

**#WORLDREADY**



# ADULTS DELIVERING THE AWARD

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**The Duke of Edinburgh's International Award Nepal**





**#WORLD  
READY**

THE DUKE OF EDINBURGH'S  
INTERNATIONAL AWARD  
NEPAL



# 1. INTRODUCTION

## Adults who volunteer to deliver and support The Duke of Edinburgh's International Award (the Award): Board Members, School Management, Teachers and Support Staff

The largest resource that the Award has is the large number of adult volunteers supporting the management and delivery of the Award; it is this worldwide community which can facilitate and spread good practice and knowledge and therefore help more young people get involved with the Award.

There are a broad range of volunteers within the Award. Most undertake their duties without financial remuneration. It is worth noting that whilst some Award Leaders are paid through their roles as teachers at Award Centers, the Award still treats them as volunteers.

TITLE	ROLE DESCRIPTION
Award Coordinator (AC)	They supervise and coordinate Award Leaders, liaise with senior management, to ensure smooth operation of the Award at their Award Centers.
Award Leader (AL)	Takes overall responsibility for the delivery of the Award. Liaise with National Award Office (NAO). Actively mentors participants, helps them choose their activities, monitors their progress and coordinates aspects of their Award. The recommended ratio of Award Leader to participants is 1:20.
AJ Supervisor	Takes responsibility for the health and safety of groups while out on their Adventurous Journeys (AJs). Often responsible for organizing and carrying out the AJ training/preparation with participants.
AJ Assessor	Responsible for certifying that the participants have successfully completed the Adventurous Journey section of the Award.
Section Assessor	Conducts specific training for participants in any section of the Award and authorizes completion.
Other Helper	Other staff/volunteers who indirectly support a participant's Award.

The team's work should be informed and directed by the:

- Long-term aim of the Award in the organization
- Development plan which gives direction for the medium term
- Annual plan, annual budget and short-term action plans.

As long as the workload remains manageable and the quality of programme delivery is not affected, team members could serve in multiple roles. For instance, an organization with up to 20 participants could be run by an Award team of two who at the same time take on management responsibilities, mentor participants and are involved in the Adventurous Journey section.

This policy should be used alongside **Operating Guide for Award Centers** which provides information on all subjects relevant for an Award Center to set up and manage an efficient and sustainable Award operation.

This policy provides the necessary details about the sub-license requirement of the Award, training that adults involved with the Award need to complete; it explains the Award's approach to learning, outlines categories of training, defines the various Award roles and outlines the training objectives for key courses.

The National Award Operators (NAOs) are responsible for delivering the own training; this document specifically sets out the Learning Framework that NAOs should comply with in accordance with the sub license standards

## 2. LICENSE REQUIREMENT

### Mandatory Training of adults who deliver The Duke of Edinburgh's International Award (the Award) to carry out their roles

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The sub-license issued by NAO requires each Award Centers to maintain a minimum of:

- ▶ Two active team members, fully trained in the roles of Award Leaders
- ▶ One team member trained as Award Coordinator

An individual can carry out a number of these roles at the same time. Therefore, at a minimum, an Award Center can meet the license requirements with two individuals fulfilling all the roles.

For new Award Centers, they become eligible to deliver the Award with participants as soon as at least two team members have completed Level 1 and have enrolled to complete Level 2 (on a date within the following 6 months). Please note, every individual acting in any Award role must have completed the relevant training for that role. Should your participant numbers rise beyond a number that can be effectively supported by your existing Award team, it is expected that the number of trained adults fulfilling these roles will increase too

### Vetting and Code of Conduct

It is important for Award Centers to have a vetting or screening process in place that will help minimize their risk, particularly if volunteers will have unsupervised access to young people, handle money or act in a position of trust/authority.

A volunteer code of conduct should be taken seriously by both the Award Centers and volunteers. The document sets out what NAO expects from the volunteers as it describes expectations rather than obligations.

All Award volunteers are to be subject to and are to sign a Code of Conduct.

