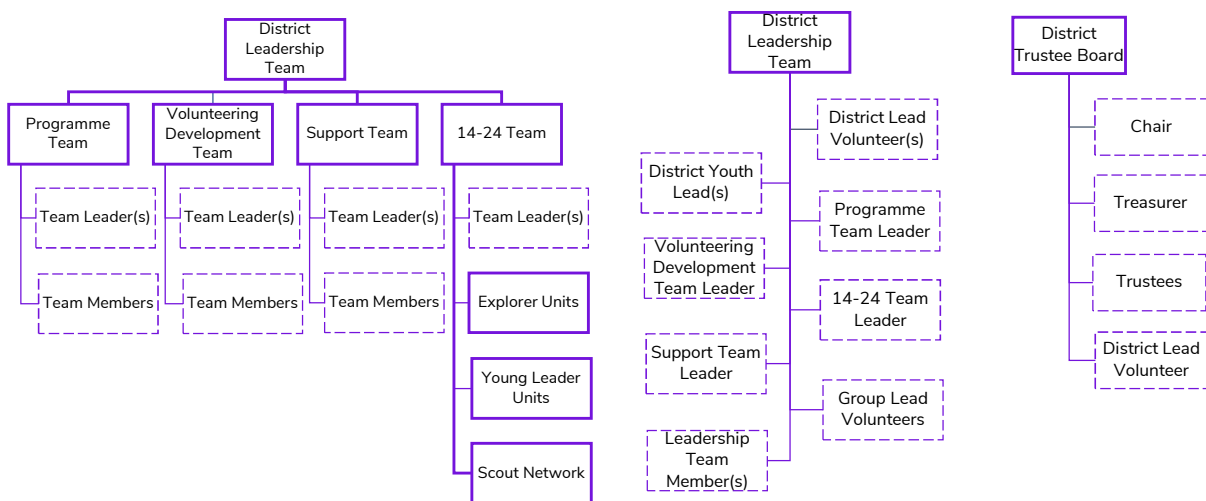
Provides the tools and resources to help Scouts run smoothly

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How we Volunteer Together
Adopting a team-based approach



District: West Blanksville



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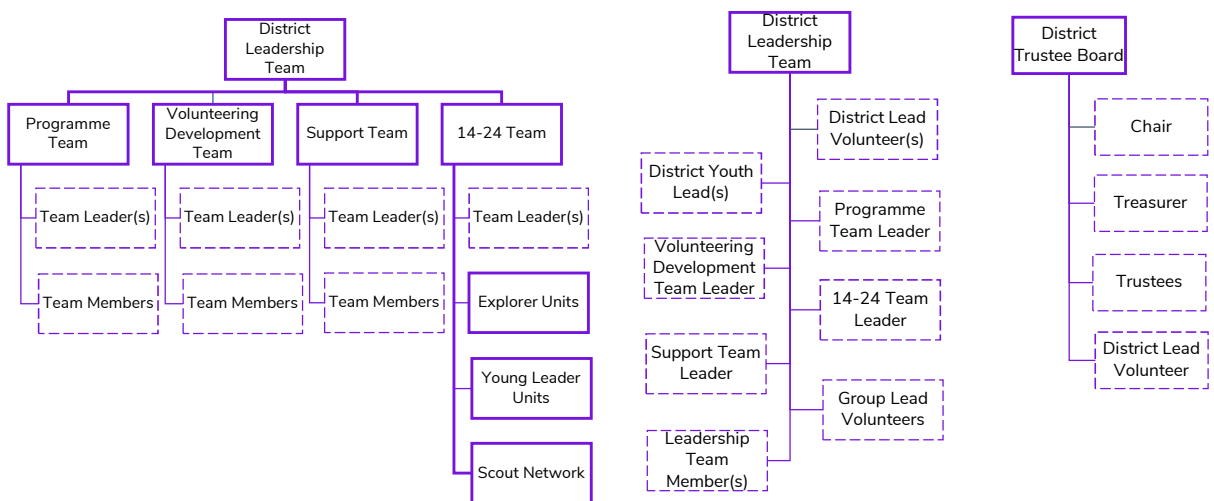
Scout County

