



APPROVED  
ACTIVITY PROVIDERS



## AAP Manager's Pack

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

# AAP Manager's Pack

## Volunteering section

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## 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

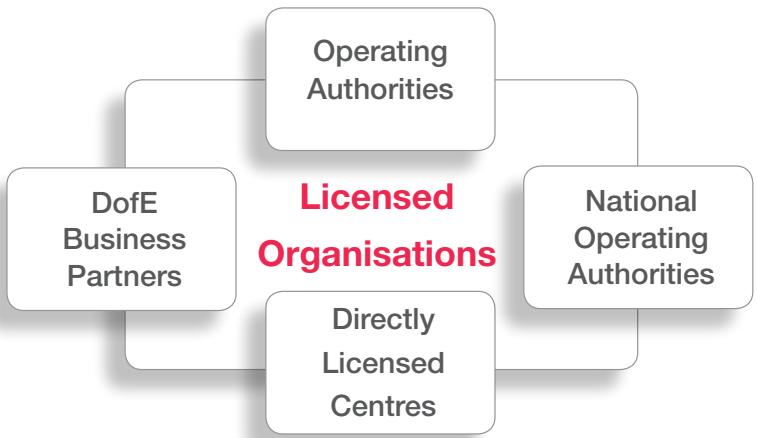
Scotland	0131 343 0920	scotland@DofE.org
Wales	01874 623086	wales@DofE.org
Northern Ireland	02890 669100	nireland@DofE.org
Central England	0121 308 9470	centralengland@DofE.org
London	0207 630 9092	london@DofE.org
North of England	0151 231 6220	northofengland@DofE.org
South East	01753 727450	southeast@DofE.org
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 the number of participants. 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 Regional and AAP staff
- Listing on the DofE website
- The DofE magazine for Leaders
- eDofE (for mapping purposes).

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 with DofE participants.

### 3.1: Staff

- Appoint an Approved Activity Provider Manager.
- Ensure the same staff member provides training to DofE Groups throughout their DofE programmes and sufficient staff are available to ensure participant safety.
- 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

- The AAP must fulfil all requirements of DofE programmes and sectional conditions as set out in *The Handbook for DofE Leaders* for activities to be accepted as complete. This includes any training required for a young person.
- Have in place emergency procedures to ensure participants can reach safety in the event of an injury.



### **3.4: Assessment**

- The AAP is responsible for recommending appropriate types of Assessors and 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.

## **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

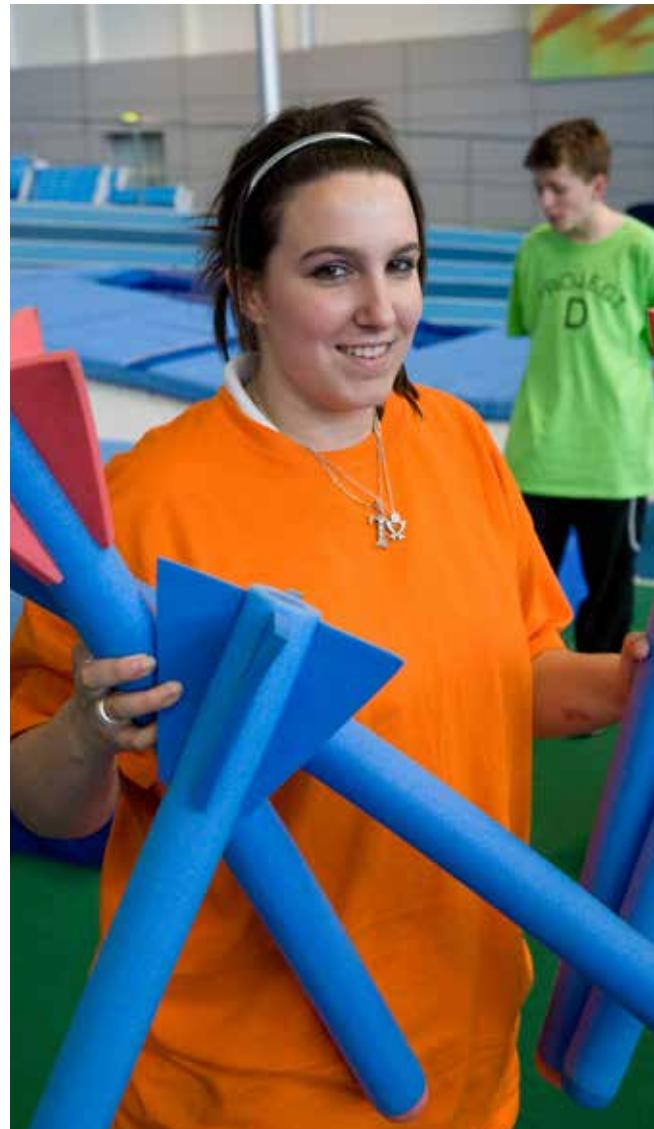
conditions to use clearly designated DofE logos and straplines.

## **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.



## 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 for any other matters arising between said parties.

## Volunteering AAP Licence Fees 2015-16

Organisation Turnover	Band	Annual licence fee	One-off Application fee	Advertising & publicity	Training fees	DofE website listing & page
< £149,999	V1	£65	£50	35% discount on marketing in DofE Magazine	Introduction to the DofE for AAP Manager. Varies by Region/ Country £10 - £100. Free courses offered by AAP team in Windsor.	Free
£150,000-£499,999	V2	£125	£95			
£500,000-£999,999	V3	£190	£145			
> £1,000,000	V4	£250	£190			

### 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 six 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.



## Introduction to the DofE for Residential and Volunteering AAPs

<b>Who:</b>	All AAP Managers must attend an Introduction to the DofE course within six 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.