## 3. DELIVERING THE AWARD

**Training of adults who deliver The Duke of Edinburgh's International Award (the Award) is critical to its success at your organization and around the world.**

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The Delivering the Award training framework is part of a comprehensive support system for adults at sub-licensed Award Centers, which also includes a combination of peer-to-peer engagement opportunities and ongoing support from the National Award Operator (NAO) team.

The Delivering the Award training framework is intended to equip people with the knowledge, skill and confidence to support participants to do their Award, specifically in the manner envisaged in our Guiding Principles. It not only provides detail on the Award framework; standards to be met; and delivery tools to be used, it also helps to develop key skills, including:

- ▶ Active listening
- ▶ Goal setting
- ▶ Coaching
- ▶ Giving constructive feedback
- ▶ Understanding risk

As the Award is always driven by the participant, we do not prescribe activity or content in any section of the Award. Therefore, we do not provide technical skills training (map-reading etc.) in relation to the Adventurous Journey (AJ) section or any other section. However, please be aware that there may be particular outdoor pursuits skills required during the preparation and delivery of the AJ, which should be delivered by a suitably competent expert.

Our training is only available to individuals at (or working with) sub-licensed Award Centers. To find out how to become licensed to deliver the Award at your location, please email at [doeianepal@gmail.com](mailto:doeianepal@gmail.com)

### Recognition on Training

Our training for adults in the Award is recognized uniformly across the Award community around the world and once completed, your training remains valid for as long as you stay active without significant gaps in your Award delivery .

We currently do recognize prior training which was completed with a National Award Operator (NAO) in any part of the world. Recognition of previous training for anyone seeking to deliver the Award is at our discretion based on the certificates as evidence.

## 4. TRAINING FRAMEWORK

E-Learning training modules and instructor based training for adults who deliver The Duke of Edinburgh's International Award (the Award)

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### TRAINING FRAMEWORK

Level	Course	Delivery method	Award Leader	Award Coordinator
1	Delivering the Award	Online	Required	Required
	Online Record Book for Award Leaders	Online	Required	Required
	Award Coordinator Course	Online	N/A	Required
2	Award Delivery Basics	Face to face	Required	Required
	Lifecycle of an Award	Face to face	Required	Required
	AJ and Award Management	Face to face	Required	Required
	Training for Trainers	Online/ Face to face	Suitable	Suitable

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## LEVELS OF TRAINING

### LEVEL 1

Level 1 is e-learning. It introduces delegates to the components of the Award, and gives information about the knowledge, skills, behaviors and tools which are useful for delivering the Award. It consists of the following four online modules, which can be completed at the delegate's preferred pace:

- ▶ Level 1: Delivering the Award (approx. 3 hours)
- ▶ Online Record Book for Award Leaders (approx. 20 minutes)

Delegates receive an e-certificate upon completion of Level 1.

Level 1 training is free of charge.

### LEVEL 2

Level 2 delivers more advanced lessons to build on the knowledge learned during Level 1, and on the Award experience gained by delegates in the interim. Level 2 is an instructor-led workshop delivered by a 1-day face-to face workshop, consisting of 3 sessions of 8 hours

- ▶ Session 1: Award Delivery Basics
- ▶ Session 2: Lifecycle of the Award
- ▶ Session 3: Adventurous Journey and Award Management

Delegates receive a certificate upon successful completion of Level and Level 2. For dates, fees and booking details for upcoming Face-To-Face Award Leader Training, contact your NAO.

## Advanced Key Role Training

### Award Coordinator Course

Award Coordinator training e-learning module ONLY for Award Coordinators – aiding understanding of how to manage delivery of the Award within an Award Center: coordinating logistics; leading and supporting Award Leaders; and overseeing Award groups.

### Introduction to Safeguarding for all adults involved in the Award-

E learning module for all volunteers involved in the delivery of the Award within an Award Center – Award Coordinator, Award Leader, AJ Supervisor, AJ Assessor, Section Supervisor;



## Steps to Complete Delivering the Award Training

### STEP 1 REGISTER ON THE AWARD COMMUNITY

Register/log in to our online community learning platform, the Award Community.

<https://www.awardcommunity.org/ac/>

When registering, please only select 'NAO' as your organization type and for Award Role, please select Award Leader

### STEP 2 APPROVAL OF REGISTRATION

Your registration is approved by NAO team.

