



Safer guiding communications on GO

For volunteers or enquirers who need to complete their safer guiding training, we send communications from GO to remind them and explain what they need to do.

If they don't complete the training, we will also contact their commissioner so they can support them to complete it.

This guide explains how the compliance process works on GO, and outlines which GO communications we send and when. It's aimed at commissioners supporting other volunteers to complete safer guiding.

If you want to see the wording of the communications we send, these are included in the Appendix.

Course expiry reminders (6 months before valid to date)

For all courses with a valid to date recorded on GO, we send out a [GO communication to the individual](#) 6 months before their course is due to expire. This isn't part of the compliance process, and there's no action volunteers need to take right away.

If volunteers have previously completed a safe space levels 1, 2 or 3, they will receive a reminder 6 months before each of these is due to expire. They only need to complete safer guiding when their highest a safe space level is due to expire.

The communication contains instructions about how to check if you need to complete safer guiding. See the [Check your my safe practice summary helpfile](#) for more information.

Overview of the 3 stage compliance process:

Stage 1: Inform Lasts for 40 days before <i>valid to date</i>	Valid to date	Stage 2: At Risk A further 40 days after course has expired	Deadline date	Stage 3: Sanction After deadline date
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Stage 1: Inform (40 days before valid to date)

For existing volunteers, the first stage of the compliance process (inform stage) starts 40 days before the valid to date for safer guiding. We send [a GO communication](#) informing them they have 40 days to complete safer guiding, and instructions on how to do this.

We also send [an email notification](#) with a short summary of the information, and a link through to GO to see full details.

For new enquirers, or volunteers rejoining after a gap of more than a year, the inform process starts once their role is added. They will receive [a direct email from us](#) explaining the recruitment checks and training they need to complete.

We don't send anything to the individual's commissioner at the inform stage. Volunteers should aim to complete their safer guiding training within 40 days, to avoid becoming at risk.

Stage 2: At risk (40 days after start of inform stage)

If a volunteer doesn't complete their safer guiding training within 40 days, they will be **at risk** and their role will become active pending. They will also appear on the **Needs supervision** tab on GO.

When volunteers reach the at risk stage we send them [a communication reminding them to complete safer guiding](#). This explains that their role is now at risk and that they can't volunteer unsupervised. We give them a deadline date 40 days in the future to complete their training before they reach the sanction stage.

We also send [an email notification](#) with a short summary of the information, and a link through to GO to see full details.

We also send [a communication to their commissioner](#) so that they can support them to complete the training, and make sure they don't volunteer unsupervised. If a volunteer in your area is at risk and needs extra time to complete their safer guiding training or disclosure checks, county commissioners can request a 30-day extension via GO. See the [request a 30-day extension helpfile](#) for more information.

Stage 3: Sanction (80 days after start of inform stage)

If a volunteer still doesn't complete their safer guiding training within 40 days of entering the at risk stage, they will reach the **sanction** stage.

If a volunteer reaches this stage, we may have to withdraw their membership or refuse their application. The HQ compliance team will review their case, and will get in touch with the volunteer and their commissioner directly.

Appendix: Automated GO messages for safer guiding

This section shows the text of the messages we send about safer guiding. For existing volunteers at the inform and at risk stages, the main message is sent as a GO communication, with a shorter reminder sent via email with a link to the main message.

For new enquirers or returning volunteers, the inform stage message is sent as a direct email.

Text in blue is replaced by custom text for the individual.

1. Course expiry reminder to individual (a safe space level 1/2/3)

Subject: Course Type expiry warning

Message:

Dear **Individual's Preferred Name**

Did you know your **Course Type** expires on **Valid to date**?

The a safe space training has been replaced with safer guiding. Visit <https://go.girlguiding.org.uk/profile/my-safe-summary> to check when you need to do your safer guiding.

For more help, please speak to your commissioner.