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



## 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.tinyurl.com/qdcvf8w](http://www.tinyurl.com/qdcvf8w)). 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)
- **Volunteering AAP Listings:** COST: £25 + VAT pcm for an advert. [www.DofE.info/go/aapvolunteering](http://www.DofE.info/go/aapvolunteering)

## 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: £125 + VAT for Charity AAPs.
- All other advertising opportunities are controlled by Fellows Media and prices range between £325 and £1,365.
- 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)

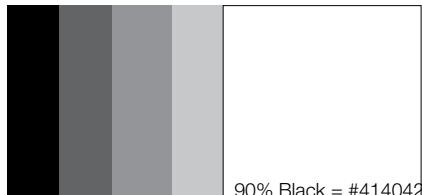
## Secondary colours

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 (Bronze, Silver or Gold) and the section you are assessing them for (Volunteering).

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.

The feedback within the Assessor Report must be personal to the individual and usually made up

The screenshot shows the 'Assessor Report' page on the eDofE website. At the top, there's a header with the Duke of Edinburgh's Award logo, navigation links like 'Home', 'Leaders', 'Opportunity Finder', 'AAP list', 'Local noticeboards', 'GAP info', 'Participant info', and a 'Donate now' button. Below the header, a message says 'You are here: Home > Assessor Report'. The main form area has fields for 'Participant's ID number' (with placeholder '0000000000') and 'Level' (with placeholder 'Please select...'). A 'Check' button is below these fields. To the right, there's a yellow box titled 'Assessor Report' containing instructions: 'Please describe the achievements of the participant as they undertaken this section. Say how they met their goals, what skills they have developed and mention any memorable things that they accomplished.' Below this, another yellow box titled 'What to include in your report' lists: 'Please describe the achievements of the participant as they undertaken this section. Say how they met their goals, what skills they have developed and mention any memorable things that they accomplished.', 'Please include the start and end dates that the young person undertook their activity.', and 'Expedition Assessors: Please include your assessor's association number and (if appropriate) the team's expedition registration number in your report.' There's also a note about CAPTCHA and a 'Feedback' link.

of several short paragraphs. It is not acceptable to simply say 'he/she satisfactorily completed the Volunteering 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 Volunteering section Assessor Reports that have been submitted by DofE Assessors...**

*"Claire has proved to be an enthusiastic and well-motivated volunteer over the last 12 months, joining us last March. She completed all the tasks she has taken on, which have developed in responsibility over time.*

*"Claire was popular with the team and customers alike. She has most certainly grown in confidence during her placement and has been a huge asset to the charity. Thank you Claire for your support and commitment and we would love to have you back in the future!"*



*"Julie excelled whilst volunteering as a peer educator. She has a personable nature and was able to talk to the children on their level and really engaged them. Over the months her confidence grew and she developed her own style of explaining our key messages. She has been a fantastic ambassador for the charity and we have been delighted to have her.*

*"A stand out moment for us was when her talk encouraged a young person to confide in her, Julie handled it with maturity and took the appropriate steps to refer the young person.*

*"This experience will be great to enhance Julie's CV or lead to many career paths and we hope she continues to stay involved with the charity. Well done Julie." Gold. Start date: October 2012, end date: April 2014.*

## 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.



# Volunteering sectional information

## Volunteering section requirements

### What counts as a volunteering activity?

Volunteering is simple. It's about choosing to give time to help people, the community or society, the environment or animals.

Volunteering must not be done for a business but can be undertaken for a charity or not-for-profit organisation. Where volunteering is in support of surplus generating work, for example a charity shop, then some Local Authorities may require a work permit. The charity the participant is volunteering with should be aware of this and support them as required.

For their volunteering activity participants will choose to give up their time to do something useful without getting paid (apart from expenses). The definitive rules can be found in *The Handbook for DofE Leaders*.

### Team volunteering

Participants can volunteer in a team, which might be an easier way to find an activity that they can identify a local need to help with.

### How long should participants volunteer for?

It is possible for participants to take a break, for holidays, exams or just because they feel like it. As long as the activities are finished before their 25th birthday participants can still achieve an Award.

The table below shows volunteering time required for each level.

### Practical volunteering

At least three quarters of the time participants spend on the Volunteering section must be practical volunteering.

So, participants can learn first aid if it's a quarter of the time or less and providing they then go on to volunteer using their first aid skills, e.g. for St John Ambulance.

If participants just want to learn something like first aid or lifesaving, then this counts for their Skills section.



Level	Minimum time	Notes
Bronze	3 or 6 months	Participants must do one of the Volunteering, Physical or Skills sections for 6 months, the others for 3 months.
Silver	6 or 12 months	If participants haven't achieved their Bronze Award, they must extend their Volunteering or the longer of your Physical or Skills sections to 12 months.
Gold	12 or 18 months	If participants haven't achieved their Silver Award, they must extend their Volunteering or the longer of your Physical or Skills sections to 18 months.

*Participants must commit to regular activities averaging at least an hour a week during the above time.*

# 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.

### 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.

### 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.

### 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.

### 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.

### 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.

### 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.

### 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.

#### **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 DofE course takes a broader view on the DofE and explains the hard work that a participant puts in to achieve their Award.

### **Volunteering section FAQs**

#### **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.

## **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 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 participants/volunteers doing their activities.

**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 Award.

**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.