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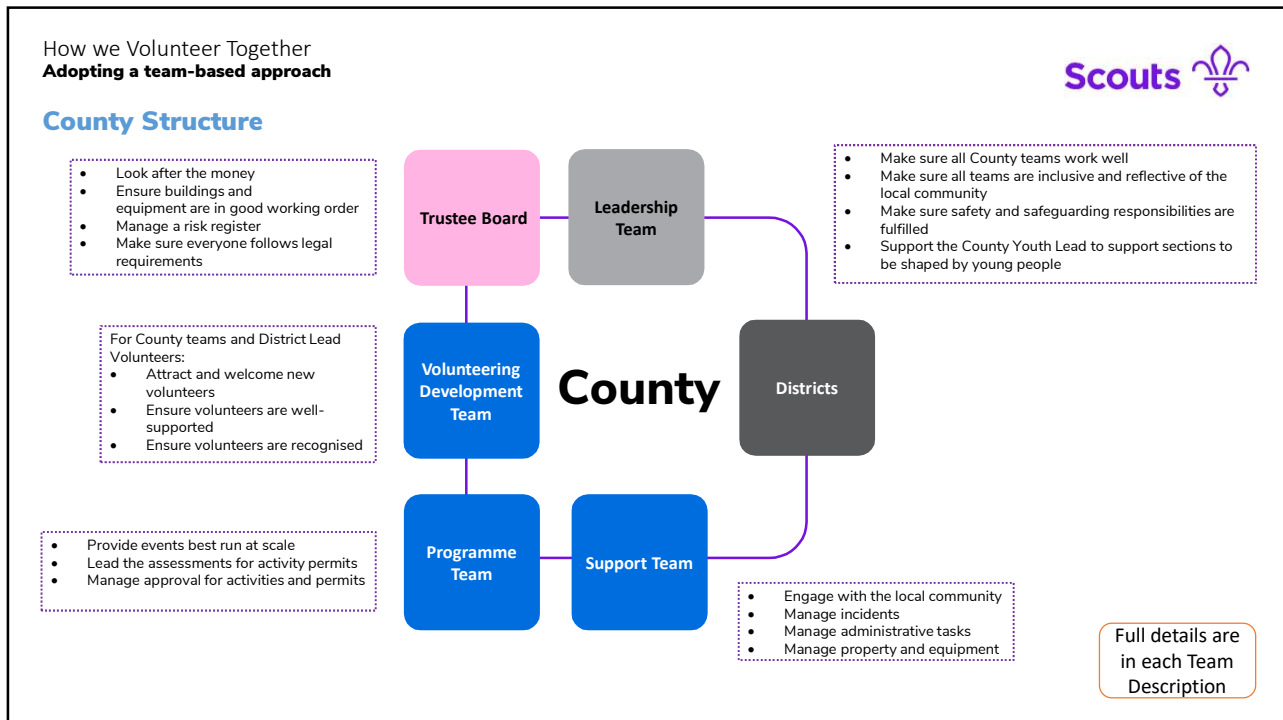
How we Volunteer Together
Adopting a team-based approach



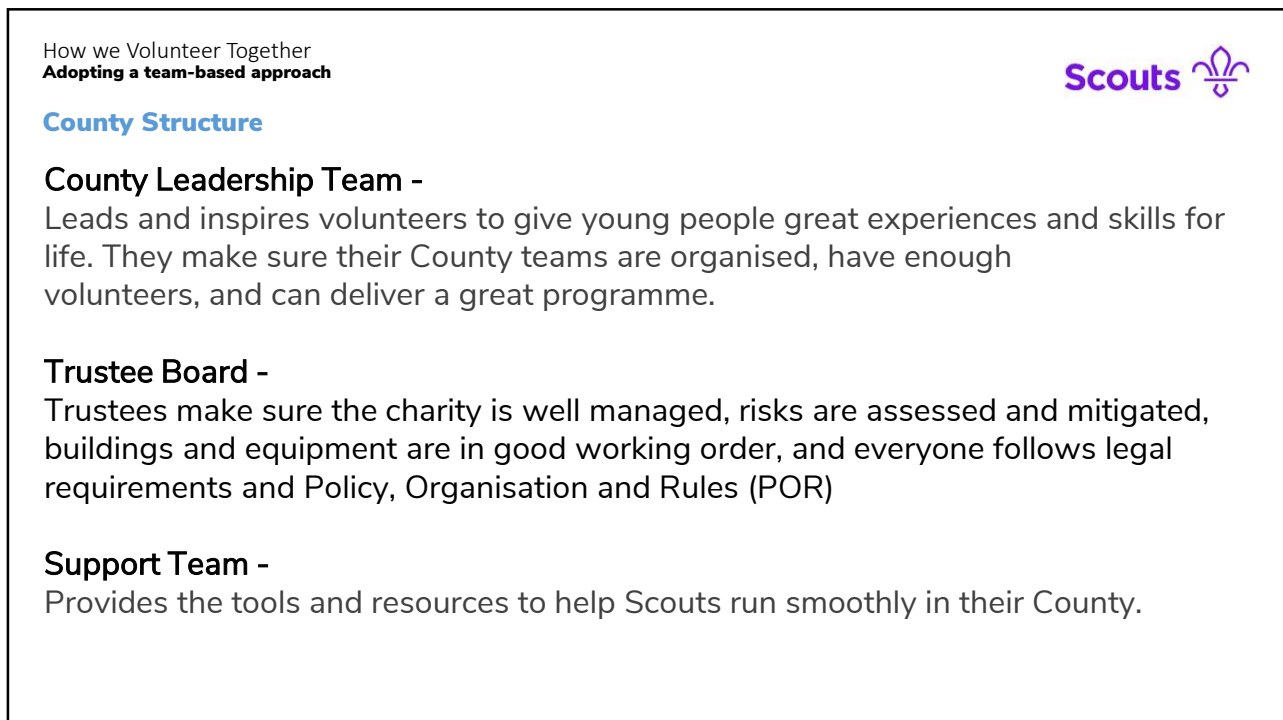
District: West Blanksville



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How we Volunteer Together
Adopting a team-based approach



County Structure

Volunteering Development Team -

Makes sure all volunteers in County teams have a fantastic volunteering experience. By doing so, they'll make it easy for people to join and learn new skills.