Girlguiding

2a. Inform message to existing volunteer (Email notification)

Subject: Action required: it's time to do your safer guiding training

Message:

Hello [Individual's preferred name](#),

You've been sent an important Girlguiding message. Please log into GO to view your message: <https://go.girlguiding.org.uk/profile/communication-my-inbox-outbox/>.

The message is about mandatory safer guiding training to help us keep all our young members safe. Your training is now due for completion, and you have 40 days from receiving this message to complete it.

For more information, including if you need help or an extension, please follow the link above to read more, or visit the learning platform to start the training:

<https://learning.girlguiding.org.uk/totara/dashboard/index.php?id=99>.

Please note if you don't complete the training within this time, your role will become pending and your membership is at risk of being withdrawn or refused.

If you can't access GO, please contact membershipsistemas@girlguiding.org.uk for support.

Kind regards,

Girlguiding

2b. Inform message to existing volunteer (GO communication)

Subject: It's time to complete your safer guiding training

Message:

Hello [Individual's preferred name](#),

As a Girlguiding member or volunteer, you need to do your [safer guiding/safer guiding basics](#) training. This helps us so we can all keep our young members safe, so that you can focus on what matters most – helping girls laugh, learn, explore and have adventures.

You can do the training online. Go to the learning platform, [\[https://learning.girlguiding.org.uk/totara/dashboard/index.php?id=99\]](https://learning.girlguiding.org.uk/totara/dashboard/index.php?id=99) to find the e-learning. You don't have to complete it all in one go. You can dip in and out and save your progress along the way. You'll need to complete it within 40 days of receiving this email. If you need an extension your county commissioner can help you. You can find their contact details on GO, [\[https://go.girlguiding.org.uk/county-directory\]](https://go.girlguiding.org.uk/county-directory). If you don't complete your training within this timeline, you'll be unable to volunteer unsupervised, there would have to be someone with an up-to-date safer guiding at the unit meeting.

If online training isn't for you, you can speak to your commissioner and book onto a session run by a trainer.

Once you've completed your training, you'll have 3 years until you need to do it again.

If you've already done the training, let your commissioner know. You can message them through the 'My roles' section of your GO profile, [\[https://go.girlguiding.org.uk/profile/my-roles\]](https://go.girlguiding.org.uk/profile/my-roles).

Thanks for helping us keep everyone in Girlguiding safe.

Many thanks,

Membership compliance team

2c. Inform message to new enquirer or volunteer returning after more than a year (Direct email)

Subject: Volunteering with Girlguiding

Message:

Hi [Individual's Preferred Name](#),

Thank you for choosing Girlguiding. We're so happy you want to join us. Thanks to you, more girls will gain confidence, feel empowered and have great adventures. And we hope that you'll enjoy everything guiding has to offer too.

Signing up to GO

Shortly after you joined you would have received an email inviting you to create a GO account. GO is our membership system and will help you with lots of important information, like updating your personal details or finding out who your commissioner is. See our guidance on how to use GO as a volunteer on our [Girlguiding website](#).

Once you've signed up to GO, you'll receive a confirmation to sign up to the learning platform. [Here](#) you'll find our full catalogue of webinars and e-learning.

Keeping girls and volunteers safe

As a Girlguiding member or volunteer, all volunteers need to do their Safer guiding training. This helps us so we can all keep our young members safe, so that you can focus on what matters most - helping girls laugh, learn, explore and have adventures.

As you've chosen to become a [role type](#), you'll need to complete [safer guiding/safer guiding basics](#) by [deadline](#).

You can do this online on the [learning platform](#) once you've signed up to your GO account.

You don't have to complete it all in one go. You can dip in and out and save your progress along the way.

Thank you once again for joining Girlguiding, we can't wait to help you on your journey.

Reference and disclosure checks

Please add the details for two referees by following these instructions:

1. Visit the [safe practice tab](#)
2. Use the 'add referee' button to enter the details of your referees. They can't be a relative or have known you for less than a year.

A reference request will then be sent to your referee. You may also need to do a disclosure check, we'll contact you about this if you do. For more information and support about the Girlguiding recruitment process, please speak to your local commissioner. You can contact them by selecting Contact Commissioner from the Actions list on the [my roles tab](#).

