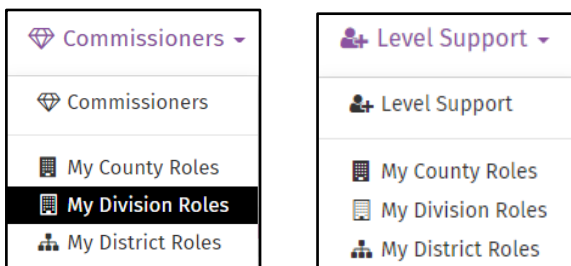# Check if volunteers need supervision

If someone hasn't yet completed all of the recruitment checks and training for their role, their role will be active pending and they will appear in the **Needs supervision** tab. You can use this tab to see what training or checks they need for their role to become active.

You can also use the actions on the view to try making a role active, and confirm the reason it's not active if this isn't possible.

Rules for what volunteers can do while active pending vary by UK country. You can find out more information on the [Welcoming new volunteers](#) and [getting started as a volunteer](#) pages on our website.
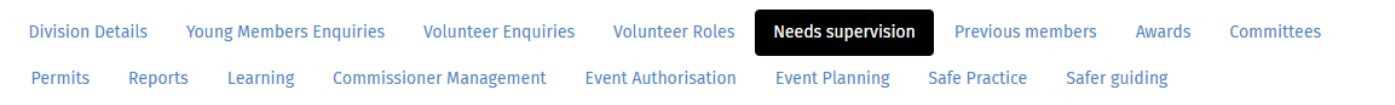
Our [recruitment and vetting procedure](#) has more information about the training and checks volunteers need to do before starting their role.

1. From **Commissioners** or **Level Support** select the relevant **Roles** from the drop down.

2. Select the relevant level.

3. Select the **Needs supervision** tab:

4. This will take you to a report showing information about volunteers in your area who need supervision.

The report shows information about different reasons why the role may not be active:

- The max date for the role. This needs to be in the future for the role to be active.

- Whether the individual has completed referencing and disclosure checks.

- The safer guiding deadline for the role. This will appear if the individual has less than 40 days of validity left on their safer guiding, or if they've never done it before. If the deadline column is blank it means safer guiding is up to date.

Individual ↑	Role type	Level	Max date	Reference status	Disclosure check status	Safer guiding deadline	Actions
	Unit Administrator	1st GO product owner Rainbow Unit	21/11/2026	Complete	Complete	31/3/2025	⌄
	Unit Administrator	1st GO product owner Rainbow Unit	10/12/2027	Required	New	7/3/2025	⌄
	Unit Administrator	1st GO product owner Rainbow Unit	10/12/2027	Complete	Complete		⌄
	Unit Administrator	1st GO product owner Rainbow Unit	7/11/2027	Complete	In Progress		⌄
	Unit Administrator	1st GO product owner Rainbow Unit	10/12/2027	Complete	Complete		⌄
	Young Leader	1st GO product owner Rainbow Unit	1/1/2027	Skipped			⌄

If someone has completed all of these checks but is still appearing in the list, they may be waiting for the system to update, or there may another reason why the role is active pending.

To speed the process up, or check why a role is still inactive, use the **Set role as active** action (see below).

5. You can use the drop-down actions next to each volunteer to take additional actions:

Actions

⌄

Set Role as Active
Communicate with Individual
Contact their Commissioner
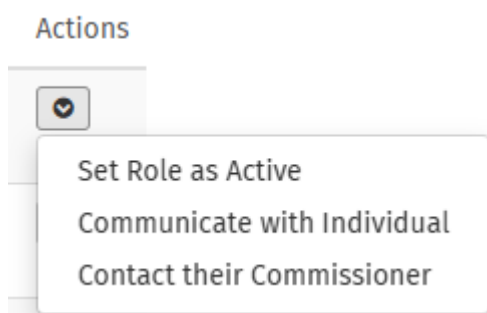
a. If all of the information in the table looks correct (i.e. the role is in date, and all checks are training are complete), select **Set Role as Active** to try making it active. If the role can't be made active, an error message will explain why not.

b. Use **Communicate with Individual** to send them a message via GO.

c. Use **Contact their Commissioner** to send a message to their commissioner via GO.