Programme Team -

Supports Section programmes when activities or events are best done at County scale. They help volunteers with their assessments for adventurous activity permits.

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Scout Active Support

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How we Volunteer Together
Adopting a team-based approach



Sub-teams

Sub-teams are being introduced to help organise our volunteers and will sit within another team

Each sub-team will have a specific area of focus within the overall scope of the larger team

We can use sub-teams to:

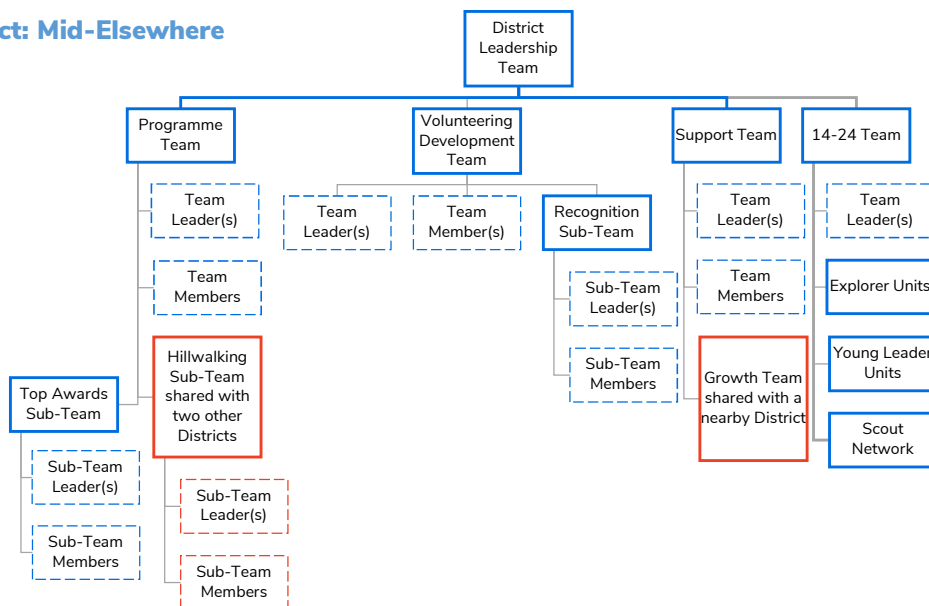
- Increase a sense of identity and belonging within volunteers
- Make better use of volunteers' time and resources
- Help make it clearer what people do, and what they're responsible for

For example, setting up a Hillwalking or Climbing Team within the Programme Team

How we Volunteer Together
Adopting a team-based approach



District: Mid-Elsewhere



How we Volunteer Together
Adopting a team-based approach



Accreditations

Sometimes, a person needs to be given permission to do a specific task, this is called and 'accreditation'

Accreditations will be introduced along with the new digital systems

For Example:

- A task that needs to be done with someone with specific skills or qualifications - A Kayak or Archery permit assessor
- A task where someone needs to find and contact a specific person - The HQ Awards Team knowing who to post awards to



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How we Volunteer Together
Adopting a team-based approach



Accreditations

Volunteers will need to meet the right criteria to receive an accreditation, for example:

- Holding a certain qualification
- Completed specific learning
- Be in a particular role

Specific accreditations will be:

- Adventurous Activity Assessor
- Night Away Assessor
- First Response Trainer
- Manager of Activity Permit Scheme
- And more!

These will all come alongside the launch of the digital systems

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Trustee Boards

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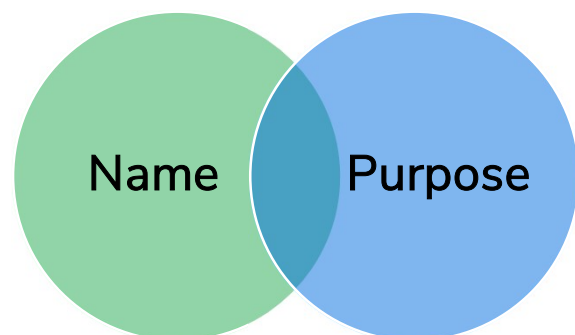
Transitioning to Trustee Boards

What's changing?

What's changing?

To bring our current structure in line with the good practice guidance set out by the charity regulators there are currently two key areas of change

- **Name**
Executive Committees will be renamed Trustee Boards, members of which will be renamed Trustees
- **Purpose**
Trustee Boards will have a clearer purpose statement, to fit with the focus on governance



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Transitioning to Trustee Boards
What's changing?

Scouts 



Renaming as Trustee Boards

Executive Committees are renamed as Trustee Boards, members of which are renamed as Trustees

Why is this changing?

