



Volunteer Welcome Pack



Firstly thank you very much for offering to spend some of your spare time with the young people of Perth and Kinross through volunteering with The Duke of Edinburgh's Award. Our volunteers come from all walks of life and from a variety of professional and social backgrounds which enhances the experience that our young participants will receive.

This pack has been put together with you in mind - and is intended to complement those with an existing knowledge of The Duke of Edinburgh's Award as well as being a complete guide to the novice volunteer. Within these pages you will find information about how the Award is operated within the Perth & Kinross Council Operating Authority, and information about our partners who help us achieve our high standards of training, delivery and achievement. We understand that in order to maintain these values it is important that we support our volunteers to be of the highest standard so that our young people have positive role models to look up to.

We provide essential training on issues such as child protection, codes of conduct and expedition procedures - which are all designed to protect you and the young participants who are in your care.

I hope that you enjoy your time with us and I look forward to meeting you in the near future. We now recommend that you begin your journey by completing an online induction via the link below, and if possible print off your certificate and put it in your folder:

http://www.snowfish.co.uk/dofe_induction/induction.html

Brian Hutton

*Operating Authority Award Manager
Perth & Kinross Council*

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The Duke of Edinburgh's Award (the DofE) is recognised worldwide, and by employers and universities as a valued experience which reflects determination, commitment and achievement. Participation in the DofE Award has wide reaching benefits to the participants themselves, volunteers and local communities alike. For more information see the DofE website - www.dofe.org

All DofE programmes are run under Licensed Organisations which hold a license to manage the delivery of DofE programmes and authorise awards. This license reflects the standards required for the delivery of DofE programmes. Perth & Kinross Council (PKC) holds an Operating Authority licence for the DofE and therefore it is under the authority of this PKC license that you will become a registered volunteer. The DofE Award at PKC Operating Authority encompasses school groups, open groups and independent units and employs 6 members of staff who support the delivery of DofE programmes across all these groups.

PKC Operating Authority currently have the second highest number of participants involved in The Duke of Edinburgh's Award in Scotland and the highest completion rate in Scotland. In 2012 we had the largest number of Gold Award achievers invited to The Palace of Holyrood - ever! Furthermore with our vast and varied landscape the Tayside Region has the second largest number of expeditions occurring in its area compared to others in Scotland.

The DofE Award at PKC Operating Authority works closely with the charitable organisation 'The Duke of Edinburgh's Award - Perth and Kinross Association'. The Association aims to support all participants, groups and volunteers involved in The Duke of Edinburgh's Award in the area of Perth and Kinross and employs two members of staff.

Duke of Edinburgh's Award Office Perth & Kinross Council

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PH2 8JW

Tel 01738 474580

Email DofE@pkc.gov.uk

Website www.pkc.gov.uk/article/4517/The-Duke-of-Edinburghs-Award

Duke of Edinburgh's Award – Perth and Kinross Association

Award Office
Kincarrathie House Drive
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Tel 01738 627455

Email pkassociation@dofedocot.plus.com

Website www.dofeperthandkinrossassociation.org



Organisation:

DofE Group

A group of ideally 15-20 young people who are working on their DofE programmes together with one DofE Leader. In a large DofE centre they may be grouped by peer groups, ages or levels (ie Bronze, Silver, Gold). Groups may be split into teams for certain activities, ie volunteering or their expedition.

Person:

DofE Leader

The adult responsible for a DofE group. They lead, guide and encourage young people, agree their programme choices and sign off evidence and sections in eDofE (our online programme management system). They may have other adults (helpers) who assist them.

DofE Centre

The location where the DofE is run, for example, a school, youth centre, young offender institution. There may be one or more groups at a centre depending on the size of the centre/ number of participants. This may be different for a uniformed group like the Scouts or Cadets.

DofE Co-ordinator

This person sets up and manages the DofE in a centre. They support Leaders and oversee the groups.

Licensed Organisation (LO)

The Licensed Organisation holds the licence to manage the delivery of DofE programmes and verify Awards.

