

#WORLDREADY



OPERATING GUIDE FOR AWARD CENTERS



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Chapter 1: Introduction

Firstly, welcome to the Operating Guide for Award Centers. The manual provides information on all subjects relevant for an Award Center to set up and manage an efficient and sustainable Award operation. It should be used alongside *The Duke of Edinburgh's International Award Handbook* (seventh edition), which contains information about the Award, timescales and general information.

Award Center is a single operating entity such as schools, colleges, youth clubs where the Award is exclusively delivered to its own students or members. The Award Center is run by an Award Coordinator, may have multiple groups, has no powers to sub-franchise or approve Awards, and reports directly to the National Award Operator (NAO) office on Award matters.

The role of an Award Center is to:

- Plan how the Award can best be implemented in their organization
- Manage growth of the Award throughout their organization
- Support people within their organization to deliver the highest quality Award to the greatest number of young people.

This manual provides details of the policies, tools and processes, as well as examples of good practice to achieve these roles. It consists of nine chapters. Award Coordinators will be registered users of the Online Learning Hub and will be sent updated versions of Manual chapters as and when that is necessary.

The manual provides the framework by which you can fulfil the requirements of your license and provides a sustainable Award management model by which you can help young people develop in the long term. Your NAO office should be your first point of contact if you have any questions arising from reading this manual. We hope you find this manual useful and if you have any comments relating to it, please feel free to let your NAO office know.

1.1 Fundamental Principles

- The criterion for gaining a Duke of Edinburgh's Award is individual improvement through persistence and achievement, taking into accounts the participant's initial capabilities, and without any element of competition between participants.
- Participation is entirely voluntary and the individual participant has a completely free choice in the selection of locally available options within the four Sections as specified under the Operational Principles
- Subject to age parameters, the Award is open to all.

1.2 Operational Principles

The Operational Guidelines are intended primarily for National Award Operators (NAOs) and Award Centers to help them maintain the overall ethos and principles of the Award worldwide as outlined by the Founder when endeavoring to deliver the Award in their country in a manner best suited to the prevailing circumstances. They seek to provide clarification and interpretation of, in particular, the Fundamental and Operating Principles thereby setting the parameters within which to operate. They should be read in conjunction with other material produced by the International Award Foundation, such as the International Handbook for Award Leaders.

1.2.1 Registration and Completion

Enrolment or registration in the Award commences by mutual agreement between the participant and NAO. After the participant has completed the activities for each Section, an adult mentor should recognize and acknowledge the young person's achievements by completing the appropriate part of the Record Book.

1.2.2 Individual Challenge

This is fundamental to the Award. As far as possible each individual participant's challenge should be unique and take into account their initial capabilities. When starting their Award at each level, participants should be encouraged to set their own personal goals in each Section in partnership with an adult mentor or mentors. Progress in each of the Sections needs to be kept under review throughout a young person's participation. The essential point is that there should be mutual agreement about the suitability and practicality of a participant's chosen Award programme. The participant's choice of activities should reflect the intention of the Award which is to provide a varied and balanced framework for a young person to develop their sense of purpose, passion and place in the world.

1.2.3 Non-Competitive

The challenges to each individual participant will be different and there should be no sense of one participant's Award being better than another's. In doing the Award, a participant competes only with them self. Within individual Sections of the Award, participants may of course undertake competitive activities as stimuli to their personal development and enjoyment.

1.2.4 Voluntary

Participation in the Award should be entirely voluntary and all participants should be given as much freedom as possible in their choice of options in each of the four Sections.

1.2.5 Age Range

The Award is designed for the years of transition between adolescence and adulthood. The minimum age for enrolling at each level is 14 for Bronze, 15 for Silver and 16 for Gold. At Bronze level, owed if a young person who is younger than 14 is part of a peer group where the majority are 14 or older and wishes to start their Bronze with their peers. Under such circumstances the participant must be older than 13.

Those young people who have completed their Bronze level under these circumstances may start their Silver level without a delay being imposed even though they are not yet 15. At Gold level no activities can be counted before a participant's 16th birthday to ensure it is more of an adult challenge.

However, all activities contributing to the Award should be completed before the participant's 25th birthday.

