



APPROVED  
ACTIVITY PROVIDERS



## AAP Manager's Pack

Information for DofE Approved Activity Provider Managers  
**RESIDENTIAL SECTION**

# AAP Manager's Pack

## Residential section

### Contents

Contact details .....	2
Structure and role descriptions .....	3
Responsibilities of an AAP .....	4
Policies and procedures .....	4
Licence details.....	5
Pricing and fees.....	7
Training.....	8
Advertising opportunities .....	9
Brand Guidelines .....	10
eDofE basics and Assessor Reports.....	12
Incident reporting.....	13
Residential considerations and sectional information.....	14
Frequently asked questions .....	15
General FAQs .....	15
Residential section FAQs .....	17
Glossary .....	17

## Foreword

This DofE AAP Manager's Pack has been designed to help AAP Managers in their role. It should be used alongside *The Handbook for DofE Leaders* (seventh edition), which contains all the information about DofE programmes, timescales and general guidance.

AAPs can play a key part in enabling young people to achieve their DofE Award by providing an opportunity for them to fulfil a section. It is important that AAPs maintain the highest possible standard of DofE delivery and uphold our ethos and programme requirements; this pack aims to outline the key information to enable your organisation to give the best experience to participants, and to make the most of your AAP licence.

The AAP team should be your first point of contact if you have any questions arising from reading this pack and if you have any comments relating to it, please don't hesitate to get in touch.

## Contact details

### AAP team

Jade Herriott	AAP Officer (Residential & Volunteering)	01753 727483	jade.herriott@DofE.org
Alex Clegg	AAP Officer (Expedition)	01753 727482	alex.clegg@DofE.org
Esther Finch	AAP Officer (Expedition)	01753 727476	esther.finck@DofE.org
Lizzie Usher	National Programme & Quality Manager	01753 727423	lizzie.usher@DofE.org

### DofE Head Office

DofE Head Office (general enquiries)	01753 727400	info@DofE.org
Award Scheme Ltd. (invoice enquiries)	0131 553 5280	asl@DofE.org

Duty Officer (out of hours). This is for extreme emergencies (*life and death situations*) only. Call the Head Office number above to receive the out of hours number.



### Regional/Country DofE offices

Scotland	0131 343 0920	scotland@DofE.org
Wales	01874 623086	wales@DofE.org
Northern Ireland	02890 669100	nireland@DofE.org
Central England	0121 308 9470	centralengland@DofE.org
London	0207 630 9092	london@DofE.org
North of England	0151 231 6220	northofengland@DofE.org
South East	01753 727450	southeast@DofE.org
South West	01225 874354	southwest@DofE.org

# Our structure

A wide range of organisations throughout the UK run DofE programmes.

After satisfying a number of conditions, they are granted a licence to do so. Accordingly, the generic term for them is Licensed Organisation (LO).

The diagram here illustrates the different types of Licensed Organisation:



## Definitions

**OA:** An Operating Authority (OA) is a type of Licensed Organisation which holds the licence to deliver DofE programmes in a specified geographic area (though there may be other Licensed Organisations within this area). Operating Authority licences are often held by local authorities which offer DofE programmes through their youth services and which support a range of DofE centres in their area.

**NOA:** A National Operating Authority (NOA) is a type of Licensed Organisation which holds a licence to deliver DofE programmes to the young people with whom they work in one or more of the UK nations.

Examples include Mencap, The Scout Association and the Air Training Corps.

**DLC:** A Directly Licensed Centre (DLC) is a type of Licensed Organisation which holds a licence to deliver DofE programmes to young people on its own premises. Directly Licensed Centres can include, for example, schools, academies, colleges, youth clubs and young offender institutions, which do not run their DofE provision under a licence provided by an Operating Authority.

**DofE Business Partner:** A DofE Business Partner is a type of Licensed Organisation which offers a DofE programme to a number of its employees.

# Role Descriptions

There are many roles within DofE that are held by adults. These are the ones that are most likely to be relevant to an AAP.

## Licensed Organisations only

- DofE Leader/Co-ordinator:** This person will be responsible for the day to day running of DofE in their Centre. They will be the first point of contact in a school or other group for the AAP and will hold responsibility for the safety and welfare of the participants at their Centre.
- DofE Manager:** This person will be responsible for the DofE Licence held by the LO. They will be responsible for overall strategy and the day to day operational activities.
- DofE Award Verifier:** This person is delegated authority from the DofE Licence Holder to verify and approve awards on behalf of the LO. They may not verify Awards for participants they have led, trained, supervised or assessed.

## Approved Activity Providers only

- AAP Manager:** This person will be the DofE contact within an AAP. They may be the owner/director or they may be a nominated member of staff. They will have completed the appropriate training and will be the first point of contact at the AAP for DofE Head Office.

- AAP team:** The AAP team is based at DofE Head Office in Windsor. They are the first point of contact for all enquiries relating to AAPs and their activities. It is responsible for issuing and renewing licences and monitoring the activities of AAPs.

## General

- Assessor:** This will usually be the person who has been most closely involved with the participant during their activity. They will mentor and record the progress of the participant and will submit a report at the end of the activity which the participant can use as evidence that the section has been completed.



# Responsibilities of an AAP

An AAP Licence is a quality standard which shows that an organisation's programme has been proven to meet the requirements of the DofE Expedition, Residential and/or Volunteering section. DofE participants can use the services of an AAP with confidence.

This brings with it the responsibility to deliver DofE programmes in accordance with DofE principles and to meet certain requirements.

