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# Safeguarding Training for Volunteers FAQs

Last updated: 16/03/22

## Why safeguarding training matters

Safeguarding refers to the process that we use to make sure customers are not harmed when accessing our services.

Safeguarding is everyone’s business and it’s vital that all staff and volunteers understand our obligations and responsibilities. We all have a duty – staff and volunteers – to prevent, to recognise and to respond to incidents of poor practice, abuse or neglect.

Safeguarding is the number one governance priority for charities. All staff and volunteers should be committed to RNIB’s cause and understand that poor safeguarding practice could create devastating harm to individuals, the charity, and our wider society.

Ensuring we have the most robust safeguarding policies, procedures and training in place is absolutely vital for our customers and RNIB. The training is designed to help ensure we’re compliant on safeguarding issues and that everyone – wherever we work or volunteer in RNIB – has a basic knowledge of safeguarding and understands their responsibility and what to do if they witness a safeguarding incident.

## Is the course mandatory?

Yes, all volunteers and staff must complete Safeguarding training. There are two levels of training:

* The first module, Safeguarding Level 1, is mandatory for all staff and volunteers. It is an introduction to safeguarding including RNIB’s new safeguarding procedures. The level 1 module has an assessment test which you will need to pass to complete the training.
* The second module, Safeguarding Level 2, builds on Level 1. Level 2 training is for all staff and volunteers who are in a role that have regular contact with customers either face to face, over the phone or online.

## How do I access the safeguarding training?

### Online Training

There have been eLearning modules produced for both Level 1 and Level 2 training, which are available through RNIB Learning Choices. The Level 1 module is designed for both staff and volunteers to complete, while the Level 2 module being specifically for volunteers.

Both modules have been tested for accessibility. eLearning is the preferred option for you to complete the training.

You need to be set up with an eLearning account. New volunteers who have an email address are automatically setup with an eLearning account. You will be sent an email from [noreply@enetlearn.com](mailto:noreply@enetlearn.com) which will contain your log in details and the link to access the training. The first (password set) link in the email will last for 7 days but don’t worry if you haven’t accessed it within this time you can contact [learningchoices@rnib.org.uk](mailto:learningchoices@rnib.org.uk) and we will resend the welcome email to you.

If you have forgotten your password you can just click on this link to reset it [https://www.enetlearn.com/learningchoices](https://protect-eu.mimecast.com/s/5_kxCMJE2h5WWo4ikyUqb?domain=enetlearn.com)

Level 1 has an assessment test, and you need to achieve 80% or more to pass this module. You can retake the test until you achieve the pass rate. All the answers to the questions can be found within the course content so please take your time to work through the content in its entirety.

For the best user experience, we recommend using the most up-to-date versions of Chrome, Edge, or Safari as other browsers may affect the running of the courses and the completion status of the courses.

### Offline Training Options

It is recognised that not everyone will be able to complete the training via the eLearning modules so there are alternative options available. However, the expectation is wherever possible to complete the eLearning module.

Offline training will be available in braille, audio or print.

Please speak to your volunteer manager or contact [volunteering@rnib.org.uk](mailto:volunteering@rnib.org.uk) to find out more about the offline training options available.

If you complete the training using one of the offline methods, you will need to complete the level 1 test once you covered all the content. Your volunteer manager will let you know how you can do this.

### I’m struggling with the eLearning

That’s ok you can contact [LearningChoices@rnib.org.uk](mailto:LearningChoices@rnib.org.uk) for support with the eLearning or you can choose to complete via one of the other option. If you’d like an alternative method, please contact your volunteer manager.

## Who do I notify once I’ve completed the training?

You need to inform your volunteer manager once you’ve completed the training. If you are completing via an alternative method to the eLearning your volunteer manager needs to be able to confirm your level 2 completion for it to be recorded.

## How will you keep a record of who has completed the training?

We are required to record that you have completed the safeguarding training. We use weekly completion reports to record your training completions on your Topaz record. Your volunteer manager will have access to your Topaz training record to check your completion has been recorded.

## Once I’ve completed this training, is that it?

Safeguarding training will need to be refreshed every two years. Your volunteer manager will let you know when it needs renewing.

### I am having difficulty accessing the course

Please contact [learningchoices@rnib.org.uk](mailto:learningchoices@rnib.org.uk) for support.

### I am unsure of my username

Please email: [learningchoices@rnib.org.uk](mailto:learningchoices@rnib.org.uk) for support with confirming your username.

### I am unsure of my password

If you are unsure of your password, you can use the password reminder option which is located on the top left-hand side of the welcome screen. You will then receive an email with password details and instructions.

### My eLearning account has been locked/disabled, what should I do?

After three incorrect attempts to log in your account, it will lock for security reasons. Please contact [learningchoices@rnib.org.uk](mailto:learningchoices@rnib.org.uk)

Please note that it can take a few hours for accounts to be unlocked as these requests are made via the Helpdesk which can be busy at times.

### Who should I contact if I have a query or if I am having a problem with the course?

For any technical issues, contact [learningchoices@rnib.org.uk](mailto:learningchoices@rnib.org.uk).

If you have other questions relating to safeguarding training, please contact [RNIBSafeguardingTraining@rnib.org.uk](mailto:RNIBSafeguardingTraining@rnib.org.uk).

### I can’t complete the test at the end of the eLearning?

The test should unlock if you have pressed on all the interactions throughout all the course content and moved between section susing the continue button at the bottom of each page. However, if you are having issues, please speak to your volunteer manager or email [LearningChoices@rnib.org.uk](mailto:LearningChoices@rnib.org.uk)

### I’ve completed the level 2 training, but it is still showing as started?

There can be issues recording the completion for level 2 dependant on the browser and/or device you are using to access the training. We can check your learner reports and arrange the system to take you to completion.

### There is more than one course showing on my dashboard, should I complete them all?

Safeguarding Level 1 training is **mandatory** for all volunteers. However, there are some volunteers are required to complete Level 2 training.

This course will be displayed on your dashboard as; Safeguarding Level one with Test V06/21 (Mandatory).

The Level 2 eLearning module will be available to all volunteers but only essential for volunteers in roles that have regular contact with customers (beneficiaries) either face to face, over the phone or online. If you have any questions, speak to your volunteer manager, or contact [RNIBSafeguardingTraining@rnib.org.uk](mailto:RNIBSafeguardingTraining@rnib.org.uk). The Level 2 course will be displayed on your dashboard as; Safeguarding level two for volunteers (Mandatory depending on Vol role)

## Additional resources and support

If you have any problems or you require any support with completing the training, please contact your volunteer manager.

### Additional contacts:

* [RNIBSafeguardingTraining@rnib.org.uk](mailto:RNIBSafeguardingTraining@rnib.org.uk) for additional support on safeguarding training.
* The Volunteering team is also here for you, available via email at [volunteering@rnib.org.uk](mailto:volunteering@rnib.org.uk) and by phone on 0303 123 9999 (option 4).

### Additional resources

There are resources available online:

[Safeguarding policies and procedures](https://rnib.sharepoint.com/sites/external_shares/policies/SitePages/Home.aspx?RootFolder=%2Fsites%2Fexternal%5Fshares%2Fpolicies%2FShared%20Documents%2FRNIB%20Policies%2FRNIB%20External%20Policies%2FSafeguarding&FolderCTID=0x012000539785DFE845EE4CB01B8A6F3973C2C9&View=%7B1DF815D1%2D1649%2D4F7F%2D8990%2DB31FA317EBB8%7D)

If accessing documents online is not for you, then please request documents in your preferred format from your volunteer manager.

### Document ends.