1.2.6 Minimum Participation Period

For direct entrants the minimum periods of participation for Bronze, Silver and Gold are 6, 12 and 18 months respectively. At least one Section (either Physical Recreation, Skills or Voluntary Service) must be undertaken for the minimum period of time indicated above. In which case, the minimum periods of participation for the other sections must be at least 3 months at Bronze, 6 months at Silver and 12 months at Gold.

Achievement of an Award at the previous level may be recognized. For instance, if an NAO wishes, it may allow a reduction in the minimum periods of participation in each of the Sections (Physical Recreation, Skills and Voluntary Service) of no more than 6 months. However, it is important that the individual participant's Award programme as a whole remains sufficiently varied and balanced to ensure that every individual can develop their sense of purpose, passion and place in the world.

Participants should complete all Sections of one level before progressing to another level. They should be encouraged to consider varying their choice of activity within one or all of the sections as they progress from one level to another. They should not be working on two or more levels at the same time.

These limits are designed to encourage participants to demonstrate commitment and persistence in achieving their Award, rather than trying to achieve it in a short intense burst of concentrated activities. The Award is a marathon, not a sprint, and participants' individual Award programmes should reflect this.

1.2.7 The Sections

At each level the mandatory sections are Physical Recreation, Skills, Voluntary Service and Adventurous Journey. At Gold Level, there is the additional requirement of the Gold Residential Project. Participants should be encouraged to choose options in all Sections, which will help them to improve their abilities and generally make progress in their development. Activities chosen should be enjoyable, satisfying and enhance the confidence and competence of the participant. If a participant continues an activity at another level of Award, the challenge at the new Award level should increase accordingly. The activities undertaken should not be for personal financial gain.

Additionally, the Physical Recreation, Skills and Voluntary Service Sections require sustained and regular participation over the required period of time, rather than limited periods of continuous activity.

Voluntary Service

Aim: To learn how to give useful voluntary service to others

Ethos: This Section seeks to give participants a sense of compassion, to help them become better citizens as well as understanding that taking responsibility can strengthen and improve communities. Participants should undertake an activity by volunteering their time to others, whether that be people, the community, the environment or animals and should learn and benefit from undertaking their service

Action: To undertake practical, voluntary service with appropriate knowledge and understanding

Physical Recreation

Aim: To encourage participation in physical recreation and improvement of performance

Ethos: This Section seeks to encourage improvement in personal physical performance through training and perseverance in the chosen activity. Involvement in physical recreation should be an enjoyable experience, regardless of physical ability. Participation should lead to a sense of satisfaction and the adoption of healthier lifestyles

Action: To undertake active pursuits with a degree of physical exertion

Skills

Aim: To encourage the development of personal interests, creativity or practical skills

Ethos: This Section should stimulate new interests or develop and improve existing ones. The participant should be encouraged to interact with people who are knowledgeable in the activity, sharing enjoyment and developing social and life skills

Action: To undertake pursuits reflecting elements of creativity and/or practical skills

Adventurous Journey

Aim: To encourage a spirit of adventure and discovery whilst planning and undertaking a journey in a group

Ethos: This Section seeks to provide participants with a challenging and memorable achievement. The journey should be undertaken in a small group in an unfamiliar environment, requiring determination and perseverance, thus providing a sense of independence, self-sufficiency and discovery.

Action: To plan, prepare, undertake and complete the journey as part of a team

Gold Residential Project

Aim: To broaden experience through living and working with others in a residential setting

Ethos: This gives participants a shared, purposeful experience that broadens their outlook and horizons

Action: To live away from home with people who are or where the majority are not the usual companions of the participant, working together in a worthwhile activity that brings benefits to others and/or to the participants



Chapter 2: Structure and roles

2.1 Introduction

This chapter outlines the structure of the Award network and the definitions of the roles and responsibilities for adults involved in the delivery of the Award in the Award Centers.

2.2 Your Award Center

Your Award Center is sub licensed by Saksham Yuwa Nepal, National Award Operator (NAO) of The Duke of Edinburgh's International Award in Nepal as an Award Center.