DofE Manager

The person in an LO who is responsible for the day-to-day delivery of the DofE. A DofE centre's contact may be a local co-ordinator or administrator within the Licensed Organisation rather than the DofE Manager. There will often be other assistants and staff involved.

The DofE Charity

Head Office and Regional/Country Offices deal with overall policy and central administration. A Board of Trustees governs the DofE Charity. It determines the criteria and maintains the integrity and quality of The Duke of Edinburgh's Award.

Trustees and approximately 100 staff

A Licensed Organisation will mainly have contact with the DofE Regional/Country Office or, in the case of National Operating Authorities, with Head Office.

Please note, these roles are not mutually exclusive. For example:

- *in a small centre there may only be one group and therefore, as a Leader, you may also assume the Co-ordinator role;*
- *a school that holds its own licence will be both the LO and the DofE centre. In this case, the DofE Manager and Co-ordinator is likely to be the same person, with other DofE Leaders involved with groups.*

6 Volunteer Code of Conduct

As a volunteer with Perth & Kinross Council it is important that you recognise how your actions and behaviours may affect those around you and those who are in your care.

The following code is to promote a safe, respectful working environment which protects both you the volunteer and those in your care.

Respect

- ◆ *Treat participants, colleagues and parents/guardians with respect.*
- ◆ *Listen to what they say and be aware of their personal circumstances and beliefs.*

Fairness

- ◆ *Do not show favouritism and be positively anti discriminatory in your approach.*
- ◆ *Set aside any personal prejudices; do not jump to conclusions about others; be open to all.*

Leadership

- ◆ *Be reliable and lead by example.*
- ◆ *Act as a good role model; show appropriate behaviour towards participants and other volunteers; honour the commitment you have made to The Duke of Edinburgh's Award through the Group you have joined.*

Protection

- ◆ *Protection is for both you and the young people in your care. Please follow the guidance set out in your Child Protection Training. Please also be aware of the risk assessments that your unit has in place for the various activities undertaken so as to minimize risk.*

Further information can be found in the following documents:

- www.dofe.org/en/content/cms/leaders/child-protection/code-of-behaviour/
- www.pkc.gov.uk/CHttpHandler.ashx?id=10367&p=0
- www.pkc.gov.uk/CHttpHandler.ashx?id=15589&p=0

Our volunteers love creating a positive, supportive environment that's bristling with energy. They support the overall mission of the DofE, help run DofE centres and groups, and encourage young people to achieve their full potential.

In most groups volunteers take on a mix of different roles and there are no hard and fast rules as to who does what. Any support is gratefully accepted and the aim is to ensure that the effort to help young people through their Award is shared. You may give general support, ie admin, help run one section or give specific training.

Whilst not all volunteers will be involved in the detailed running of programmes everyone needs to ensure continuity throughout, share responsibilities and maintain the overall quality of the DofE experience.

There are many different roles for our volunteers - have a look to see what you could do:

DofE Co-ordinator

- This person is the main contact for a DofE centre - for participants, parents, development workers and any other professionals.
- They support all groups and leaders within a centre and will liaise with DofE Award Development Workers at the PKC DofE Award Office.
- In the instance where there is only one group in a centre this role may be filled by the DofE Leader.

DofE Leader

- This person is the adult responsible for a DofE group.
- They lead, guide, encourage and support young people to agree their programme choices.
- They will also verify evidence and assess sections of participants programmes in eDofE (the online tool which participants use to record their progress).

- Leaders are often assisted by other volunteers to fulfil their role, and may also be responsible for the recruitment, training and management of additional volunteers.
- Leaders may also undertake a number of other roles - such as Co-ordinator, Assessor, Supervisor or Expedition Supervisor depending on their unit size and their personal experience.

DofE Assessor

- Assessors check on a young person's progress and confirm the completion of a section of their programme - physical, skill or volunteering.
- Assessors will also approve participant's progress and pictures in eDofE.
- Assessors should have some knowledge of the activity they are assessing, and be able to commit time to the observe participant development and completion of the section.
- They cannot be a relation of a participant in order to maintain the integrity of the DofE.