Feel free to contact your NAO team once you register so that they can approve your registration right away,

You will receive a notification via email once your registration is approved.

### STEP 3 COMPLETE LEVEL 1 (ONLINE)

Once you log in, you can see Award Course list tab on the top menu bar.

Complete the following modules:

**Level 1: Delivering the Award (approx. 3 hours)**

**Online Record Book for Award Leaders (approx. 20 minutes)**

*\*You will receive an e-certificate upon completion of these modules*

*\*There are multiple courses. You DO NOT need to complete all the courses*

## STEP 4 REGISTER TO ATTEND LEVEL 2 TRAINING

Upon completion of Level 1, register to attend a Level 2: Delivering the Award workshop organized by NAO.

For dates, fees and booking details for upcoming workshops, contact your NAO.

**Level 2 Registration Link:** [Here](#)

Please note: your registration to attend a workshop will only be accepted if:

- you have successfully completed Level 1
- your Award Center has no outstanding invoices

## STEP 5 BEGIN DELIVERING THE AWARD

Register on the Online Record Book (ORB) – the online platform for overseeing your participants' Awards. (Your ORB registration will only be verified if you have completed Step 3).

Begin delivering the Award as an Award Leader. Seek support from your NAO.

Use this time to document questions you may have; you will be given an opportunity to ask them during the Level 2 workshop.

## STEP 6 COMPLETE LEVEL 2 INSTRUCTOR LED WORKSHOP

In advance of attending your chosen 2-day Level 2 Workshop,

- complete Level 1 training
- Pay the training fee in full

Attend your chosen Level 2 Delivering the Award workshop. 100% attendance is required for successful completion.

## Training Pathway

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### Level 1: Delivering the Award

This course provides a basic introduction to the Duke of Edinburgh's International Award, its principles, framework and overview on safeguarding, Award management and digital tool tools which are useful for delivering the Award.

**Applicable to all adults in the Award**

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### Online Record Book for Award Leaders

This course is designed for Award Leaders who are delivering the Duke of Edinburgh's International Award. It provides detail step-by-step guidance on how to use the Online Record Book (ORB) web interface.

**To be completed before starting to use ORB**

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### Level 2: Delivering the Award

This course provides adults in Award roles with an understanding and consistent interpretation of their role, and provide an overview of some of the skills, behaviours, and awareness required to effectively deliver The Duke of Edinburgh's International Award (the Award) in line with the experiential learning philosophy of the programme

**Applicable to all adults in Award delivery role.**

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## Training Module Breakdown

### Level 1: Delivering the Award

- Award Overview
- Non-formal Education and Learning
- The Award Programme
- Sections of the Award
- Introduction to Safeguarding
- Award Management

### Level 1: Online Record Book (ORB) for Award Leaders

- All about the ORB
- Getting Started
- Landing Page
- Award Progress and Monitoring
- Adventurous Journey
- Award Completion
- Other processes and Useful Functionality

### Award Leaders Level 2: Delivering the Award

- Award Delivery Basics
- Lifecycle of an Award
- Adventurous Journey and Award Management

## 5. MANAGING ADULTS DELIVERING THE AWARD

### Engaging, Motivating, Rewarding, and Supporting the Adults who are delivering The Duke of Edinburgh's International Award (the Award)

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Volunteers are the lifeblood of the Award. The successful delivery of the Award relies on a team of Award volunteers. Without them giving their time to act as coordinators, leaders, assessors, supporters and doing countless other tasks, no young person would have the opportunity to participate. Hence, it is important to have volunteer's management strategy that involves engaging, motivating, rewarding and supporting the volunteers.

While volunteers shouldn't feel over loaded in their work, it is important that they are engaged in what they do and get a sense of achievement from their work. A useful starting point is to think about the possible motivations that people might have for becoming volunteers. This can help you to design volunteering opportunities and influence your recruitment message.