- To align with good practice guidance from the charity regulators
- To help reinforce the purpose of Trustee Boards and focus on the role and responsibilities of being a charity Trustee

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Transitioning to Trustee Boards
What's changing?

Scouts 



The purpose of Trustee Boards

Trustee Boards have a clearer purpose statement, to fit with the focus on governance. This will mean 'operational' tasks are managed through the Group Leadership Team or the Support Team in District or County (and equivalent)

Why is this changing?

- To align with good practice guidance from charity regulators
- To focus on ensuring effective governance. This is the core of any charity Trustee Board's responsibility and an important part of ensuring that the charity focusses on meeting its objectives

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Transitioning to Trustee Boards
What's changing?



The purpose of Trustee Boards

What will this look like in practice?

Some areas will be for trustees **to be confident** that they are being done. This is different from doing it themselves!

Some areas will be for trustees **themselves collectively** to do. These are the core governance tasks.

In future, this will mean that 'operational' tasks such as repairing the hut, cutting grass, fundraising and similar are managed through the Group Leadership Team, or the Support Team in a District or County.

These operational tasks can be carried out by people who are also Trustees, however, they will be managed under the relevant team rather than in their Trustee role.

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What does this actually mean?
Cutting through the text...



Restructures

District Programme,
 Volunteer
 Development &
 Support Teams

Network & Explorers
 Now Together



Teams

New Role Title

Allocating
 Responsibilities, not
 Roles



Role Changes


Shifting ADCs from
 roles to relevant
 Teams


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A Warmer Welcome
Purpose





Purpose

To provide a detailed overview of;

- Why we are changing the way we welcome volunteers into Scouting
- What is changing?
 - Attraction
 - Joining
 - Appointment
 - Induction

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Changing the way we welcome new volunteers

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**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**



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A Warmer Welcome
Changing the way we welcome new volunteers



What have we learnt?

In our research with volunteers, we learnt that:

- Joining us can feel daunting for new volunteers
- New volunteers feel like our appointments panels are more like a job interview
- The Appointments is time consuming and relies on inefficient tools and processes
- We want more volunteers locally but need the support to make it happen
- We're often reliant on our existing networks to get new volunteers - Parents, Carers, Ex-Members and current volunteers...

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A Warmer Welcome
Changing the way we welcome new volunteers



What will changing our appointment process achieve?

- Provide volunteers with tools to proactively manage recruitment
- Reducing the administrative burden on volunteers
- Enable new volunteers to clearly see what the joining process looks like and what is expected
- Make the appointment process more welcoming and easier to complete
- Protect new volunteers from being scared off by information overload
- Valuing the experience of our current volunteers when they change teams or roles in Scouts
- And more!



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What is changing? - **Attraction**

81

What are we aiming for?

A simple process which supports the attraction of volunteers into Scouting opportunities



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A Warmer Welcome
What is Changing - Attraction



Attraction

A new digital tool is being developed, part of which will improve our attraction processes.

This tool will;

- Make sharing volunteering opportunities easier for those recruiting
- Improve attraction for new volunteers by linking with the wider volunteering community
- Support those already within the movement and those from outside the movement

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A Warmer Welcome



What is changing? -
Joining

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A Warmer Welcome
What is Changing - Joining



What are we aiming for?

A transparent joining process which enables new volunteers to have clarity of what is required of them through a simple, and visually articulated, journey



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A Warmer Welcome
What is Changing - Joining



Joining

A self-service recruitment process will be in place, underpinned by a new digital tool

These changes will;

- Put the volunteer in control of their joining journey
- Provide an easier to navigate and mobile friendly way of providing personal details



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A Warmer Welcome



What is changing? - **Appointment Process**

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A Warmer Welcome

What is Changing - Appointment Process



What are we aiming for?

A self-service appointment process that makes volunteers feel welcomed and values whilst ensuring that volunteers are appointed safely



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A Warmer Welcome

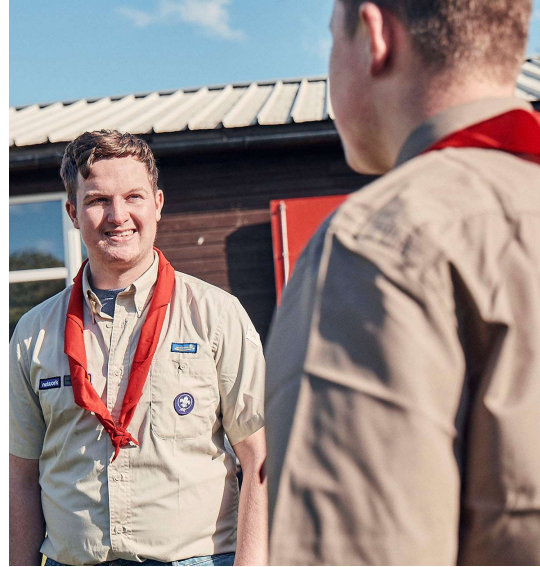
What is Changing - Appointment Process



Appointment

Changes to the appointment process will include;