- **AAP Manager:** You will need to attend the one day 'Introduction to the DofE' course within six months of your first AAP licence being issued.
- **e-Induction:** All staff involved in direct DofE delivery must complete the online e-induction module.
- **Staffing:** You must ensure that all staff involved in delivery of a programme hold appropriate safeguarding clearance and activity qualifications.
- **Participant numbers:** You will need to submit participant numbers twice a year in March and September to the AAP team.
- **Sectional conditions:** As an AAP you will need to follow the DofE requirements for the section(s) that you deliver.
- **Incident reporting:** You are required to inform the DofE of any incidents that have occurred during DofE delivery.
- **Relicensing/auditing:** You will be required to submit your organisation policies and documents when requested during the AAP licence renewal and/or audit process.
- **Fees:** Please make sure that you pay your application and Annual Licence fees promptly.
- **Ambassador:** Maintain the good name of the DofE in all activities and communications.



## Policies and procedures

All AAPs must have the following policies and documents in place and available for inspection:

- Health and Safety
- Child Protection/Safeguarding
- Equal Opportunities
- Emergency procedures
- Risk Assessments
- Complaints procedure
- Medical and consent forms
- Current Public Liability insurance cover of at least £5 million per occurrence
- Welsh language policy (if appropriate)

The AAP must have in place a system for recording the qualifications of all staff used by the AAP, whether directly employed or freelance, and ensuring that they hold all appropriate qualifications and safeguarding clearance and that these are current.

AAPs must keep records of all participants and the activities, venues, staff and costs of the activities they have undertaken. This information must be held securely according to the Data Protection Act.



# Licence details

## The licence

Approved Activity Providers (AAPs) hold a licence to offer specified DofE sectional activities to young people nationally. Licences are subject to review and AAPs have to satisfy the DofE that they understand the full implications of running DofE sectional activities.

They have to be in a position to safeguard the DofE's aims and standards, to meet sectional conditions and to establish the necessary administrative framework to enable it to function. For information on the Licence Review process, please contact the AAP team.

## Licence fees

The DofE is a Charity and AAPs are required to pay the appropriate annual licence fee. This helps the Charity to recover some of the costs of offering the extensive range of support services available to AAPs. Support services include:

- The licence to run specified DofE sectional activities
- Use of the DofE AAP logo
- The advice and support of DofE staff
- Field and office based review visits
- Listings on the Opportunity Finder
- Listing on the DofE website
- The DofE magazine for Leaders
- eDofE (for mapping purposes).
- Access to AAP-specific training courses.

The DofE will send the AAP an invoice for payment for the annual licence fee.

For any details regarding your specific Licence and your fees, please contact the AAP team.

## AAP licence requirements summary

This document is a summary guide to the contents of the 'Approved Activity Provider licence' and as such does not wholly reflect the content of the licence and should not be treated as definitive. (Numbers below relate to the licence clause number for later reference).

## 1: The licence and fee

- The licence includes the requirement to pay a licence fee which is designed to cover some of the cost to the DofE Charity of providing and supporting the licence.
- The licence lasts from one to three years unless terminated earlier.

## 2: Appointment and roles of the parties

- The DofE will inform its Licensed Organisations of an organisation's AAP status.
- The AAP is responsible for agreeing service provisions and DofE participants.

### 3.1: Staff

- Appoint an Approved Activity Provider Manager.
- Perform staff checks in conjunction with risk assessments and the 'Safeguarding Vulnerable Groups Act 2006'.

### 3.2: Staff training

- Staff must attend training courses relevant to their roles and responsibilities.
- Key staff must attend the DofE 'Introduction to the DofE' course.
- All staff who deliver activities to young people must complete the DofE online introduction course 'e-induction'.

### 3.3: Sectional conditions

- Staff must attend training courses relevant to their roles and responsibilities.
- Key staff, including the AAP Manager, must attend the DofE 'Introduction to the DofE' course within the first six months of holding a licence.
- All staff who deliver activities to young people must complete the DofE online introduction course 'e-induction'.



### **3.4: Assessment**

- The AAP is responsible for ensuring that participants' activities are assessed and signed off.

### **3.5: Records**

- The AAP must keep full and adequate electronic records which are available to The Award Scheme Ltd (the DofE's trading arm) or the DofE. These include details and statistics of: participants, activities, accidents and incidents, training, financial transactions and venues and locations.

### **3.6: Communication and quality assurance**

- The AAP is fully responsible for communicating information on the provision of services to the relevant parties who employ them.
- The AAP shall provide a method for notifying the DofE of unresolved complaints lasting four or more weeks and all accidents/incidents in respect to injuries/fatalities.

### **3.7: Documents and equipment**

- The AAP shall provide internal policy documents to the DofE as requested in the application pack and upon being changed.
- Copies of insurance policies, signed indemnity and consent forms and any other reasonably expected documents shall be made available or given to participants.
- The AAP is responsible for providing specialised equipment required by each DofE participant/centre as part of the activity fee. All equipment must be fit for purpose at the AAP's liability.

### **4.1-4.5: Obligations and rights of The Award Scheme Ltd/the DofE**

- The DofE will provide advice and guidance to AAPs and make available information relating to the DofE programme. The DofE will designate a co-ordinator to manage the relationship with the AAP and assist in setting up procedures and quality mechanisms.
- The DofE shall undertake quality reviews of services and may undertake spot-checks, audits and inspections of all services provided by the AAP.
- The DofE shall maintain a register of Approved Activity Providers and draw it to the attention of all Licensed Organisations.