DofE Award Expedition Assessor

- The Expedition Assessor is a suitably competent adult who is accredited as an Assessor by the DofE Award through the Expedition Assessor Accreditation Scheme (EAAS).
- The Expedition Assessor follows DofE Assessor guidelines and ensures that the 20 conditions of the expedition are met.
- They check the proposed expedition details and suggest any changes.
- They ideally have a good knowledge of the location in which they are assessing in order to provide effective support and guidance to the group.

- **They are not responsible for the health and safety of the group** - this is solely the responsibility of the Expedition Supervisor (although in emergencies the Supervisor may ask the Assessor for assistance).
- If a Supervisor cannot be reached and there is immediate necessity for assistance the Assessor may act to ensure the safety of the group.
- They should communicate with the Supervisor and participants if there are any safety concerns or any of the expedition conditions are not being met.
- Assessors should be impartial and not have assisted the group in training or practice expedition to ensure credibility of the Award.
- They ensure expedition paperwork has been completed accurately and within the required timeframe: including supervision plans; approval forms; risk assessments and emergency contact details.
- They ensure that the participant group are properly equipped and trained.
- They co-ordinate and manage other Expedition Support Staff.
- They must be present on all expeditions, including practices.
- They ensure that participants are ready for their qualifying expedition.
- They ensure that all participants have completed and evidenced practice and qualifying expeditions, and that Assessor reports have been completed.

DofE Supervisor

- Supervisors are people with a good understanding of a participant's chosen activities/volunteering placement.
- They help them set their goals and regularly meet with the young person to check on their progress, address any potential issues and adjust goals as needed.

DofE Award Expedition Supervisor

- The Expedition Supervisor should be qualified in the mode of travel for the expedition and have the skills to be able to provide safe and effective supervision.
- They must attend a DofE Expedition Supervisor Training Course (ESTC).
- They are legally responsible to PKC Operating Authority for the safety and welfare of young people while they are carrying out Expeditions.
- They must develop a good understanding of the group's dynamics, strengths and weaknesses.

DofE Award Expedition Support Staff

- Expedition Support Staff should have relevant experience and competence in the mode of travel of the expedition in order to provide effective support to the Expedition Supervisor and participants.
- They should attend DofE and PKC expedition specific training as appropriate and comply with Operating Authority policies.
- They should contribute positively to the safety and success of the activity.
- All Expedition Support Staff must be over 18 years of age.

Bus Driver

- This involves driving DofE groups to expedition locations and then picking them up to return home at the end of the trip.
- This role may also include being part of the expedition itself depending on the availability, skills and/or interests of the individual volunteer.

- A MiDAS certificate is required for each driver. The MiDAS training course can be arranged by the Association to fit your available time or by the Council over two half weekdays.
- If using PKC minibuses you will be required to hold the D1 entitlement and have no more than 3 penalty points on your licence
- For use of the Association's minibus you will need to register with the Association and hold no more than 6 penalty points on your licence.
- If you have any specific skills or knowledge in areas such as navigation, camp craft, first aid or environmental concerns - then you could assist in delivering pre-expedition training sessions to participants to prepare them for their trip.
- Groups can be quite large so the more volunteers helping out the better!

Fundraisers

- The majority of groups are very reliant on external financial support to buy expedition kit and pay for room and bus rental so fundraising is an important area and anyone with experience and time will be welcomed with open arms.