- A more consistent, welcoming and easy to complete process
- Removal of commissioner approval step and pre-provisional appointments to simplify the appointment process
- Introduce a single 'Welcome Conversation' when a volunteer first joins Scouting



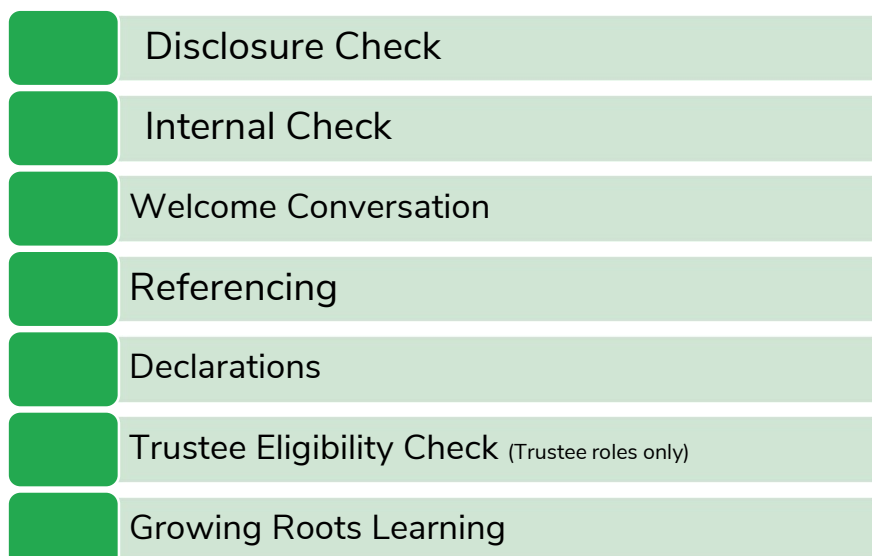
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A Warmer Welcome

What is Changing - Appointment Process



The Appointment Process



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A Warmer Welcome

What is Changing - Appointment Process



The Appointment Process

The appointment process covers everything needed for a volunteer to reach full appointment

A new volunteer has 6-months to complete their full appointment

The following should be completed as soon as possible (These can be completed in any order):

- Disclosure Check, Internal Check, Welcome Conversation, References, Declarations, Trustee Eligibility Check (Trustee roles only)

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A Warmer Welcome

What is Changing - Appointment Process



Disclosure Check

The way we complete disclosure checks will be improved:

- A self-driven and mobile friendly disclosure process through Atlantic Data in England & Wales
- For Scotland, Northern Ireland and BSO an improved disclosure processes reducing additional admin time required
- The update service will be not be available on day one



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A Warmer Welcome

What is Changing - Appointment Process



Internal Check

Also known as a Confidential Enquiry or CE check which checks a volunteer's name against internal records

Today UK Headquarters automatically does a CE check on a volunteer when a role is added, which can involve additional manual checks

We're making this more streamlined by:

- Introducing an automated CE check process so that not all checks will require manual intervention
- Ensuring volunteers and their line managers can see their information and be aware of any live limitations applied to someone's membership by HQ

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A Warmer Welcome

What is Changing - Appointment Process



Referencing

As part of our safeguarding commitment to young people, references are required to help us ensure the suitability of any new volunteers

We're making this easier by;

- Allowing new volunteers to provide up to 4 references instead of just two
- Automating the reference requests and reminders for referees
- Automating the approval of received references, with any comments or adverse references reviewed locally



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A Warmer Welcome

What is Changing - Appointment Process



Declarations

We've always had a series of declarations when joining as a member of Scouts. This include things such as:

- Accepting the values of Scouting
- Abiding by the policies and rules of Scouts
- Agreeing to take on the learning required

We're making these clearer by;

- Updating and improving the wording of our declarations
- Ensuring only the relevant declarations are visible directly to new volunteers

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A Warmer Welcome

What is Changing - Appointment Process



Trustee Eligibility Check

Timeframe: Completed over the first 4-6 weeks

This will only need to be completed for those in a Trustee role

As part of being a Charity Trustee all charity regulators in the UK have an eligibility declaration form that must be completed

To improve how we manage and maintain these we'll be:

- Updating and improving the wording of our declarations
- Ensuring only the relevant declarations are visible directly to new volunteers



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A Warmer Welcome

What is Changing - Appointment Process



Welcome Conversation

A Welcome conversation will replace the current appointments panel. This will be:

- A conversation carried out by the relevant Team Leader or Lead Volunteer and an independent person from a similar area
- Held within 4-6 Weeks of agreeing to take on the role
- A single welcome conversation. If you change your team or role in Scouts, you'll have a change of role conversation focused the specifics of the team or role

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A Warmer Welcome

What is Changing - Appointment Process



Growing Roots Learning

Timeframe: Completed within 6 months of joining

Growing Roots will become the new mandatory learning for volunteers

Growing Roots will comprise of two parts;

- The learning a volunteer needs to get started
- The learning a volunteers needs for their team and role