Motivations for volunteering might include:

- Commitment to the organization - it is important to emphasize how their contribution will make a difference
- Being a part of global community- it is a great opportunity to work with and be a part of global like-minded individuals.
- Gaining skills - when appointing, stress the skills and experience that volunteers could gain
- Utilizing existing skills - some people want to use their skills to help a good cause

Being aware of a volunteer's motivations is a useful tool to have, as it can help to steer the volunteer's journey during their time. An informal chat while appointing volunteers can be a helpful way of discovering a person's motivations for wanting to volunteer with you.

Such motivations can include:

- Learning new skills
- A global community
- To have fun
- Gaining work experience
- Feeling useful

Remember that motivations can change over time, which makes communication with volunteers very important. Someone might start volunteering to improve their CV, but decide to stay because they enjoy the company of the people they work alongside. Most of us like to feel that we're a part of something. By talking to volunteers, both informally and as part of supervision meetings, you can keep track of their motivations, and if possible adapt their role to continue meeting them

## Rewards and Recognition

Volunteers should feel that they are an important part of the organization. They should be involved in decision making and their achievements should be recognized. There are many ways of making volunteers feel involved, welcome or acknowledged.

Different people value different forms of recognition, so here are some suggestions for both formal and informal ways of showing how much their effort and dedication are valued

- Volunteer events (for example, a thank you event as part of Volunteers' Week)
- Invite volunteers to meetings that affect them, such as staff meetings if appropriate
- Certificates, badges, merchandises and gift vouchers
- Saying 'thank you'
- Including them in social events
- Treating them for lunch or dinner
- Making them part of Adventurous Journeys (volunteers look forward to AJs as much as Award participants)

One of the effective way for Award Centers to reward and recognize their volunteers is to send them to events and ceremonies organized by NAOs such as:

- Award Ceremony
- Adult Volunteer Conference
- Award Volunteers Adventure Camp
- Award Volunteer Exchange Programme

## Supporting the Volunteers

All volunteers need support and supervision. The form that this takes will vary widely. It is important to remember that everyone is an individual. Some volunteers will need a lot of help and support. Don't prejudge what support someone might need, ask them. Some volunteers may need a little extra training, or on the job coaching. Other volunteers may lack confidence and need reassurance that they are doing things correctly. Have them assured that NAO team will be their assistance in any form of support they require.

The support offered by NAO can take many forms and will depend on the individual volunteer's needs. For instance, the support can be in the form of in-person or virtual meetings, orientation sessions with participants or Online Record Book (ORB). The NAO also hosts Award Leader Trainings (ALTs) and Refresher Training for their volunteers in order to support them.

Beyond ALTs and Refresher Training, some volunteers can become National Trainers by attending a skill training course organized by International Award Foundation (IAF) which are organized either virtually or in person. The Award Centers can support their volunteers to have them trained as National Trainers which boosts their CVs.

Arranging frequent progress meetings can provide a good support as well. Avoid it being seen as an appraisal. Reassure volunteers that it's a chance to talk in a private space, and that it's as much about you listening to the volunteer as you talking to them. Some suggested questions to ask are:

- What's gone well?
- What hasn't?
- Do you feel there is any support or training you need?

The better and more efficiently volunteers are supported, the better they will feel about the time they are volunteering. Key things to bear in mind are clarity and consistency. Volunteers should know where they stand. This means:

- Fully inducting volunteers
- Keeping volunteers advised of what they can expect and what are expected from them
- Having a volunteer policy in place
- Having a named supervisor to go to with problems
- Having clear problem solving and complaints procedures
- Taking into consider the prior learning of volunteers

Make sure that you let volunteers know that you are pleased with their work. Find ways of giving and receiving feedback. This could be through informal catch up meetings, 1-2-1 meetings or collective meetings with volunteers. Make sure that they are involved in any form of discussions regarding the Award and invite them to participate.

## 6. EXTERNAL ACTIVITY PROVIDER

Are you, or are you working with an external activity provider to deliver The Duke of Edinburgh's International Award (the Award)

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Some Award Centers may collaborate with external experts when delivering the Award, most commonly, in relation to the Adventurous Journey. It is at the discretion of the Award Centers to choose with whom to work as technical experts.

