

Safer guiding chat process

Before contacting the region team, the member needs to be able to confirm they have only failed 1 quiz and completed the remaining of the training. If a member has failed 2 or more quizzes, they will need to attend either a face to face or webinar training.



The local commissioner emails hello@girlguiding-anglia.org.uk to say that a leader has failed a quiz. Email title: Safer guiding quiz.



Include in the email; member's name, membership or enquiry number, e-mail address of the member, which quiz has been failed, screenshot if possible of member's e-learning progress from the learning platform.



The region safer guiding lead will contact the specialist trainers and allocate someone to have a conversation with the member within 7 working days of being contacted.



Within 7 days the trainer communicates direct with the member to organise a meeting to have the relevant conversation.



Immediately following the conversation the trainer then replies to the region lead with the outcome and any additional actions required.



Result of conversation recorded by region and region lead sends an email to the local commissioner with the outcome.



If completed, the region staff are made aware to update the member's GO record within 2 working days.



Alternatively if there is any concerns regarding the members understanding of the content, they will be informed and may be advised to attend a face to face training or a webinar.