

Manage a unit's young member enquiries

The guidance below shows how to take a new young member enquiry through the enquiry stages in GO.

Anyone at unit level can see and respond to young member enquiries. This includes leaders, assistant leaders, leaders in training and unit administrators.

When a parent registers their child to become a member or the leader of a section below yours uses transfer to add them to your unit enquiry list, the main contact for the unit gets an email informing them there's a new enquiry. Parents can log in to GO and change their choice of unit including 2nd and 3rd choice which can then remove them from you unit's enquiry list.

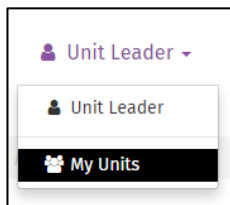
Enquiries should be responded to and actioned on GO within 21 days. If no action is taken, the local commissioner will get a reminder email after 42 days since the enquiry was first registered.

Adding a note does not stop the 21-day email. If you're waiting for the parent or carer to come back to you, then make sure you update the enquiry to **Contacted** and add a note.

See also the guidance on [starting and transferring girls](#).

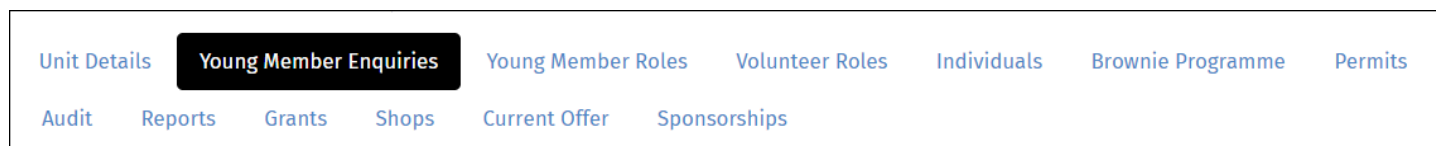
Find the young member enquiries area

1. Select **Unit Leader** and then **My Units** from the drop down.



2. Select the relevant unit. You're now on that unit's details page.

3. Select the **Young Member Enquiries** tab.



A new enquiry will appear in the list as **New Submitted** or **Existing Submitted**. **Existing Submitted** means someone who is already a member and asking for a transfer.

You can use the menu on the left-hand side to view the enquiry status. Below is a key to the areas listed in the menu.

 In This Section
All Young Members Enquiries
New Enquiries
Young Member Contacted
Waiting List
Meetings Arranged
Enquirer Individuals

Name of area	Who's included in this area
All Young Member Enquiries	All enquiries and their status
New Enquiries	Enquiries not actioned yet e.g. moved to Contacted, Waiting List or Meetings Arranged
Young Member Contacted	Enquiries that have been marked as contacted. If you're waiting for a response from a parent/carer you can mark them as contacted. Add a note and include your name.
Waiting List	Enquiries that have been added to your unit's waiting list
Meetings Arranged	Enquiries that have been marked as Meeting Arranged
Enquirer Individuals	Shows contact details for parents and carers that are new to Girlguiding, not existing members

View all enquirers

1. To view the young person's full details find their name in the list, use the **Actions** arrow and **Edit Individual** or **Personal Details**. **Personal Details** gives you any notes, basic parent/carer information, any second and third choice of unit, days available and audit trail. The audit trail shows who has changed the status of the enquiry.

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All Young Members Enquiries

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All Young Member Enquiries

Individual	Date of birth (Individual)	Level	Age	Created On ↑	Potential Start Date ↑	Actions
Jess Taylor HQ	7/7/2013	2nd London HQ Brownie Unit	New Submitted	12/4/2021	21/9/2022	
Millie Rainbow	3/8/2017	2nd London HQ Brownie Unit	Contacted	24/9/2021		
Saffy Brownie	1/1/2011	2nd London HQ Brownie Unit	Meeting Arranged	16/11/2022		
Kara Smith	1/1/2009	2nd London HQ Brownie Unit	Existing Submitted	16/11/2022		

Decided not to join

Refer to Another Unit

Mark As Contacted

Meeting Arranged

Confirm Role

Add To Waiting List

Edit Individual

Communicate with Individual

Personal Details

Move enquiry from New Enquiries

1. Select the **Actions** arrow and **Personal Details** and using the parent/carer details in the new screen, contact the parent with information as appropriate.

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New Enquiries

Young Member Contacted

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Enquirer Individuals

Young Member - New Enquiries

Search

Individual	Age	Potential Start Date	Created On	Status Reason	Role Type	Actions
Jess Taylor HQ	7	21/9/2022	12/4/2021	New Submitted	Brownie	
Kara Smith	12		16/11/2022	Existing Submitted	Brownie	

Decided Not to Join

Add to Waiting List

Mark as Contacted

Refer to Another Unit

Meeting Arranged

Confirm Role

Personal Details

2. Add a note with your name and select **Mark as Contacted**. You can copy and paste your email to the parent/carer and any replies.