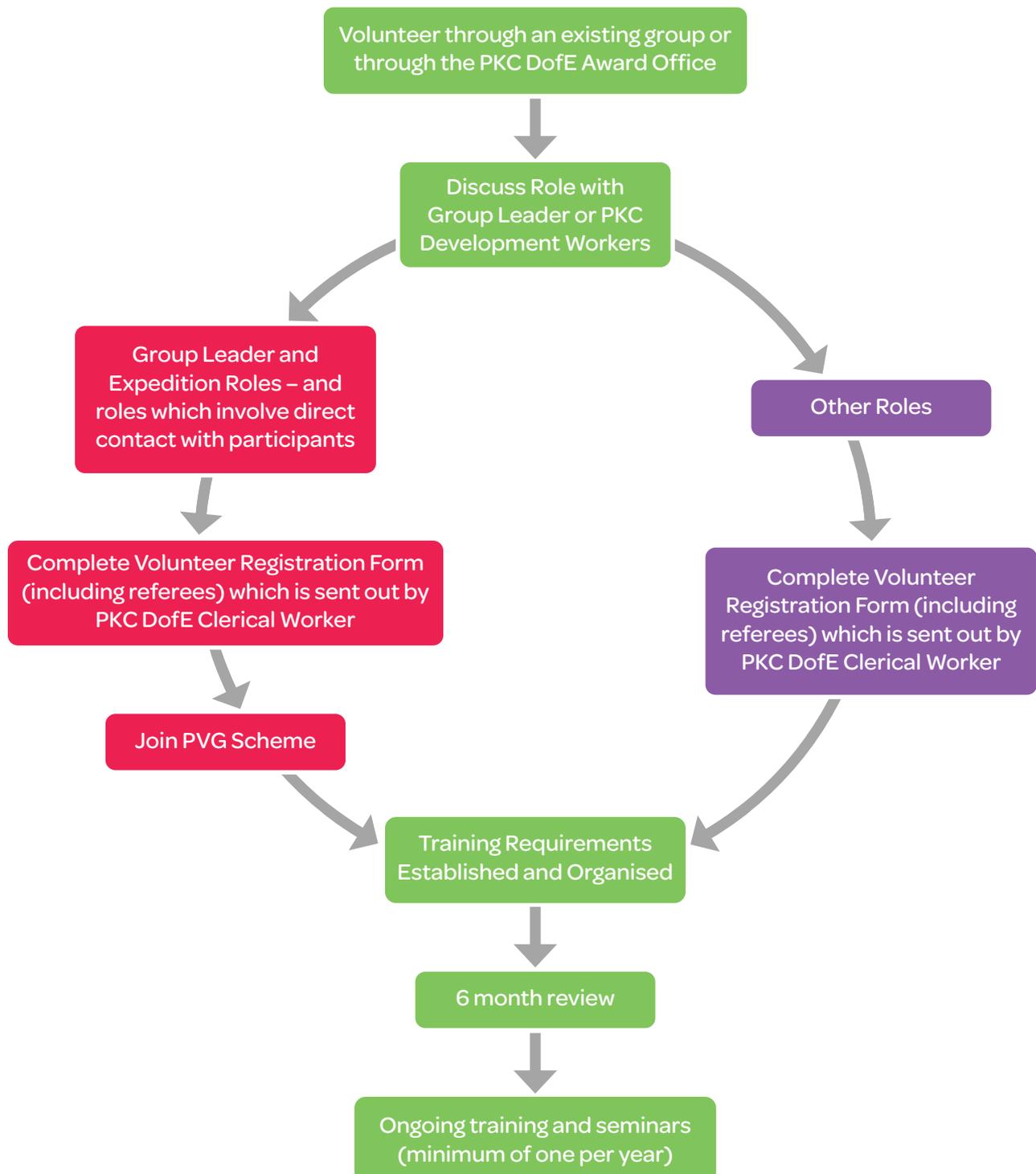
Expedition Training Assistants

- Training Assistants help to deliver specific training to participants to prepare their expedition and help them develop the skills they require to succeed.



10 Volunteer Journey

Volunteers join up either through a group they have a connection with or by applying directly to the PKC DofE Award Office. They can discuss the role they would like to take based on their skills and experience with the Group Leader or one of the PKC Development Workers and then follow the registration process:



Most volunteer roles should not incur any expenses but we appreciate that involvement in the Expedition Section can prove costly.

Kit

- Most leaders/volunteers who participate in expeditions eventually end up with their own kit but we realise to begin with this can be quite expensive therefore several groups have kit which leaders can borrow - contact the PKC DofE Award office for more information.
- The Perth and Kinross Association hold a wide range of kit and do not charge for the hire of leader's kit.
- Sometimes using different kit to begin with can help as it allows you to develop what you like and dislike about specific items.