### **4.6: Trade Mark licence**

- The DofE grants the AAP a non-exclusive, royalty free licence subject to terms and conditions to use clearly designated DofE logos and straplines.

### **5: Fees and payment**

See page 7 for fee levels.

### **6: Advertising, publicity and reputation management**

- The AAP shall be able to purchase advertising space in the *DofE Magazine* and have access to other marketing and promotional opportunities to be agreed by the DofE on a case by case basis. See page 9 for examples.
- The AAP is free to publicise the fact it is an Approved Activity Provider and use the designation 'Approved Activity Provider for The Duke of Edinburgh's Award'.
- All press releases or other publicity material relating to the DofE, including web-statements, must receive written consent from the DofE AAP team.
- The DofE and the AAP shall work together in the event of potential negative publicity.



## 7: Insurance

- The Approved Activity Provider undertakes to maintain in force a policy or policies of insurance with a reputable insurer for not less than £5 million against all liability for any single claim due to any damage to property or injury to persons arising from the actions of the Approved Activity Provider, the Staff or the Approved Activity Provider's agents, servants or employees in connection with its obligations under this Licence.

## 8: General obligations and warranties

- Staff must possess the qualifications and competence necessary to provide the services to the highest professional standards, for example a relevant and up to date first aid certificate where appropriate to their role.
- The AAP shall draw attention to any particular requirements it needs in order to meet the obligations of this contract.
- The AAP shall hold, where relevant, licences from authorities or governing bodies.
- The AAP shall not bring the DofE into disrepute, will maintain a child protection policy and provide services in a non-discriminatory manner.
- The DofE will provide help and assistance as reasonably required by the AAP.



Pic: Matt Roberts/Trail Magazine

## 9: Liability and indemnities

- The AAP is liable at all times for the Health and Safety of each participant whilst under the care of the AAP and keep The Award Scheme Limited (ASL), The Duke of Edinburgh's Award, the participants, Licensed Organisations and DofE groups fully indemnified against all claims etc.
- ASL or the DofE is not liable if the Licensed Organisation and/or the DofE group and/or the participants fail to pay the activity fee or any other matters arising between said parties.

Organisation type	Organisation turnover	Band	Annual licence fee	One-off Application fee	Advertising & publicity	Training fees	DofE website listing & page
Charity or Not for profit	< £149,999	R1	£65	£50	35% discount on marketing in DofE Magazine	Introduction to the DofE for AAP Manager. Varies by Region/Country £10-£100.	Free
	£150,000-£499,999	R2	£125	£95			
	£500,000-£999,999	R3	£190	£145			
	> £1,000,000	R4	£250	£190			
Commercial	< £149,999	R6	£65	£50	30% discount on marketing in DofE Magazine	Free courses offered by AAP team in Windsor.	Free
	£150,000-£499,999	R7	£190	£95			
	£500,000-£999,999	R8	£315	£190			
	> £1,000,000	R9	£505	£285			

### Please note

- All fees are shown without VAT.
- All fees listed may be subject to an annual price increase.
- Payments to 'The Award Scheme Ltd.' on receipt of invoice.
- A new pricing structure will be sent after any change.
- If more than one licence is being applied for, only one application fee will be applied.



# DofE training courses

## DofE e-induction

<b>Who:</b>	Any staff that are involved in the delivery of DofE programmes.
<b>What:</b>	A free online learning programme giving you a basic introduction to the DofE. This course is a prerequisite for the Introduction to the DofE course, the Expedition Supervisor Training Course and the Expedition Assessor Accreditation Scheme.
<b>Where:</b>	Online – find the online module at: <a href="http://www.DofEtraining.org">www.DofEtraining.org</a>
<b>How long:</b>	20-30 minutes
<b>Cost:</b>	Free.

## Introduction to the DofE (IttDofE)

<b>Who:</b>	All AAP Managers must attend this course within 6 months of your first AAP licence issue date. We also recommend that any other key delivery staff attend this course.
<b>What:</b>	IttDofE further develops the topics of the e-induction through a number of practical exercises. It is also a great opportunity to meet people with different roles across the DofE Network.
<b>Where:</b>	Across the UK – find a list of our courses at <a href="http://www.DofE.org/finder">www.DofE.org/finder</a> .
<b>How long:</b>	One-day course – typically 10.00-16.00
<b>Cost:</b>	Varied, from £10-£100.

**Please contact the AAP team if you would like the DofE to run a bespoke training course.**



## Introduction to the DofE for Residential and Volunteering AAPs

<b>Who:</b>	All AAP Managers must attend an Introduction to the DofE course within 6 months of your first AAP licence issue date. We recommend that if possible you attend this course in Windsor, as it is tailored specifically for you.
<b>What:</b>	IttDofE further develops the topics of the e-induction through a number of practical exercises. It is also a fantastic opportunity to meet people from other Residential and Volunteering AAPs.
<b>Where:</b>	Windsor, DofE Head Office.
<b>How long:</b>	One-day course – typically 10.00-16.00
<b>Cost:</b>	Currently free.



## Social media guidelines for AAPs

The DofE mentions AAPs via its national social media channels when there is an interesting and valid reason to do so.

- To increase the likelihood of your story being shared by the DofE it is important to consider the DofE network and create social content that will engage the audience. Shareable content can include welcoming new AAPs on board, promoting a new participant activity that can count towards their achievement of a DofE section (particularly if it has a national hook), and stories or photos of participants who have completed activities with an AAP. Another example being tied to a national event or day. Examples of such content might be:
- Celebrating ‘National Pet Day’ by promoting volunteering opportunities to walk the pet dog of a housebound person.