You will have been told the name/contact details for your dedicated Accounts Manager upon completion of the licensing process and this person should be your first point of contact if you have any queries. If you are unsure who your contact is, you can email doeianepal@gmail.com

2.2 The Foundation

The Duke of Edinburgh's International Award Foundation (the Foundation) is a registered charity and the legal owner of the intellectual property of the Award. It determines the standards of delivery and management and protects the integrity and the quality of the Award worldwide. The Foundation is governed by Trustees who are responsible for upholding the principles of the Award and setting the strategic direction of the Foundation.

The Foundation uses a social franchising model to delegate (under license) rights to deliver the Award and the responsibility for operational delivery, to both national and local organisations.

The Association is the collective name for these national and local organizations, alongside the Foundation, the Board of Trustees, financial supporters and Award holders, Participants and Award volunteers.

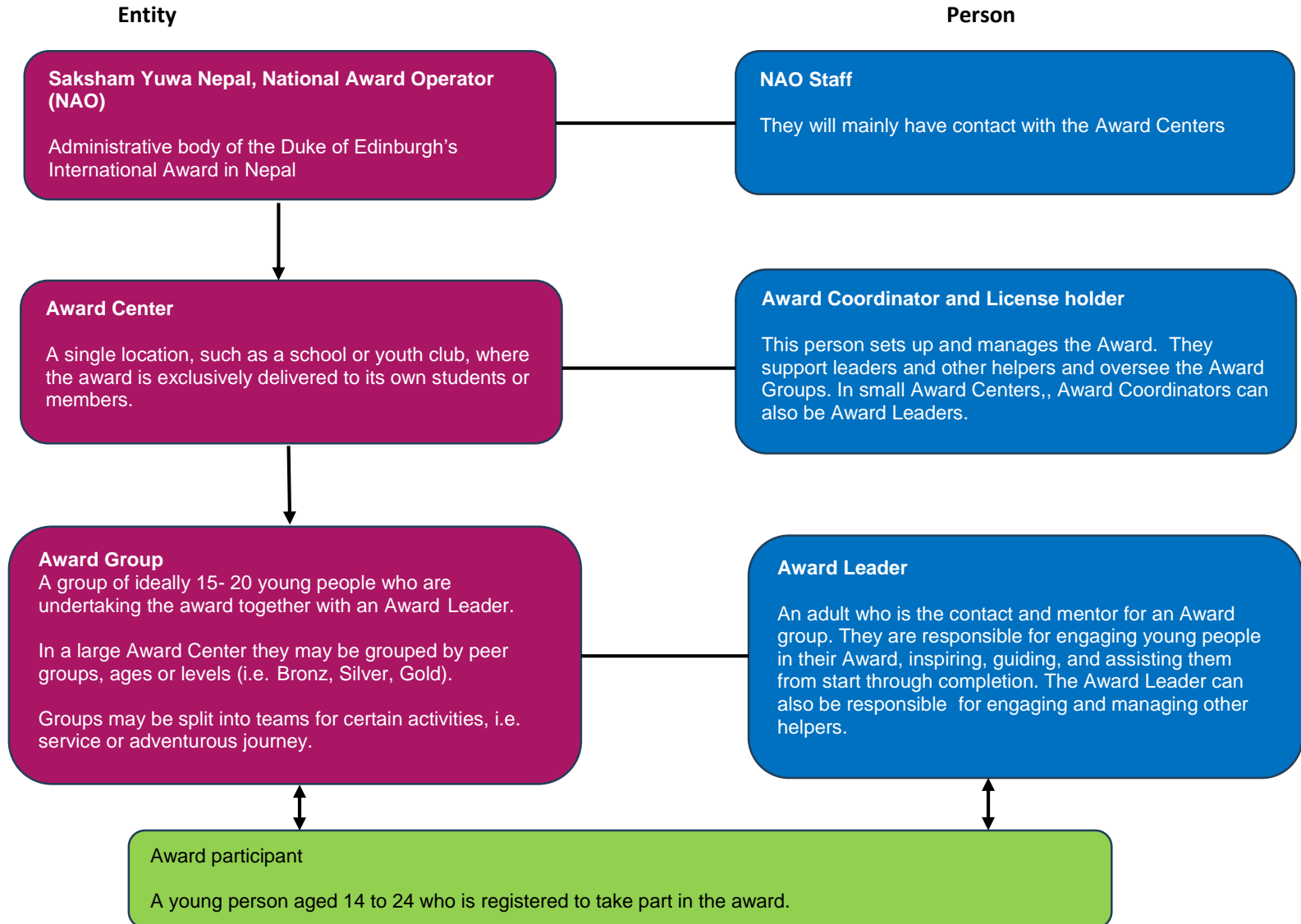
2.3 Structure of The Duke of Edinburgh's International Award