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A Warmer Welcome



What is changing? - Induction

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A Warmer Welcome

What is Changing - Induction

Induction

Induction runs alongside the appointment process and is about ensuring that new volunteers have the local and central information they need to do their role

We're changing induction by:

- Ensuring there is central information and support for the induction process
- Supporting key knowledge to be shared locally with volunteers
- A local welcome buddy to support volunteers

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A Warmer Welcome

Scouts 

What is changing? - Continuing to volunteer

101

A Warmer Welcome

What is Changing - Appointment ProcessScouts 

Changing teams or roles

It's important that we continue to value the experience and skills our volunteers have

Throughout a volunteer's time with us they might change teams, roles or even locations

When this happens:

- A welcome conversation is not required, though it's important that a conversation has taken place about the role they are going to undertake
- A valid Disclosure must be in place and a Confidential enquiry will be carried out
- The volunteer may need to undertake additional learning relevant to the new team or role



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What does this actually mean?
Cutting through the text...



Volunteer Joining

New Process
Based where they will be Volunteering



Teams

Merging of Appointments, Training, etc... teams into the Volunteer Development Team



Role Changes

Phasing out of Appointments Panel

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Scouts

**Transforming Our Volunteer Experience -
Engaging Learning**

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Engaging Learning
Purpose

Scouts 



Purpose

To provide a detailed overview of;

- Why we're moving from training to learning and changing how we learn in Scouting
- What is changing?
 - Digital Learning
 - Growing Roots
 - Branching Out
 - Wood Badge
 - Volunteering Development Team
 - What's Next?

105

Engaging Learning

Scouts 

Changing the way we learn in Scouts

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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



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What have we learnt?

In our research with volunteers, we learnt that:

- Our training scheme can feel overwhelming for new volunteers
- Some learning is hard to access and requires finding more time available to attend
- We don't have enough training advisers to support learners this also delays validation which can be frustrating for the learner
- The average length of time someone volunteers is 2 years, but nearly every volunteer role must complete the wood badge which can take up to 3 years to complete

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Engaging Learning
Changing the way we learn in Scouts

Scouts 

What will changing our learning achieve?

- A simpler and easier to access learning experience
- Learning specific to a volunteer's role
- Reducing the duplication of learning
- Improving the accessibility and inclusivity of the learning we offer
- Modernise and improve on our current scheme which is now twenty years old
- Improve how we recognise prior learning and experience for volunteers



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Engaging Learning
Changing the way we learn in Scouts

Scouts 



What is changing?

As part of moving from training to learning we'll be:

- Reviewing all our current training modules by 2025
- Developing new framework for learning
 - Growing Roots
 - Branching Out
- Moving to an optional Wood Badge
- Having Volunteer Development Teams
- Bringing in a new tool for digital learning

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Digital Learning

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Digital Learning

To support the delivery of learning there will be a new digital learning system on the Scouts.org.uk website

The new learning system will:

- Have all learning in one easy to find place
- Give easy access to learning whenever and wherever a volunteer wants
- Simplify reporting and management of learning including compliance
- Remove the need for validation in its current form
- Allow for better approaches to crediting volunteers for the learning they do
- Create an accessible learning experience for volunteers



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Engaging Learning
Digital Learning



Accessibility

It's important that volunteers can access and engage with learning on our new learning platform. To support this, we are using:

Universal Design for Learning (UDL) Guidelines

These help to create learning which meets the needs of all users by reducing barriers and creating accessible and meaningful learning experiences

AND

Web Content Accessibility Guidelines (WCAG)

These set out recommendations for creating web content which is more accessible to all. This includes:

- Alternative text for images
- Support for screen readers
- Simple and consistent navigation
- Subtitles and transcripts

And more!

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Engaging Learning
Digital Learning



Digital first, not digital only

It's important that volunteers who are not as digitally skilled or don't have access to technology can also access our learning.

As part of this we will:

- Support volunteers to develop their digital skills through a bespoke digital skills tool
- Develop processes for volunteers to be supported locally with completing their digital learning
- Ensure that there is non-digital support for learning available



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Growing Roots

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Growing Roots

Growing Roots will become the new mandatory learning for our volunteers

Volunteers will have 6 months to complete their Growing Roots learning

Growing Roots will comprise of two parts;

- The learning a volunteer needs to get started
- The learning a volunteers needs for their team and role

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Engaging Learning
Growing Roots


Scouts 

The learning everyone needs to get started

Data Protection in Scouts	What we do & How we do it	Creating Inclusion	Safe Scouting
<ul style="list-style-type: none"> Gathering data Storing & sharing data Data breaches & deleting data 	<ul style="list-style-type: none"> Purpose and values Working with others Running our programme (The basics) 	<ul style="list-style-type: none"> Self-awareness Creating inclusive spaces Supporting specific needs Challenging bias and discrimination 	<ul style="list-style-type: none"> E-Safety Assessing and Managing risk Incidents - respond and report Mental Health Awareness Safeguarding

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Engaging Learning
Growing Roots