Jess Taylor HQ

Notes:

21.days.ago x

Add Note

Contact information:

Membership Number

Enquiry Number

ENQ1118684

If you have had a telephone conversation with the parent and agreed to add them to your waiting list use the **Actions** arrow and select **Add to waiting list**.

If you have agreed a start date with the parent or carer, use the **Actions** arrow and select **Meeting Arranged** adding the date of the meeting arranged.

You can add a potential start date at any time and any stage. If you do, then select **Update** at the bottom of the page to save the change.

Move enquiry from Young Member Contacted

1. As and when appropriate use the **Actions** arrow to change the status of the enquiry. If you contact the parent or carer, record this by adding a note.

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Young Member - Contacted

Search

Q

Add New Girl

Individual	Age	Potential Start Date	Created On	Status Reason	Role Type	Actions
Millie Rainbow	4		24/9/2021	Contacted	Brownie	Refer to Another Unit Decided Not to Join Meeting Arranged Confirm Role Add to Waiting List Personal Details

2. If you have made at least three attempts to contact the parent or carer by two different methods and not had a response, add a note that you are removing the enquiry and select **Decided Not to Join** and choose the most the appropriate reason.

Move enquiry from Waiting List

The **Waiting List** area has different table views that can be used to filter and sort. See [managing your waiting list](#) for guidance about how to prioritise your waiting list.

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Waiting List

Waiting List

Young Member Waiting List - All

Young Member Waiting List - All

Young Member Waiting List - Eligible Only

1. Once you have agreed on a start date select the **Actions** arrow and **Meeting Arranged** entering the meeting arranged date. This changes the status to **Meeting Arranged** and enquiry is then listed under **Meeting Arranged** tab.

Decided Not to Join

Refer to Another Unit

Meeting Arranged

Confirm Role

Personal Details

Add to Waiting List

Move enquiry from Meetings Arranged

This area lists the first meeting dates that have been arranged for your young member enquiries.

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Young Member - Meetings Arranged

Roles (Level)

Individual	Age	Potential Start Date	Created On	Status Reason	Role Type	Actions
Saffy Brownie	10	30/11/2022	16/11/2022	Meeting Arranged	Brownie	Decided Not to Join Refer to Another Unit Meeting Arranged Confirm Role Personal Details Add to Waiting List

1. After the second visit, you can confirm the role so that the enquirer becomes an active young member, with their start date. It may take up to two hours for the young member to be allocated a membership number by GO. The young member's record can be updated using the New Starter form for your section.

Enquirer Individuals

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Enquirer Individuals

Enquirer Individuals

Preferred Name	Surname	Contact Reference	Age	Full Name (Parent/Carer 1)	E-mail	Postcode	Actions
Millie	Rainbow	ENQ1118745	4	Wer Edswa	ur@b.com	SW1W 0PT	View Enquirer
Jess	Taylor HQ	ENQ1118684	7	Thandie Taylor HQ	Thandie@taylor.HQ	SW1W 0PT	View Enquirer
Brownie	Tester	ENQ1119253	9	Bob Tester		SW1W 0PT	View Enquirer

This area only lists young enquiries new to Girlguiding. It does not show not existing members transferring from other units.

Other useful information is the ENQ number for the enquiry and the parent or carer's email address.

Refer to another unit (this uses the Transfer Map)

If, on discussion with the parent or carer, you agree a different unit is more appropriate, you can refer the enquiry on to another unit including another section. If the parent or carer has chosen them, you can see their second and third choice unit by selecting the **Actions** arrow and **Personal Details**.

2nd / 3rd choice units

2nd choice

3rd choice

1. From any status, you can select the **Actions** arrow and **Refer to Another Unit** with parent/carer agreement.

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All Young Member Enquiries

Search

Add New Girl

Individual	Date of birth (Individual)	Level	Age	Created On ↑	Potential Start Date ↑	Actions
Jess Taylor HQ	7/7/2013	2nd London HQ Brownie Unit	New Submitted	12/4/2021		Decided not to join Refer to Another Unit Mark As Contacted Meeting Arranged Confirm Role
Sammie Programme-Smith	1/1/2013	2nd London HQ Brownie Unit	New Submitted	14/4/2021		
Underage Rainbow	3/8/2017	2nd London HQ Brownie Unit	New Submitted	24/9/2021		

The **Transfer Map** will be shown. This covers the UK and British Guiding Overseas.

Transfer Map

Search for location near

SS17 7NS

within

3 miles

Section

All

Search

Transfer young member instruction go here..

1.5th EngD1D1U5 Brownie and Guide Unit

39 Brampton Close

Meeting Days :

Spaces?

Get Directions

Contact Unit

Choose

Back

Update

2. Use the postcode of the enquirer or the town or even county to search for units in the required area.

The map will list the units in order of distance of the unit from the address provided.

There is also a **Contact Unit** button so you can send an internal message through GO.

Select **Choose** and **Update** to refer the enquiry to the new unit.