Operating Partners (OPs) are licensed by the Foundation or NAOs to sub-license its local deliverers. An Operating Partner (OP) is an organization that typically operates on a national scale and wishes to deliver the Award through its local branches/units/schools. Examples of OPs include (but are not limited to) regional Scouting Councils, SOS Villages, and Education Foundations:

National Award Operators (NAOs) are licensed to operate the Award, usually exclusively within a national territory, with powers to approve Awards and sub-license Award Centers. An NAO is run by a chair, board of trustees or council, and director (or chief executive officer).

Below is a diagram demonstrating the relationship between the relevant organizations and the individuals responsible for Award operations in Nepal.



2.4 Your Award Team

Successful delivery of the Award relies on teamwork. Since the Award is usually only one of several programmes on the organizations' non-formal education agenda, the team needs to ensure its effectiveness and sustainability through continuous recruitment and development of new team members.

The Award team is the group of people who support the management and the delivery of the Award consisting of:

- License Holder
- Award Coordinator
- Award Leaders who advise and support participants
- Supervisors and Assessors in the Adventurous Journey section
- Other section assessors (also known as activity coaches).

2.4.1 Roles

You need a number of different people with a wide range of skills to deliver the Award effectively. The main roles are explained below:

- **License Holder** – the person who has made the decision that the Award should be offered by the organization and who has signed the license. This person is likely to be the head teacher, principal or director of the host organization and holds the responsibility for ensuring adherence to the terms of the license.
- **Award Coordinator** – the person who takes overall responsibility for the delivery of the Award within their organization. They coordinate other Award staff, liaise with senior management, and work with the NAO to ensure smooth operation of the Award in their organization.
- **Award Leaders** – the people who are actively working with participants, helping them to choose their activities, monitoring their progress, and coordinating aspects of their Award programme.
- **Adventurous Journey Supervisors** – the people responsible for organizing and carrying out the Adventurous Journey section with the participants and they take a legal responsibility for the health and safety of groups while out on their journeys.
- **Adventurous Journey Instructors** – the individuals who train the participants in the range of necessary skills for their outdoor adventure.
- **Adventurous Journey Assessor** – the person who certifies that the young people have successfully completed this section of the Award.

- **Other section Assessors** – the people who conduct specific training for participants in any section of the Award and certify completion of the section.
- **Other helpers** – all aspects of the Award can benefit from additional helpers, whether administrative help, or people willing to go out to assist on Adventurous Journeys.

You can find the detailed role descriptions of Award Coordinator, Award Leader, Adventurous Journey Supervisor, Adventurous Journey Assessor and Award Verifier in **Appendix 2**

2.4.2 Size

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, as long as they make full use of online tools provided by the Foundation.

Before you raise the number of your participants and Award Groups, you must also expand your Award team. You need to plan this expansion carefully through the development plan and you must ensure appropriate training for team members.

A larger team not only spreads the workload of the individual team members, it also benefits from the input and ideas from a wider range of people. This improves quality and sustainability, which in turn strengthens the Award's reputation and recognition within your organization and facilitates its delivery.

2.4.3 Adventurous Journey Team

Since the Adventurous Journey section is the most time intensive component, you would greatly benefit from the establishment of an Adventurous Journey team from the start.

The team members can serve as instructors, supervisors or assessors. They can also maintain the equipment, including maps, and support the Award management through prior examination of Adventurous Journey areas and identification of reliable and safe campsites.



Chapter 3: Licensing and Quality Assurance

3.1 Introduction

This chapter provides the details of the different Award Center licenses that the NAO uses to sub-license organizations to deliver the Award, and the process of Quality Assurance that ensures that those licenses are properly monitored. It also covers the process that your organization will undertake to prepare for and go through its license review.