The only instance in which an external activity provider is required to have undergone training is when NAO wishes to outsource the specific roles of AJ Supervisor and/or AJ Assessor. In that case, it is the responsibility of the Award Coordinator to ensure the training of external AJ Supervisors and Assessors, and to ask to see proof of following training from the individual(s) in question.

- Level 1 Delivering the Award
- Level 2 Adventurous Journey Pre Learning

Please note, external activity providers may not fulfil the role of Award Leader or Award Coordinator. The modules are available on online community learning platform, the Award Community.

<https://www.awardcommunity.org/ac/>



# Code of Conduct - Volunteers

## Introduction

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This Code of Conduct applies to all volunteers engaged with Saksham Yuwa Nepal, the National Award Operator (“the NAO”) for the Duke of Edinburgh’s International Award (“the Award”) in Nepal. Volunteers, defined as individuals aged 18 or older who offer their time in an unpaid capacity, are essential to the success of the NAO and its mission. By signing this document, I commit to upholding the standards and values of the Award in Nepal.

I, \_\_\_\_\_, agree to:

## Commitment and Responsibilities

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- Complete assigned tasks, attend relevant meetings, and submit required work to the NAO as agreed upon, in a timely manner.
- Comply with all NAO’s policies, including but not limiting to the Child Protection Policy, Privacy Policy and Safeguarding Policy as well as any applicable local laws in the course of my volunteer work.
- Maintain confidentiality regarding sensitive information, respecting the privacy of participants, staff, and other volunteers as outlined by the NAO’s Privacy Policy.
- Present myself as a volunteer, not an employee of the Award in Nepal and defer any media inquiries or public comment requests to authorized staff.
- Obtain prior authorization for any public-facing materials related to the Award in Nepal to ensure alignment with the NAO's standards and messaging.
- Promptly notify the NAO of any legal matters or incidents that could impact my or the Award in Nepal’s reputation, including potential criminal convictions or behaviors observed that could be detrimental to the organization.
- Represent the Award in Nepal with professionalism, dignity, and pride, conducting myself courteously and respectfully at all times.

## Safety and Well-Being

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- Take reasonable care for my own health and safety and ensure my conduct does not compromise the safety of others. I agree to follow any instructions, or procedures applicable to me, my colleagues, and those in my care.
- Conduct myself in a respectful, cooperative, and supportive manner, promoting teamwork and serving as a positive role model for participants and colleagues.
- Provide a safe and supportive environment for all participants, free from harm or harassment. This includes refraining from discrimination, sexual harassment, physical force, verbal or emotional abuse, neglect, or other harmful actions.

## Respect and Integrity

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- Treat participants, fellow volunteers, staff, contractors, and property with respect and courtesy, and encourage positive relationships.
- Use the NAO-provided materials strictly for purposes related to the Award, and refrain from using them in any way that could harm the Award's reputation or integrity.
- Immediately stop using the Award's materials once my volunteer role ends and return or dispose of them as instructed.

## Intellectual Property and Use of Materials

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- Copy and distribute materials provided by the NAO only for official Award purposes, and refrain from unauthorized use, reproduction, or distribution outside of my volunteer duties.
- Assign any rights, including intellectual property rights, to improvements, adaptations, or new materials I create for the Award in Nepal during my volunteering. I acknowledge that all such materials belong to the NAO and must be used solely for Award purposes.

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## Acknowledgement of Compliance

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I am aware of my obligations as outlined in this document and I commit to compliance with all policies governing my roles and responsibilities. This includes, but is not limited to, policies on Child Protection, Safeguarding, Serious Incident Reporting (SIR), Privacy, Data Protection and other essential standards that guide safe and ethical practices within the Award in Nepal.

I understand that as a Volunteer (Award Coordinator/Award Leader/Assessor/Journey Supervisors), failure to comply may result in disciplinary action or termination of my involvement with The National Award Operator of the Duke of Edinburgh's International Award in Nepal.

Name	
Role	
Award Center	
Signature	
Date	

For any queries, contact

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## CONTACT US:

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*Saksham Yuwa Nepal is the National Award Office (NAO) of the Duke of Edinburgh's International Award in Nepal*