Scouts 

The learning everyone needs to get started

Data Protection in Scouts	What we do & How we do it	Creating Inclusion	Safe Scouting
<p style="text-align: center; margin-bottom: 10px;">Replacing:</p> <ul style="list-style-type: none"> GDPR Some of Module 11 (Administration) 	<p style="text-align: center; margin-bottom: 10px;">Replacing:</p> <ul style="list-style-type: none"> Module 1 (Essentials of Scouting) Some of Module 3 and 4 (Tools for the Role) Module 5 (The Fundamentals) Module 9 (Working with Adults) 	<p style="text-align: center; margin-bottom: 10px;">Replacing:</p> <ul style="list-style-type: none"> Module 7 (Scouting for all) Potentially some of Module 36 (Additional Needs) 	<p style="text-align: center; margin-bottom: 10px;">Replacing:</p> <ul style="list-style-type: none"> Safety Safeguarding Some of Module 17 (Running Safe Activities)

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Engaging Learning
Growing Roots

Scouts 

The learning a volunteer needs for their role

<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Delivering a Great Programme” Section Teams </div> <div style="background-color: #e0f2f1; padding: 10px; border-radius: 5px; margin-top: 5px;"> <p>Potential Content*:</p> <ul style="list-style-type: none"> How to work with parents/guardians How to actively involve young people Running our programme (In practice) </div>	<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Leading Scout Volunteers” Team Leaders, Lead Volunteers </div> <div style="background-color: #e0f2f1; padding: 10px; border-radius: 5px; margin-top: 5px;"> <p>Potential Content*:</p> <ul style="list-style-type: none"> Teamwork, inclusion and conflict from a management perspective Suspensions, sanctions and difficult conversations </div>	<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Being a Trustee in Scouts” Trustees </div> <div style="background-color: #e0f2f1; padding: 10px; border-radius: 5px; margin-top: 5px;"> <p>Potential Content*:</p> <ul style="list-style-type: none"> Charity regulator processes Insurance, legal responsibilities (Inc. GDPR), equality impact assessments Trustee Responsibilities </div>
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*Exact content is being scoped and developed during early 2023

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Engaging Learning
Growing Roots

Scouts 

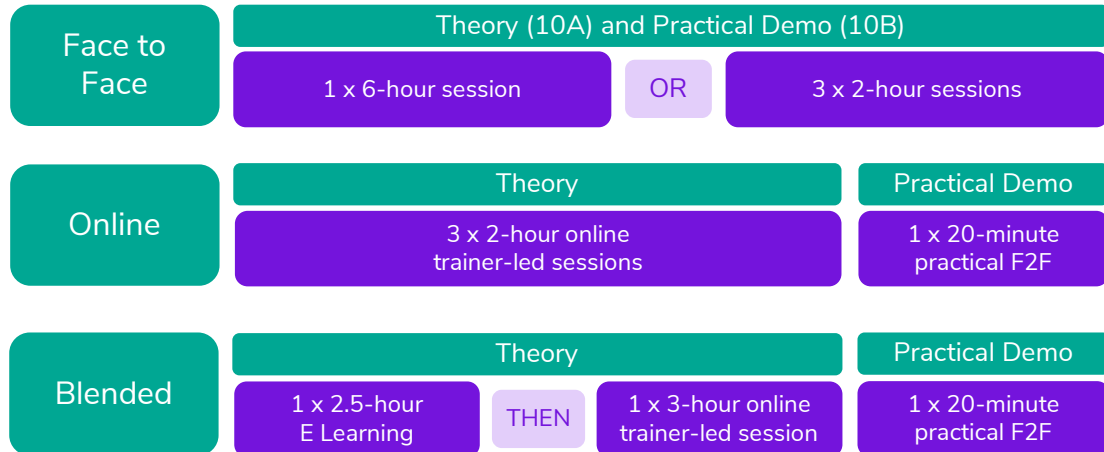
The learning a volunteer needs for their role

<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Delivering a great programme” Section Teams </div> <div style="background-color: #0070c0; color: white; padding: 5px; text-align: center; border-radius: 5px; margin-top: 5px;"> Replacing: </div> <div style="background-color: #0070c0; color: white; padding: 10px; border-radius: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> Module 12A (Delivering a quality programme) Module 12B (programme planning) Parts of Module 14 (Supporting young people) Parts of Module 15 (Promoting positive behavior) </div>	<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Leading Scout Volunteers” Team Leaders, Lead Volunteers </div> <div style="background-color: #0070c0; color: white; padding: 5px; text-align: center; border-radius: 5px; margin-top: 5px;"> Replacing: </div> <div style="background-color: #0070c0; color: white; padding: 10px; border-radius: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> Trustee Introduction Parts of stand-alone Trustee Training </div>	<div style="background-color: #009682; color: white; padding: 5px; text-align: center; border-radius: 5px;"> “Being a Trustee in Scouts” Trustees </div> <div style="background-color: #0070c0; color: white; padding: 5px; text-align: center; border-radius: 5px; margin-top: 5px;"> Replacing: </div> <div style="background-color: #0070c0; color: white; padding: 10px; border-radius: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> Some aspects of M&S E-learning Allows timely delivery of some of the key content on skills courses </div>
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First Response delivery models

First Response should continue to be delivered as per the current model. Who will need to complete this in the new learning model will be shared once agreed.