- Promoting a photography competition run by an AAP which encourages DofE participants to submit photos from their expedition.
- Sharing a free or low cost activity opportunity for DofE participants who perhaps come from a low income background.

If you have content which you would like the DofE to share, don't forget to publicise the links to your pages. Wherever possible, also provide a Twitter handle which the DofE can use, as Twitter updates are restricted to 140 characters. If you're promoting content on your page which you would like the DofE to consider sharing to its followers, include the DofE's Twitter handle (@DofE) or hashtag (#DofE).

## AAP advertising

All AAPs are added free of charge onto our list of AAPs on our website ([www.DofE.org/go/aaplist](http://www.DofE.org/go/aaplist)). This consists of National and Regional listings as well as listing by sectional licence. You can choose to have a link to your own website from the AAP list, or alternatively we can create your own page on our website. You can also post your upcoming DofE programmes on our Opportunities page (more info below).

The DofE also offers AAPs a number of additional advertising and marketing opportunities which can be found below. If you have any questions about AAP advertising, or your AAP listing, please get in touch.

## The DofE website

You will need to produce your own advert which can include photos, artwork, text and your logo. The advert needs to be 302 pixels wide by 293 pixels deep.

- **Opportunities Page:** As an AAP you can post details on the opportunities page free of charge. Please note that they should be approximately 150 words long. [www.DofE.org/finder](http://www.DofE.org/finder)
- **Current AAP Listings:** COST: £50 + VAT pcm for an advert. When purchasing a spot on the Current AAP Listings page, you are given a spot on the relevant Regional/Country AAP Listings page for free. [www.DofE.info/go/aaplist](http://www.DofE.info/go/aaplist)
- **Regional/Country AAP Listings:** COST: £25 + VAT pcm for an advert on any Regional/Country page. Priority will be given to AAPs from the relevant Region/Country, i.e. those who are based in the Region/Country. [www.dofe.info/go/noticeboards](http://www.dofe.info/go/noticeboards)
- **National AAP Listings:** COST: £25 + VAT pcm for an advert. [www.DofE.info/go/aaplist](http://www.DofE.info/go/aaplist)

- **Residential AAP Listings:** COST: £25 + VAT pcm for an advert. [www.DofE.info/go/aapresidential](http://www.DofE.info/go/aapresidential)

## The DofE eNewsletter (DofE News)

The DofE eNewsletter is distributed monthly to all adults on eDofE. COST: £50 + VAT for an advert.

- Each issue contains up to two AAP Adverts.
- The advert can contain up to 50 words of text, your logo and the DofE logo.
- The DofE will consider double adverts of 100 words for £100.
- N.B Each AAP is restricted to no more than two consecutive adverts and three in any one financial year.

## The DofE Magazine

The DofE Magazine is distributed to all adults within eDofE three times a year.

- The Spotlight/highlight feature can contain up to 50 words and your logo. COST: £150 + VAT for Commercial AAPs, and £125 + VAT for Charity AAPs.
- All other advertising opportunities are controlled by Fellows Media and prices vary for Commercial and Charity AAPs and range between £325 and £1,470.
- Please contact [mark@fellowsmedia.com](mailto:mark@fellowsmedia.com) for more information.





## Brand Guidelines

We aim to make our brand attractive to young people through the use of modern imagery and the full use of our sectional colours.

All those delivering elements of DofE programmes, such as Approved Activity Providers (AAPs) should reflect our approach in the way they describe and position the DofE in their local market.

### The Charity

The Duke of Edinburgh's Award can be abbreviated to 'the DofE' or 'the DofE Charity' – never 'the Award'. You should **never** use the word 'scheme' in relation to the DofE.

### What young people do

- Young people **do** a (or their/my) DofE programme. Because each one is unique to them it is never **the** DofE programme or **scheme**.

- A level can come before this, i.e. a Bronze DofE programme, at Bronze level or at Bronze.
- You can also say 'doing their DofE' or 'doing your DofE' (programme).

### What young people achieve

- They 'achieve a Bronze, Silver or Gold Duke of Edinburgh's Award' (they never achieve '*The Duke of Edinburgh's Award*' or 'the Award').
- The level always comes before the word 'Award'.
- The title can be abbreviated to 'a Bronze, Silver or Gold Award', 'a DofE Award' or even 'an Award' – but only after it's been used in full in the document first.
- Young people **achieve** an Award – they never do it or win it.
- They are then a Bronze, Silver or Gold Award holder.

# Logo and colours

At the heart of our brand identity is our logo. It has been specially crafted so that the lettering is unique to us.



**IMPORTANT:**  
Never recreate the logo or any of its elements.

You must always use the master artwork provided.

## Authorisation

The Duke of Edinburgh's Award logo is a registered trademark ®, and must only be used by those authorised to do so.

## Logo use

- AAPs can use the logo shown here. They should not use any other DofE logo.
- Master artwork must always be used and is obtained from the AAP team at DofE Head Office.
- The AAP logo must not be stretched, squashed or amended in any way.
- AAPs may use the logo in the header or footer of documents as a 'kite mark', or in text with clear space around it.
- AAP publicity material may use the AAP logo and must be approved by the DofE.
- AAPs may use the AAP logo on its own in publicity or on merchandise materials.
- The logo must be used on a white background and never with background elements showing through it.



## Section names & colours

Anyone aged between 14 and 24 can do a DofE programme at one of three progressive levels. There are four sections at Bronze and Silver level and five at Gold.