Training Courses

- Training courses which benefit the delivery of The Duke of Edinburgh's Award and incur an individual cost can be part funded.
- The current allocation for this is 1/3 Perth & Kinross Council, 1/3 Perth and Kinross Association and 1/3 individual, group or school.
- There is limited funding available and during certain times the money may need to be allocated via a needs basis in order to make sure every group has a core group of trained staff.
- To apply for funding contact your Group Leader or the PKC DofE Award Office.
- Please note that Travel Expenses involved with attending training courses cannot be claimed through PKC - please contact your own unit for information.

Travel Expenses

- Volunteers can claim travel expenses from PKC through the Travel Claim form over the page.
- It is recommended that you make copies of this form for future use.
- Completed forms are to be returned to:
 - DofE Award Clerical Worker
 - Duke of Edinburgh's Award
 - @ Scott Street
 - 68-86 Scott Street
 - PERTH
 - PH2 8JW
- You can claim 45p per mile for travel to and from your centre whilst supporting participants training (home to centre/ group venue and return).
- You can claim 45p per mile for travel for any journey incurred due to any emergency encountered or requirements to check routes due to poor weather.
- You can claim 45p per mile for any travel from home to meeting point prior to expedition (ie to the meeting point where young people are picked up).
- Travel costs paid will be reviewed periodically in line with wider Council policy
- Volunteer expenses will be paid into a nominated bank/building society account, retrospectively.
- If claiming any expenses, new volunteers must supply their bank details (sort code and account number).
- For those volunteers who have been claiming for some time, our Finance section will already have your bank details so there is no need to provide these with each claim any longer.
- In the event of a new volunteer claim or if you change your bank account details, we will need you to provide us with this information.

Journey Details

When completing the 'Details of Journey' section you must include:

- the time your start and finish;
- the initial starting point;
- place(s) visited;
- point returned to;
- purpose of journey.

Please note only whole miles can be claimed

Key

A = Miles Travelled

Expenses = This is where you claim other expenses such as bridge tolls, car parking and subsistence

Date	Start Time 24 hour	End Time 24 hour	Details of Journey	A	Expenses
Total of Mileage Claim and Expenses					

Please note that evidence/receipts must be attached to your claim, eg bus tickets, parking tickets, subsistence, otherwise the claim cannot be processed

14 Training Opportunities

Although the majority of volunteer roles require no formal training PKC Operating Authority has a full training programme in place for volunteers:

Free Training

- There are several training courses which are available free to volunteers as well as CPD sessions run by the Council.
- PKC Operating Authority DofE Development Workers run annual training sessions which are normally delivered during our quieter season (Oct - March).
- If there is anything you feel you need or any training that you would like, please speak to your Group Leader or contact the PKC DofE Award Office.

Physical/Skill/Volunteering Section Training

- To help deliver a physical/skill/volunteering no formal training is required - we have had keen fishermen teaching young people to fly tie before.
- However if you are qualified in something, eg football refereeing this can help as the young people can then be put through a certificate or accreditation in the desired skill.
- For more information on supporting participants through the volunteering/skill/physical sections, go to the DofE website (www.dofe.org).

Expedition Section Training

- For those wishing to support the Expedition Section of the Award there are a range of qualifications available:
 1. BEL - Basic Expedition Leader Award
 2. Lowland Leader
 3. Hill and Moorland Leader
 4. ML (Summer) - Summer Mountain Leader Award

- Volunteers **supervising** a group must hold a NGB qualification relevant to the terrain of the expedition which includes an up to date 16 hour First Aid course - the most popular of which is the BASP 2 day First Aid.
- Expedition Assistants should have competence in the mode of expedition and have completed both Child Protection Awareness Training and a 4 hour First Aid Training Course.

