

Policy and good practice

Girlguiding has a number of policies and good practice codes, which apply to all members. Trainers should adhere to these at all times. Trainers should also ensure that they promote guiding policy and good practice in their sessions and keep up with any changes to make sure it is the most up-to-date information that they pass on to learners.

This appendix gives further details on how these policies and codes of practice might apply to training sessions and the Trainer. The policies and codes of practice are all online and links are provided. Trainers should visit these regularly, particularly when preparing a training session, and request updates via the subscribe buttons where available.

The primary source of information for everything we do in Girlguiding is *The Guiding Manual*. The following information highlights specific sections of the *Manual* relevant to Trainers.

 [The Guiding Manual](#)

HEALTH, SAFETY AND ENVIRONMENTAL GOOD PRACTICE

What is health and safety?

Health and safety covers fire precautions, first aid, manual handling, electrical safety and other considerations related to the health and safety of members. It is important to follow the associated procedures because they ensure the safety and well-being of all members while engaged in any guiding activity, including training.

Girlguiding has its own guide to risk assessment - *Being Prepared* - which can be downloaded.

 [Being Prepared](#)

In the training situation, Trainers should analyse potential

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risks and eliminate or manage the consequences. Further, Trainers should refer to the risk assessment section of *The Guiding Manual*.

 [Risk assessment](#)

Health and safety in training

The Trainer has the responsibility for managing risk at an appropriate level for the training being delivered. In some situations, this may be partially achieved prior to the delivery of the session, but the Trainer needs to carry out a reassessment on arrival at the facility.

Training in a conference centre

The hirer should ask to see the risk assessment of the venue and add to it if necessary. On arrival entering the training venue, the Trainer needs to check:

- the arrangement of the furniture does not constitute a hazard, such as sharp corners protruding or blockage of emergency exits
- there are no trailing wires which could cause tripping
- there are no exposed heaters or other electrical devices, and no loose wires or components.

The Trainer also needs to be aware of any hazards caused by her own equipment.



Training in a guiding meeting place

A risk assessment should have been carried out by the unit who meets there. The Trainer should ask to see this. She also needs to consider the room layout she is planning. This will usually include:

- setting up electrical equipment as close as possible to the sockets and securing the cables with cable ducts or masking tape - an essential in the Trainer's toolkit
- reviewing emergency exits and ensuring easy passage to these for the learners
- arranging the furniture so that learners will not bump into any item when carrying out activities
- ensuring that hot drinks can be consumed safely, preferably in a separate area with some seating.



The Trainer also needs to ensure the well-being of the learners during the session by following these procedures:

- giving at the start of the session essential information on:

- emergency evacuation drill and location of emergency exits
- first aid arrangements
- location of the toilets
- location of smoking area
- availability of refreshments
- use of mobile phones.



- introducing regular toilet/refreshment breaks into the session
- checking the temperature, ventilation and light in the venue and making necessary adjustments
- ensuring that the learners are warned about any possible health hazards - for example, allergens such as nuts in cooking ingredients
- ensuring, if there is a choice, that chairs and tables are of an appropriate height and style.

Health and safety of the Trainer

You must also consider your own health and safety as a Trainer. Here are some things you should be aware of.

- Do not move heavy furniture or lift heavy items - seek help in carrying your materials and arranging the room.
- Make sure you have breaks and refreshments - do not rush around setting up the next session. Ask someone to bring your drink to the room, and/or have water available.
- Ensure that you allow sufficient time to travel to the venue so you can compose yourself before



starting the session. If necessary, ask for overnight accommodation to make sure you arrive in good time.

Girlguiding's safety and safeguarding policy is concerned with safeguarding Girlguiding membership. The trust required between Leader or instructor and participant is fundamental to the learning process and should not be jeopardised.

Safety and safeguarding

Here are some points to remember.