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How does learning work if you don't fall into these groupings?

For those in the Volunteer Development Team, Programme Team etc. your learning might look like this:

- You do the learning that everybody does (Data Protection in Scouts, Safe Scouting, etc....)
- Plus, task specific learning depending on what you are doing such as:
 - First aid trainer, Welcome Conversation Volunteer, etc...
- And you're always welcome to engage in further learning and development relevant to you or your team.



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Branching Out

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Branching Out

Branching Out will form the learning you can take on beyond Growing Roots

It will be delivered through a variety of methods including digital, face-to-face and blended models

Some current training modules will keep running for a while, as we work to update or replace them and add more new content.

This suite of new learning will become available over the course of 2024-2025 and will be updated and added to on an ongoing basis after that

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Engaging Learning
Branching Out

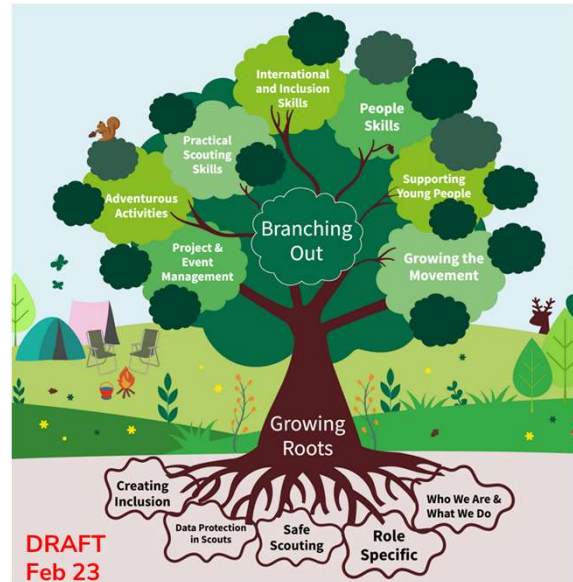
Scouts 

What might Branching Out look like?

Branching Out will allow for volunteers to shape their learning journey based on what is most beneficial to them or their team

This will encompass a variety of learning options such as;

- Digital Skills
- Permits & Adventurous Activities
- Practical Scouting Skills
- Team Leadership
- And much more...



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Engaging Learning
Branching Out

Scouts 



Manager & Supporter Training

Beyond the learning in Growing Roots, manager and supporter training will also become optional

For those that choose to complete this it will continue to be delivered in its current form

These will be reviewed and refreshed or replaced along with the other remaining modules to form part of the Branching Out learning

This will take place over the next 18-24 months, with the updated learning being released during 2025

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Wood Badge

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Changing the Wood Badge

As part of improving the learning experience we'll be moving to an optional Wood Badge

Every volunteer will be able to decide what learning will be most beneficial to them to earn their Wood Badge and whether they want to do a Wood Badge at all

You won't be required to repeat any learning when you change teams or roles

The Wood Badge changes will come in two stages:

- A transitional Wood Badge while the current modules are reviewed
- A new Wood Badge launched during 2025

More information will be shared about what this looks like later in 2023



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Volunteering Development Team

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Volunteering Development Team

Changes to how we learn in Scouting will also mean that training teams in their current forms will change

In place of County training teams with local training administrators and managers there will be District and County Volunteering Development Teams

Volunteering Development Teams will be responsible for;

- Attracting and welcoming new volunteers
- Making sure volunteers are well supported
- Support volunteer learning
- Recognising volunteers



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Supporting Learning

As part of supporting volunteers with their learning they will;

- Help volunteers and Young Leaders find and engage in learning and development opportunities
- Coordinate learning that needs to be delivered by a trainer, including external organisations where relevant
- Use learning delivery materials and adjust them where needed to ensure activities are accessible to all
- Help volunteers share best practice and overcome challenges
- Recognise prior learning and experience

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Transition

Learning will require a longer transition than the other changes as part of transforming the volunteer experience

During this period Volunteer Development Teams will support volunteers by;

- Delivering the current learning modules as required
- Supporting and delivering the new learning modules as they are rolled out

Full details of what transition will look like and how this will be supported will be shared later in 2023



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What's Next?

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What's Next?

Changes to our learning modules will take time and be rolled out over the next few years

- Growing Roots learning will be released alongside the new learning system in late 2023 for our Early Adopters and February 2024 for everyone else
- Branching Out learning will be developed and added over the course of 2024-2025, with more learning being added on an ongoing basis after that

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What does this actually mean?
Cutting through the text...



Training

New Training
merging some
existing modules

Some Online/Auto
Validation



Teams

Merging of
Appointments,
Training, etc... teams
into the Volunteer
Development Team



Role Changes

Training Advisors will
change and be
absorbed into the
Volunteer
Development Team

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To be continued...

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