Once you've done these three elements, you'll then become a full Girlguiding member and can take part in meetings and activities in your area.

We wish you all the very best on your guiding journey.

Best wishes,

Girlguiding

3a. At risk message to individual (email notification)

Subject: Urgent action required: your safer guiding training is overdue

Message:

Hello [Individual's preferred name](#),

You've been sent an important Girlguiding message. Please log into GO to view your message: <https://go.girlguiding.org.uk/profile/communication-my-inbox-outbox/>.

The message is a reminder about essential safer guiding training to help keep all young members safe. As you haven't completed the training, your role is now at risk and you must not volunteer unsupervised.

For more information, including if you need help or an extension, please follow the link above to read more, or visit the learning platform to start the training:

<https://learning.girlguiding.org.uk/totara/dashboard/index.php?id=99>.

You must complete the training within 40 days of receiving this message, or we may have to withdraw or refuse your membership, which would mean you can no longer volunteer at Girlguiding.

If you can't access GO, please contact membershipsistemas@girlguiding.org.uk for support.

Kind regards,

Girlguiding

3b. At risk message to individual (GO communication)

Subject: Have you forgotten to do your safer guiding training?

Message:

Hello [Individual's preferred name](#),

We're following up on the email we sent on [inform message date](#), about the [safer guiding/safer guiding basics](#) training that you need to complete. We've noticed that you haven't finished it yet. You must not volunteer unsupervised until you've completed your training, this is so we can prioritise the safety and wellbeing of all girls and volunteers.

Please complete your training by [deadline date](#), so we can all keep our young members safe, so that you can focus on what matters most – helping girls laugh, learn, explore and have adventures. If you need an extension your county commissioner can help you. You can find their contact details on GO, [<https://go.girlguiding.org.uk/county-directory>].

You can do the training online. Go to the learning platform, [<https://learning.girlguiding.org.uk/totara/dashboard/index.php?id=99>] to find the e-learning. You don't have to complete it all in one go. You can dip in and out and save your progress along the way.

If online training isn't for you, you can speak to your commissioner and book onto a session run by a trainer.

Once you've completed your training, you'll have 3 years until you need to do it again.

If you've already done the training, let your commissioner know. You can message them through the 'My roles' section of your GO profile, [<https://go.girlguiding.org.uk/profile/my-roles>].

If you don't do the training, we might have to withdraw your membership, which we don't want to do. This would mean you could no longer volunteer with us.

Kind regards,
Membership compliance team

3c. At risk message to commissioner (Email notification)

Subject: You've got a new Girlguiding message

Message:

Hello [Individual's preferred name](#),

You've been sent a new message. Please log into GO to view or reply to your message:
<https://go.girlguiding.org.uk/profile/communication-my-inbox-outbox/>.

A volunteer in your area hasn't completed safer guiding training. This means their role is now at risk and they must not volunteer unsupervised.

Please follow the link above to get more information and help them to complete their training.

You can opt out of non-essential communications by setting "Email me when I receive a message" to 'No' within your 'My Profile' section on GO.

Kind regards,

Girlguiding

3d. At risk message to commissioner (GO communication)

Subject: Please help your volunteer to complete their training

Message:

Hello [Commissioner's name](#),

One of your volunteers still hasn't done their [safer guiding/safer guiding basics](#) training. Can you see if they need any help?

We've told [Individual](#) (Member number: [membership number](#)) that they need to do the training. We've now sent them a follow up email to tell them to complete it by [deadline date](#). If they don't, then we may have to withdraw their membership or refuse their application. We don't want to do this. Please note that they should no longer volunteer unsupervised until they complete their training.

If they tell you they've done the training, but it's not showing on GO, let us know by emailing membershipsistemas@girlguiding.org.uk.

If you know that they've not been able to do the training because there are mitigating circumstances, please contact your county commissioner, [<https://go.girlguiding.org.uk/county-directory>] who will be able to help.

Many thanks,

Membership compliance team