- More than one adult should be present when working with girls and young women. This precaution protects all parties.
- Physical contact should be avoided. However, in instances where it is necessary (such as when demonstrating a skill), contact should remain impersonal so there is no risk of it being misinterpreted.
- Language should be age-appropriate and Trainers should be careful not to use language that can be misinterpreted or misconstrued.
- Avoid favouritism.

Trainers must also take appropriate action if a learner makes a disclosure during a training session. If this happens to you, do not ignore the disclosure but suggest that it may be more appropriate to discuss the matter in greater detail after the training session. Speak to the learner privately at a convenient point in the day and offer her the appropriate support. Refer to *A Safe Space* for further guidance.

A Safe Space

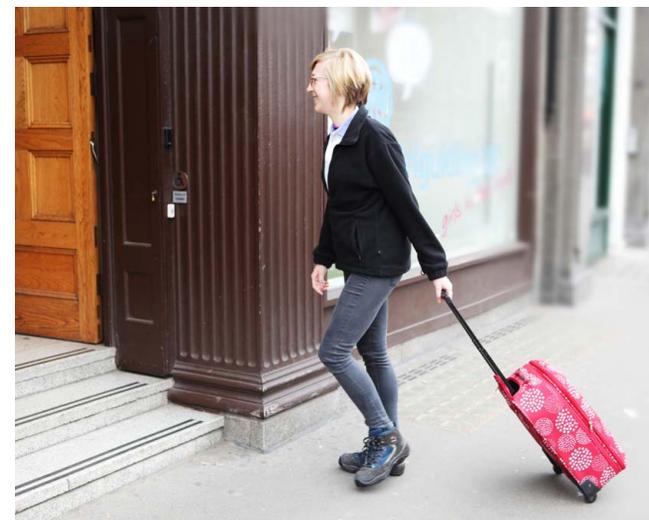
Environmental considerations

Girlguiding Trainers need to demonstrate good environmental practice through their training and encourage the learners to do likewise.

- Wherever possible, use recycled materials and materials from sustainable sources.
- Ensure lighting is used only when necessary, and is turned off when leaving the room.
- Do not waste energy - turn the thermostat down if it's warm.
- Do not give unnecessary handouts - can you give

electronic copies via email or copies on CD or USB? Give the learners links rather than printing from websites.

- If possible, travel to the training with other Trainers or on public transport. Many training facilities will provide the things Trainers carry to each session so perhaps you can travel light.



INCLUSIVITY, EQUALITY AND DIVERSITY

Girlguiding is an open organisation and welcomes all individuals as members. It recognises and celebrates the diversity of its members.

Equality means that everyone should be treated the same. Therefore, a Girlguiding Trainer needs to be inclusive and not discriminate on the grounds of:

- age
- disability
- gender
- marital or civil partnership status
- pregnancy and maternity
- race
- religion or belief
- sexual orientation.

Equality and diversity

Considerations when planning training

As a Trainer you are usually made aware of any special needs learners might have before the session and can plan for these. For example:

- learners may have physical disabilities such as hearing impairments, or be wheelchair users
- there may be constraints owing to religious beliefs, such as fasting or the use of public toilets.

However, you should check if there are any special needs if you have not been informed. You should also think about the topic and how you can ensure all needs are catered for.

- Always ask for volunteers to read out loud, write group notes or feed back as a group. Be aware that some participants may have difficulties such as dyslexia or speech impairments and may not wish to do this.
- Ensure that you follow the good practice in designing training materials to ensure they are accessible to all learners. For example, you may need to produce copies in large print.



- Remember to balance the training plan with visual, auditory and kinaesthetic activity.

It is also important that Trainers reflect the diversity of the membership in their planning of training materials. This includes, for example, pictures including a range of ethnic backgrounds, auditory material using local accents, and spirituality issues covering as many faiths as possible.



Considerations when delivering training

There are many practical issues that the Trainer needs to bear in mind during the training session to ensure all learners are able to access the content. For example:

- support mechanisms for learners who may feel uncomfortable when discussing sensitive topics
- explanation of jargon, acronyms and other language which learners may not understand
- games or physical activities that some learners may not be able to join in fully.