## Primary colours

Volunteering	Physical	Skills	Expedition	Residential	Corporate
PANTONE: 192 CMYK: 0/97/61/0, RGB: 238/38/81 WEB: #ee2651 (with white text)	PANTONE: 123 CMYK: 0/22/100/0 RGB: 255/199/9 WEB: #ffd820 (solid black text)	PANTONE: cyan CMYK: 100/0/0/0 RGB: 0/174/239 WEB: #00aeeef (with white text)	PANTONE: 376 CMYK: 53/0/85/0 RGB: 130/197/91 WEB: #82c55b (with white text)	PANTONE: 2587 CMYK: 51/75/0/0 RGB: 140/91/166 WEB: #8c5ba6 (with white text)	SOLID BLACK CMYK: 75/68/67/90 RGB: 0/0/0 WEB: #000000 (with white text)

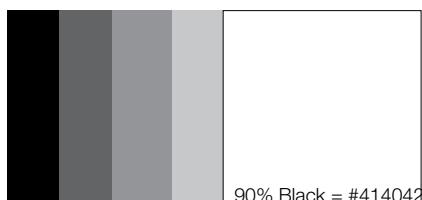
## Secondary colours

Bronze	Silver	Gold
Pantone 4705 Metallic P: 8560 CMYK: 0/77/74/62 RGB: 119/41/25 WEB: #772919 (white text)	Pantone 422 Metallic P 8420 CMYK: 10/8/10/32 RGB: 117/117/117 WEB: #757575 (white text)	Pantone 465 Metallic P 871 CMYK: 26/37/74/2 RGB: 189/154/92 WEB: #a26900 (white text)

## Typeface

The DofE typeface is Arial, printed in solid black. For recommended sizes please see the full Brand Guidelines.

## Shades of black



For further advice or information please contact our marketing team: [marketing@DofE.org](mailto:marketing@DofE.org)

The full Brand Guidelines can be downloaded from [www.DofE.org/logo](http://www.DofE.org/logo)

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# eDofE basics and Assessor Reports

## eDofE – the basics

eDofE is an online system that helps young people manage their DofE programme and enables Leaders to monitor their progress. Licensed Organisations use eDofE to administer and monitor participants through all stages of their programme.

Accompanying the system is a *Welcome Pack* for participants, which contains a Keeping Track booklet (or Assessor Cards) for participants to record their progress offline if required, and then photograph/scan and upload to eDofE.

At present AAPs do not have a specified role within eDofE and do not have accounts within the system. If you are interested in finding out more about eDofE we are happy to set up test accounts to be used at your organisation. This will provide you with an insight to how eDofE works.

## Assessor reports

The Assessor report (which is written following the successful completion of a qualifying expedition, residential or volunteering activity) is a written review of the activities a young person has been carrying out and captures the participant's memorable and major achievements. AAP Assessors are responsible for writing participants' Assessor Reports. The report makes up part of the evidence which is used to sign off a participant's section.

There are two ways to submit Assessor reports: firstly you can complete the sectional Assessor's Report Card (or the old Keeping Track booklet), found in a participant's *Welcome Pack*. You can add your report directly into a participant's eDofE account from [www.DofE.org/assessor](http://www.DofE.org/assessor).

All you need is the participant's eDofE ID number, their Award level (Gold) and the section you are assessing them for (Residential). Your comments automatically go to the participant's DofE Leader for approval before being added to the participant's account.

We ask for your email address and phone number to enable their DofE Leader to contact you should they wish to discuss your assessment with you.

If you aren't assessing an expedition please include the start and end date of the activity.

The screenshot shows the 'Assessor Report' section of the eDofE website. At the top, there are navigation links for Home, Leaders, Opportunity Finder, AAP list, Local noticeboards, GAP info, Participants info, and a 'Donate now' button. Below this, a breadcrumb trail indicates the user is at 'Home > Assessor Report'. The main form area has fields for 'Participant's ID number' (with placeholder '1234567890') and 'Level' (with placeholder 'Please select...'). A large text area is provided for the 'Assessor Report'. To the right of the form, a sidebar titled 'Assessor Report' contains several bullet points: 1. Instructions for entering the report directly into the participant's online eDofE account. 2. A note about CAPTCHA codes and browser issues. 3. A 'What to include in your report' section with three bullet points: a) Describing achievements, b) Involvement in the section, c) Expedition Assessors' instructions. At the bottom of the sidebar, there is a link to 'eDofE.org'.

The feedback within the Assessor Report must be personal to the individual and usually made up of several short paragraphs. It is not acceptable to simply say 'he/she satisfactorily completed the Residential Section'. At the end of the Assessor Report it can be a good time to suggest that the participant progresses to the next level of the DofE or if they have completed their Gold Award to volunteer with a local DofE group.

