

## A Safe Space FAQs

### *What is the 120 day process for A Safe Space?*

There will be four stages in the compliance process which will take 120 days in total. The table below explains the stages. Please note that the launch date will be for all volunteers who haven't yet completed their A Safe Space training.

Stage	Day in process	Launch date	What it means
<b>Inform</b>	1 (trigger date)	03/09/2020	The volunteer receives an email to say they need to complete the training. The local commissioner receives a GO communication asking them to support the individual
<b>Remind</b>	60 days after trigger date	02/11/2020	The volunteer receives an email to remind them they need to complete the training. The local commissioner receives a GO communication asking them to support the individual
<b>Warn</b>	80 days after trigger date	22/11/2020	The volunteer receives a letter to warn them they need to complete the training or action will be taken. The county commissioner receives a GO communication asking them to support the individual. Mitigating circumstance can be applied (see below)
<b>Sanction</b>	120 days after trigger date	01/01/2021	At this stage membership is sanctioned and a letter is sent to the individual. The County commissioner receives a GO communication informing them of the sanction.

For all other volunteers the inform email will be sent as follows:

- Current volunteers whose renewal is more than 120 days from 3 September will receive their inform email 120 days before their course expiry date.
- New volunteers joining between 3 September and 31 December will receive their inform email on the day they are made active.

New volunteers joining after 1 January 2021 will have to complete Level 1 before they are made active and then if they need other levels of A Safe Space, the inform email will be sent the day they're made active. No volunteer will be able to join until they have done their Level 1.



## **For all volunteers**

### ***Do I need to log into GO to complete my A Safe Space E-Learnings?***

No! To complete your A Safe Space E-Learnings, you just need to visit the Girlguiding website and search 'A Safe Space Training'.

To complete the Level 1 training, [please click here](#).

To complete the Level 2 training, [please click here](#).

### ***What do I need when completing my A Safe Space E-Learning/s?***

You will need your membership (or enquiry) number and the email address listed on your GO record. If you are unsure of either of these, you can check with your local commissioner or Region Office on [northwesthq@girlguidingnwe.org.uk](mailto:northwesthq@girlguidingnwe.org.uk)

### ***Should I take a screenshot when I have completed my E-Learning/s?***

Yes! If you do not have an email address listed on your GO record or it does not automatically update, a screenshot of the completed e-learning will allow the Leadership Team to add this to your record.

### ***I have completed my E-Learning's, but they are not showing on my GO record. What do I do?***

Email a screenshot of the completion page/s to [leadership@girlguiding.org.uk](mailto:leadership@girlguiding.org.uk) with your name, membership number, date of completion, title of course completed, and date of completion and they can add it to your record.

### ***I do not have access to a computer or the internet, what do I do?***

We understand that some of our members may have difficulty with regards to technology and internet access. You can use a library, contact a family member, or friend who could provide you with the necessary equipment, or contact your County Team or Region Office, as any of our Girlguiding Qualified Trainers can deliver A Safe Space Levels 1 and 2 over the phone. If you also require Level 3 or 4, please contact the Region Office.

### ***How do I apply for A Safe Space Level 3, Recognising Prior Learning (RPL)?***

To apply for A Safe Space Level 3 RPL, you must complete Girlguiding's form [here](#) and attach any evidence and proof of training relating to your external safeguarding role and training. You must then submit it to an A Safe Space Trainer or Lead volunteer. If you do not know who these are, please send it to your region office on [northwesthq@girlguidingnwe.org.uk](mailto:northwesthq@girlguidingnwe.org.uk)

***I have completed the A Safe Space Level 3 Top Up E-Learning. Have I now completed A Safe Space Level 3?***

No. If you require Level 3 for your role, you must complete the Level 3 Training, and it is advised you complete the E-Learning too, but it is not mandatory.

***I cannot complete the relevant A Safe Space for my role due to my personal situation. What support is available for me?***

If you are unable to complete your A Safe Space Training, please let your local commissioner know as soon as possible. They can then support you in your application for Mitigating Circumstances to the Compliance Team on [compliance@girlguiding.org.uk](mailto:compliance@girlguiding.org.uk) - you can find out more about Mitigating Circumstances [here](#) on the Girlguiding website.

Ideally you will contact the compliance team directly with relevant details. If your commissioner contacts them on your behalf, the compliance team will need you to confirm the information given and give permission for them to speak to your commissioner.

***Can I stop receiving communications regarding A Safe Space?***

Unfortunately, if you need training and have not completed the relevant A Safe Space Levels for your role, there is no way that communications can be stopped. If for whatever reason you wish to stop receiving communications from Girlguiding, you must inform your local commissioner and explain the reasons why you wish these communications stop. Your local commissioner should then contact the Compliance Team for advice.

***My role is incorrect on GO, and I am receiving reminders to complete A Safe Space levels that I do not need. What do I do?***

Please contact your local commissioner and explain which role you do hold and ask her to update your GO record to reflect this. If you do not know who your local commissioner is, please contact your unit leadership team and ask them for support.

***I am no longer volunteering for Girlguiding, but consistently receive reminders to complete my A Safe Space Training, what do I do?***

Please contact the Region Office on [northwesthq@girlguidingnwe.org.uk](mailto:northwesthq@girlguidingnwe.org.uk) and they can end your roles and deactivate your membership.



## **For Commissioners**

### ***How do I check which members in my local area have not completed their A Safe Space Training?***

To check which members in your local area have outstanding levels of A Safe Space or are due to renew in 120 days:

Log into GO > select your appropriate level > select the Safe Practice tab > A Safe Space > use the tab 'Roles Requiring A Safe Space Level X and need to complete it' and you can choose between Levels 1-4.

### ***What is the informed on date listed on the new Safe Practice, A Safe Space views?***

The informed on date is the date that the first communication was sent to the individual via email, if they have an email address listed on their GO record, or via post if they have no email address, to remind them that they have either 1) not completed their A Safe Space training, or 2) are due to renew in 120 days.

### ***If a district/division does not have an active commissioner, will the A Safe Space inform emails go to the level's main contact?***

No, the inform emails will only go to the next level commissioner and will keep going up the chain until it finds a commissioner.

### ***What do I do if a volunteer tells me they have completed an E-Learning, but it is not showing on GO?***

Ask the volunteer to email [leadership@girlguiding.org.uk](mailto:leadership@girlguiding.org.uk) with a screenshot of the completion page if one was taken, their name, membership number, title of course completed and date of completion.

### ***How do I check which units in my local area do not have a member of the Unit Leadership Team with A Space with Level 3?***

To check which units in your local area do not have A Space Level 3:

Log into GO > select your appropriate level > select the Reports tab > A Safe Space Report > Select 'Units' along the bottom of the report > Any unit where 'false' is marked in the third column 'Has A Safe Space Level 3' does not have a member of the Unit Leadership Team with Level 3.



*A unit in my district/division does not have a member of the unit team with Level 3. Can this unit still meet?*

Units must not meet without at least one leader present who holds a valid A Safe Space Level 3 training from January 2021.

There will not be sanctions applied to a unit where there is no leader recorded with Level 3. However, if a unit meets (either face to face or virtually) without a leader, assistant leader or leader in training present who has A Safe Space Level 3 this needs to be addressed by the local commissioner. They must discuss with the HQ compliance team to see if there is an informal resolution in the first instance and if a further investigation is required.

You can find out more about units meeting with no A Safe Space Level 3 [here](#) on the Girlguiding website.