It is good practice to set ground rules to be followed in the session, which may include:

- the need for all learners to respect each other's views
- the importance of not causing offence to each other by use of inappropriate language.

COPYRIGHT AND DATA PROTECTION

What is copyright?

Copyright law gives the creators of original literary, dramatic, musical and other artistic works, including published editions of works, sound recordings, films and broadcasts, the right to control the ways in which their material may be used. The current act is the Copyright, Designs and Patents Act 1988.

The law covers broadcast and public performance, copying, adapting, issuing, renting and lending copies to the public.

Types of work protected include:

- literature
- song lyrics
- computer programs
- films, plays and dance
- photography
- painting and sculpture
- maps
- logos
- print publications
- website content.

Specific guidance for Girlguiding members about copyright is available from *The Guiding Manual*.



What are the implications for Trainers?

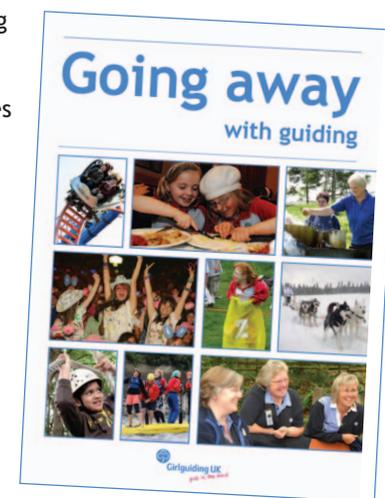
Trainers should be aware that:

- Girlguiding publications can be reproduced for use in a training session, in whole or in part, without specific permission
- use of the Girlguiding logos and branding must follow the publication guidelines



- websites may be shown and linked to, but material should not be copied from websites for handouts

- music and films can be used in the training session, but they cannot be copied for learners, and admission charges may not be applied. In addition, the venue must have appropriate licences to show or play media



- maps such as those from the Ordnance Survey may not be reproduced, except small areas that may be copied for exercises and destroyed following the exercise.

The general guidance for all Trainers is if you are not sure, check!

What is data protection?

The Data Protection Act 1998 preserves personal privacy. This applies to all electronic and paper information.

The law states that if you handle personal information, you have a number of legal obligations to protect that information. Information can be either sensitive or non-sensitive.

Non-sensitive data

Names, addresses, dates of birth and telephone numbers are considered non-sensitive but good practice requires that they be secured in a locked location when not in use to prevent access to them by unauthorised persons including burglars.

Sensitive data

To hold sensitive personal data, you are required to have consent from the people whose data it is. Sensitive data includes that on:

- race and/or ethnicity
- political beliefs
- religious and similar beliefs
- physical/mental health
- sexuality
- criminal convictions and offences.

Further information on data protection, including how it relates to Go!, can be found in *The Guiding Manual*.



What are the implications for Trainers?

- You should ensure that you deal correctly with any information supplied to you by a Training Organiser or the learners themselves. Names, addresses and so on must be shredded after use. Attendance lists for evacuation purposes should be returned to the organiser.

- Personal emails, for example those taken for the purpose of sending materials to participants, may be shared only with permission. When using such emails to send information to a group of learners after a session, it is good practice to use BCC (blind copy) to ensure that the learners cannot see other email addresses unless consent has been given by all parties.

- Ensure that training scenarios or case studies are anonymous and cannot be traced back to the source.

- Ensure that participants know when information is given in confidence. For example, a conflict management training may bring up sensitive personal data on an individual and you must advise participants of its confidential nature.

- Ensure that any evaluation forms containing participants names and addresses are stored and used correctly, and then destroyed.

- Ensuring that any internet-based training material, for example Go! reports, comply with the guidance above.

- Consider the security of any information you carry with you and do not leave it unattended in a car.

If a Trainer is concerned that there may have been a breach of security regarding information, she must contact Membership Support Services immediately.