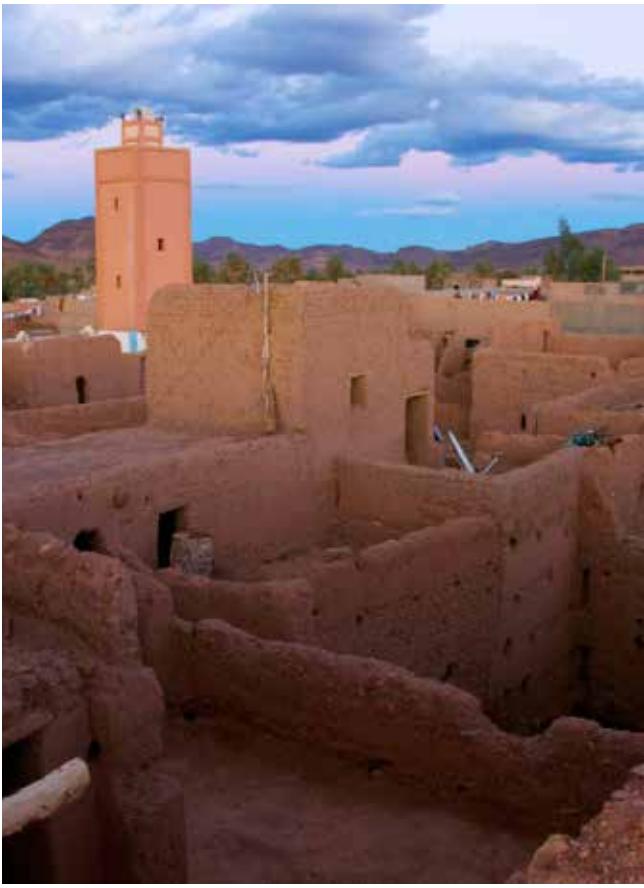
**Below are some example Assessor Reports that have been submitted by DofE Assessors...**

*"Phoebe joined the ship for a six night sail training voyage from Dover to Southampton via Ostend. She was part of a watch of 16 young people steering, acting as lookout, sail handling, cleaning and performing general seamanship tasks. Phoebe achieved her goal of learning new skills and managed to overcome her fear of heights and climbed the ships rigging. Well done Phoebe and good luck with the rest of your Gold Award!"*

*Start date: 1 June 2015*

*End date: 7 June 2015*





*"The residential took place from 19th September-23rd September 2015 in Imelghas village in the Bougmez region of Morocco. Participants camped together in the village and took part in all aspects of rural village life.*

*"Activities included harvesting, tending to animals, cooking and washing clothes. It was a successful week and everyone gained a better understanding of Berber life. James threw himself into the experience making the most of this unique opportunity.*

*"James was particularly popular with the local Berber students, teaching them a number of fun activities. The highlight of the week for James has to be the feast that he helped to prepare with his Berber family for the rest of the group which was delicious!"*

## Incident reporting

The DofE has an excellent safety record and positive public perception that it strives to uphold. However, with the large number of people involved, there will inevitably be occasional incidents or crises.

It is essential that the correct procedures are followed on these occasions to safeguard the interests of the young people involved, the AAP and the Charity. As an AAP you have committed to notify the Charity immediately in the event of any serious incident or accident that leads to or could have led to injury of a participant or staff.

A written record of all actions taken during an incident should be kept. As soon as possible after the event an email should be sent to the AAP team, detailing the nature of the incident and what action was taken, as well as any follow up action on the DofE's Incident Report Form ([www.DofE.info/go/emergencies](http://www.DofE.info/go/emergencies)). This is in addition to informing the Licensed Organisation and adhering to any system the AAP maintains for reporting incidents, injuries etc.

If the incident is very serious or the emergency services have had to be called, an AAP representative should contact the DofE's Duty Officer at Head Office (Tel: 01753 727400) as soon as possible. Outside normal office hours a Duty Officer is available and can be contacted via the DofE Head Office telephone number.

The DofE will need the following information:

- The name and phone number of the caller
- The organisation they represent
- The name of the group
- The name and phone number of the party leader
- What happened?
- To whom, where and when?
- What has happened since?

An Incident Report Form must still be submitted as detailed above.



# Residential considerations & sectional information

For the Residential section participants need to undertake a shared activity or course with people that they don't know, in a residential setting away from home and in an unfamiliar environment. It is important to remember that evenings are often as much a part of the experience as daytime activities.

This section offers a high degree of flexibility but participants must join it individually and not with an existing group of friends or as part of a school or youth group trip. Participants will stay away from home – anything from an activity centre or camp to a boat or barge – but they cannot stay with friends or relatives.

There are no age restrictions on who participants can do their residential activity with. The activity undertaken can be anything that provides the participant with an opportunity to broadening their interests and experiences. It can be an ideal opportunity to try something new or it can be related to existing interests or activities followed in other sections of the participant's DofE programme.