Recommended DofE Specific Courses

- **Introduction to the Award:** Useful for all DofE Volunteers and a pre-requisite for attending any of the courses listed below.
- **Expedition Supervisor Training Course (ESTC):** This course is mandatory if you are intending to supervise DofE expeditions and one which we strongly advise all our Expedition Assistants to undertake too.
- **Expedition Assessor Accreditation Scheme (EAAS):** This course is for experienced volunteers who wish to assess DofE Qualifying Expeditions, and mandatory for anyone wishing to assess qualifying Expeditions.
- **DofE Leadership Programme:** The DofE Leadership Programme is designed to help new Group Leaders develop the skills needed to work with participants and help them get the most out of a DofE programme.

Role	Mandatory Training	Other Opportunities
Group Leader	Child Protection Intro to the Award First Aid	Managing a DofE Group
DofE Expedition Supervisor	Child Protection Intro to the Award Relevant NGB Award 2 day 1st Aid ESTC	
DofE Supervisor	Intro to the Award	Child Protection
DofE Expedition Assessor	Intro to the Award EAAS	Child Protection First Aid
DofE Assessor	Intro to the Award	
Volunteer Co-ordinator	Intro to the Award	Managing a DofE Group Child Protection
Bus Drivers	MiDAS	Intro to the Award
Training Assistants		Intro to the Award
Fundraiser		Intro to the Award

16 Training Records

Use this table to keep a record of your personal training and qualifications.

Training	Completed (Date)	Refresher date
Intro to the Award (ITTA)		
Child Protection (DVD)		
Child Protection Awareness Training		
Managing a DofE Group		
Expedition Supervisor Training Course (ESTC)		
Expedition Assessor Training (EAAS)		
MiDAS		
First Aid		

Use this section to list and attach copies of certificates and important documents and reference material.

Documents Attached

- *The DofE Award – 20 Conditions for the Expedition Section*

Certificates Attached

18 20 Conditions of the Expedition Section

This is a handy summary for everyone about to do their DofE qualifying expedition. Please talk to your DofE Leader or Expedition Supervisor if you have any questions or need further advice.

Enjoy your expedition!

1. Your expedition must be by your own physical effort, without any motorised or outside assistance.*
2. Your expedition must be unaccompanied and self-sufficient.
3. Your expeditions must be supervised by an adult who is able to accept responsibility for the safety of you and your team.
4. Your expedition must have an aim.
5. You must be properly equipped for your expedition.
6. You must have completed the required training and practice expeditions.
7. You must undertake at least one practice expedition at each level of the programme. You should do this in the same mode of travel and in a similar environment to the qualifying expedition.
8. You and your team must plan and organise your expedition.
9. You must be assessed by an approved accredited Assessor to the DofE.
10. There must be between four and seven people in your team (eight people may be in a team for modes of travel which are tandem).*
11. You must be within the qualifying age of the DofE programme level.
12. All the people in your team must be at the same level of assessment.*
13. Your team must not include anyone who has completed the same or higher level DofE expedition.*
14. Your overnight accommodation should be camping.
15. Your expedition must be the minimum number of days required for your DofE level.
16. Your expedition should normally take place between the end of March and the end of October.
17. Your expedition should be in the recommended environment for your DofE level.
18. You must do the minimum hours of planned daily activity for your DofE level.
19. You should cook and eat a substantial meal each day.
20. You must create and deliver a presentation after your expedition to complete the section.

Don't forget that all your team must meet these conditions!

If you or one of your team has individual needs that mean one or more of the above conditions cannot be met, then you can apply for a variation to these conditions to enable you or them to participate in their DofE expedition. Your DofE Leader/Supervisor will help advise you if this is the case.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمخلص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب:
الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, alebo n kdo, koho znáte, kopii této listiny v jiném jazyce nebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Ma tha thu fhèin neo duine a dh'aithnicheas tu ag iarraidh leth-bhreachden phàipear seo ann an cànan eile neo ann an cruth eile, (aig amannan cha bhith ach gearr-chunntas a-mhàin ri fhaighinn air eadar-theangachadh) faodar seo fhaighinn le bhith a' cur fios gu: Customer Service Centre 01738 475000

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

(PKC Design Team - 2013951)