**Printed below are the five Residential Considerations which govern this section of the DofE:**

Residential considerations	Further explanations
<b>1. The participant must be away from home for a minimum of five days and four nights and must have identified an Assessor.</b>	<ul style="list-style-type: none"><li>Attending a group activity during the day but returning home each evening is not allowed. Participants should stay overnight with the group. Individual home stays or staying with a friend or relative are not allowed.</li><li>In most cases this will be consecutive days and nights. In exceptional circumstances, and at the discretion of the Licensed Organisation, the residential could be spread over two weekends in the same 12-month period during which the same activity must be pursued.</li><li>Evenings are as important as the day, so participants should be mixing with the group during planned activity and down time.</li><li>The Assessor should engage with the participant during the residential and must be familiar with the aims and objectives of the section.</li></ul>
<b>2. There must be a specific, shared course or activity to broaden experiences and interests done with an organised group, registered charity or Approved Activity Provider</b>	<ul style="list-style-type: none"><li>Doing an activity individually during the day whilst staying in a residential setting with others would not count.</li><li>Participants must volunteer their time on the residential and not receive payment; however, they may receive money for expenses.</li><li>Work experience and live-in internships are not acceptable.</li><li>Going on holiday is not an appropriate activity. The participant should do some form of purposeful activity, such as a training course leading to a qualification, a course which develops skills or interests or which involves volunteering. As with other sections, this should not be an activity which is part of the curriculum.</li><li>Participants cannot count their practice or qualifying expeditions for this section.</li></ul>
<b>3. Consider the group size and make up.</b>	<ul style="list-style-type: none"><li>The group should be no smaller than five people (including the participant) who are all on the residential experience, as the interaction with others is crucial to the success of the residential and a group any smaller than this will not provide sufficient opportunities.</li><li>Participants should ideally join a residential as an individual. A few participants may know each other when they are joining a larger group, where possible these participants should be separated.</li><li>Other members of the group can be of any age.</li><li>The staff should also be unknown to the participant (for example, helping Bronze or Silver participants with their expeditions for your school or DofE group is not acceptable).</li></ul>
<b>4. Before the residential, the participant should carry out appropriate training, briefing or research.</b>	<ul style="list-style-type: none"><li>Participants should research the activity that they have chosen and follow any pre-activity instructions or requirements.</li><li>In some cases this may mean meeting some of the people on the residential once or twice before the residential for essential training.</li></ul>
<b>5. The LO must have approved the planned residential.</b>	<ul style="list-style-type: none"><li>All residential opportunities must be approved by the Licensed Organisation in advance of the residential taking place.</li></ul>



# Frequently asked questions

## General FAQs

### What should I do if I have a question?

There are a number of different resources available to assist. We have a comprehensive FAQ section on [www.DofE.info/faq](http://www.DofE.info/faq) and you can get in touch with the AAP team using the contact details on page 1 and we will be happy to help.

### Who needs to attend DofE Training?

As a minimum the AAP Manager will need to complete the 'Introduction to the DofE' course. We also require any staff delivering DofE activity to participants to have completed the free online 20 minute 'e-induction'. The AAP Manager and/or other staff within the organisation may also benefit from one of the other courses that we offer (please see the training section).

### Can I deliver the whole DofE programme as an AAP?

No – an AAP cannot deliver an entire DofE programme on behalf of a LO or centre. An AAP can only offer the sections (Expedition, Residential or Volunteering) which they are licensed to deliver. Only LOs are able to deliver a whole DofE programme to participants.

### Can I use the DofE logo on my website or other advertising material?

As an AAP you will be given rights to use The Duke of Edinburgh's Award AAP logo. Please contact us if you need a copy.

Please note you cannot use the DofE main logo, only the DofE AAP logo, as will be provided to you.

### Does my AAP licence endorse my health and safety policies?

No – the AAP licence focuses solely on your DofE specific programme(s). We require LOs, Schools and/or parents to check that an organisations safety policies adhere to the LO's requirements.

### Why does the DofE need to see my organisation's accounts?

We ask all of our AAPs to submit their most recent accounts for a couple of reasons. Our Finance Director looks at each set of accounts as part of our due diligence check process and we also use your accounts to define and confirm which Fee Band your organisation fits within.

### My organisation speaks and produces publications in Welsh – can the DofE accommodate this?

Yes – The DofE recognises organisations which can deliver their whole service in the Welsh language.

### Do I need to use eDofE?

Not at the moment – at present AAPs don't get accounts for eDofE as the system isn't currently set up for them. We can set up a test account for you so that you can see what the system is like.

Please contact the AAP team for more information.

### How do I renew my AAP licence?

The AAP team will get in touch with you before your AAP licence expires to find out if you would like to renew your licence. They will help you through the process so that your licence does not lapse.

If you do not renew your licence within three months of it lapsing you will be required to pay the application fee again.



## **What are per participant returns?**

We ask all AAPs to submit information relating to the number of participants twice a year in April and September.

## **What should I do if a participant can't afford to take part?**

There are a number of different options. It may be possible to customise the activity to make it as cheap as possible. Some AAPs may offer bursaries but it is worth getting in touch with the participant's DofE centre and/or local Regional/Country DofE office (<http://www.DofE.org/offices>) to see if there is any funding available.

## **Can I run my own DofE training course like the Introduction to the DofE or Expedition Assessors Accreditation Scheme course?**

No – these courses can only be run by the DofE (Head, Regional or Country Offices) and/or Licensed Organisations. If you have a large number of staff who would like to undertake the training please let us know and we may be able to deliver a course at a time/location that is convenient for you.

## **How do I book an advert on the website/in a newsletter?**

Have a look at the marketing pricing schedule for a list of available adverts and contact [aap@DofE.org](mailto:aap@DofE.org) for more information.

## **Am I due an audit visit?**

Typically we audit AAPs in the second year of a three year licence. We will get in touch with you in advance to organise dates/locations. From time to time we may also pop in to see you if we are in the area outside of these times.

## **I'm an AAP Manager and I have already completed the Expedition Accredited Assessor Scheme (EAAS) Course – do I still need to attend the Introduction to the DofE course?**

Yes – the EAAS is focused on the Expedition Section of the DofE. The Intro to the DofE course takes a broader view on the DofE and explains the hard work that a participant puts in to achieve their Award.

## **Do I need an AAP licence to offer Volunteering opportunities?**

You do not have to be an AAP to provide volunteering opportunities (you must be an AAP for expeditions). You must be a charity or not-for-profit organisation to offer volunteering opportunities. The benefits of becoming a volunteering AAP are that you will be able to advertise to your prospective participants that their Volunteering will count as it has already been approved by the DofE. You will also have your own webpage on our website and we will inform our network of over 300,000 participants and 50,000 volunteers of your AAP status.



## Residential section FAQs

### Do I need an AAP licence to deliver a residential?

You do not have to be an AAP to provide Residential opportunities (you must be an AAP for Expeditions). The benefits of becoming a Residential AAP are that you will be able to advertise to your prospective participants that their Residential will count as it has already been approved by the DofE. You will also have your own webpage on our website and we will inform our network of over 300,000 participants and 50,000 volunteers of your AAP status.

### What type of accommodation is suitable for a residential?

Answer: Any type of accommodation is suitable as long as the group stay together. Hostels, camping, halls of residence, and outdoor centres are all examples of the types of accommodation. What is not acceptable is individuals staying in separate accommodation, such as homestays.

### A group or pair of friends want to book a residential that I am planning to run, is this ok?

Participants should ideally join a residential as an individual. A few participants may know each other when they are joining a larger group, where possible these participants should be separated. This is because developing the social skills to establish new friendships and working relationships is an essential part of this section.

### I have 30 pupils from one school coming to my centre for a multi-activity week – this can count towards their Residential, right?

No, one of the key considerations of the Residential section is that young people interact with people they don't know. This helps them develop vital social skills, maturity and independence. Although the multi-activity week may be a fantastic experience it cannot count for any of the young people's DofE Residential.

### I have two DofE participants volunteering at a summer camp next week for their Residential section, they will be working with 14 full time staff to look after 500 children is this ok?

No, the DofE participants must be part of a group of five or more (including themselves) who are all having the same experience together. In this instance that means a group of 5 volunteers, as their experience will be very different from the staff who may know each other and be experienced in their roles, and the children who are there to participate in the summer camp, not volunteer in its running. If you are ever unsure, please speak to the AAP team who will help clarify the situation and offer suggestions for how to tailor the

experience so it can count, for example, by taking on more volunteers.

### I'm not a charity or a not-for-profit, can DofE participants volunteer for my organisation?

No. Volunteering must not be done for a business but can be undertaken for a charity or a not-for-profit organisation. We cannot licence your organisation unless you are a charity or not-for-profit organisation.

## Glossary

### Approved Activity Provider (AAP) –

Organisations licensed by the DofE to provide expedition, residential and volunteering opportunities that have been proven to meet DofE requirements and conditions and so can count towards the achievement of an Award.

**Assessor Card** – Assessor Cards are found in participant *Welcome Packs*. Sectional Assessors can use a participant's Assessor Card to complete their Assessor report.

**Assessor's Report** – An Assessor's report is completed by the Assessor for a particular section of a participant's programme. The report can be recorded online at [www.DofE.org/assessor](http://www.DofE.org/assessor).

**Audit** – The AAP team undertake programme quality reviews. Typically organisations will be audited in the second year of a three year licence. The AAP team can request an audit outside of this time if required.

**Award Holder** - A young person who has achieved a Duke of Edinburgh's Award by completing their DofE programme.



**Directly Licensed Centre (DLC)** – A Directly Licensed Centre is a type of Licensed Organisation which holds a licence to deliver DofE programmes to young people on its own premises.

**eDofE** – The online system for managing and recording young people's progress through their DofE programmes.

**eDofE ID number** – This is the unique identifier number that is associated to each eDofE account. You will need to know this number if you are submitting Assessor Reports online.

**e-Induction** – This is a free 20 minute online induction. The e-Induction is a pre-requisite for candidates attending the EAAS, ESTC and IttDofE courses. Any staff delivering DofE programmes are required to complete this training as a minimum.

**Field Visit** – This is part of the AAP audit. The AAP team will come along and observe a residential

**IttDofE** – Introduction to the DofE training course. This is a one-day training course that all AAP Managers must attend.

**Level** – The DofE is made up of three different levels of Award; Bronze, Silver & Gold. The Bronze Award is open to participants 14+, Silver 15+ and Gold 16+. All programmes must be completed by the 25th birthday.

**Licensed Organisation (LO)** – The umbrella term used for the four different types of organisation that can hold licences to deliver DofE programmes. The four different types of organisations are: Directly Licensed Centre (DLC), National Operating Authority (NOA), Operating Authority (OA) and DofE Business Partner.

**National Operating Authority (NOA)** – A National Operating Authority is a type of Licensed Organisation which holds a licence to deliver DofE programmes to the young people with whom they work in one or more of the UK nations (e.g the Scout Association, The RYA, ATC etc).

**Operating Authority** - An Operating Authority is a type of Licensed Organisation which holds the licence to deliver DofE programmes in a specified geographic area. Operating Authority licences are often held by local authorities.

**Participant** – Any young person who is doing a DofE programme. Some participants enter directly at Silver or Gold Level.

**Residential section** – Participants are required to undertake a 'Residential' in order to complete their Gold programme.

**Section** – Bronze and Silver Awards are made up of four different sections; Volunteering, Physical, Skills and Expedition. At Gold participants are required to undertake a fifth section; Residential.

**The Award Scheme Ltd. (ASL)** – The Award Scheme Ltd. is the commercial trading arm of the DofE. You will receive DofE invoices from The Award Scheme Ltd.

**Volunteering section** – Participants are required to complete the Volunteering section at all three levels of the Award. The aim of this section is to inspire young people to make a difference within their communities or to an individual's life and develop compassion by giving service to others.

**Welcome Pack** – Each participant will receive a *Welcome Pack* when they sign up for an Award. The *Welcome Pack* contains five different elements: *Participant's Handbook*, Assessor Guidance booklet, Merchandise leaflet, Welcome letter and a DofE Reward Card.