3.2 License

An organization holding an Award Center license can offer the Award only to the young people they work with in a designated location. Licenses are subject to review and you must satisfy the NAO that you understand the full implications of running the Award. You have to be in a position to uphold the aims and standards of the Award, to establish the necessary administrative framework to enable the Award to be delivered according to the standards and ensure its continuity in your organization.

3.2.1 Benefit of Obtaining a License

As a license holder, you are able to offer an internationally recognized programme of youth development and accreditation for young people, which has high public recognition and acclaim. You will have the use of:

- An effective programme of personal development for young people.
- A logo and international brand, recognized by educational institutions and employers worldwide, with all the benefits of the Award's influential global network.
- The online Brand Centre providing access to designed artwork allowing you to easily produce your own promotional materials.
- The Online Record Book (ORB) allowing your participants to manage their Award effectively and enabling your Award team to quickly access information and monitor performance.
- Training courses for Award Leaders, Award Coordinators, Adventurous Journey Supervisors, Assessors and Trainers, which provide increased support and assistance on the delivery of a high quality Award to all your participants.
- The Online Learning Hub providing a secure site for Award Leaders and other adults involved in the delivery of the Award to discuss issues, concerns and experiences, offer and gain peer-to-peer support, and complete online training courses.

3.2.2 Obtaining a License Monitoring and Evaluation

Stage	Timing	Title	Purpose	Method	Outcomes
1	0-1 months	Participant Orientation Visit	<ul style="list-style-type: none"> To meet with the new batches potential Award participants To meet with the ALs to discuss their preparations and any issues in conjunction with the enrollment of the potential participants 	<ul style="list-style-type: none"> In person visit Virtual Meetings 	<ul style="list-style-type: none"> Potential Award participants finalized New ALs on board for training if needed
2	1-2 months	ORB Registration	<ul style="list-style-type: none"> To have participants registered on ORB To identify any immediate issues with starting/running the Award 	<ul style="list-style-type: none"> ORB In person visit Virtual Meetings 	<ul style="list-style-type: none"> Participants start their Award journey Stage 2 issues resolved or plan in place for resolution of any issues with running the Award
3	8 months	Progress Evaluation	<ul style="list-style-type: none"> To know the progress of the participants for the upcoming Award Ceremony To collect the stories and testimonies of participants for promotional materials 	<ul style="list-style-type: none"> ORB Virtual Meetings 	<ul style="list-style-type: none"> Number of participants tentatively finalized for the upcoming ceremony Review of the ORB for the logs and progress of the participants
4	12 months	Performance Review and Quality Assurance Inspection	<ul style="list-style-type: none"> To review the year's activities, identify any challenges faced, and highlight any ongoing issues 	<ul style="list-style-type: none"> Award Center Sub License Review Form In person visit 	<ul style="list-style-type: none"> Award Centers have paid the annual license fee Stage 4 issues resolved or plan in place for resolution of any challenges faced.

3.2.3 Termination

The NAO Office may terminate your license under such circumstances described in clause 5 of the license. You may terminate your license at any time by giving one month's written notice to the NAO Office. Effect of termination is explained in clause 6 of your license.

3.2.4 License Fee

Award Centers are required to pay the appropriate annual license fee. This helps the NAO to recover some of the costs of making the Award available and accessible and offering the extensive range of support services available to Award Centers.

The NAO office will email the Award Centers the License Creation Form. The license fee for the Award Centers will be determined based on the form. The amount of the license fee is mentioned in the sub-license agreement. The annual license fee can be increased at any time by the NAO on 60 days' notice.

The first annual license fee invoice is issued in pro rata terms from the date of the license. This covers the period between the date of your license and the end of July. In the following years the NAO office will send you an invoice for the annual license fee every August.

The fees are payable to the Saksham Yuwa Nepal, NAO of the Duke of Edinburgh's International Award in Nepal

3.2.5 License Certificate

You will be issued a license certificate every year valid from August until July the following year, upon payment of your annual license fee. If you have become licensed for the first time any time between August and July, your first license certificate will be issued to be valid from the starting date of your license until the end of next July (i.e. less than 12 months).




2x1=2
2x2=4
2x3=6
2x4=8
2x5=10
2x6=12
2x7=14
2x8=16
2x9=18
2x10=20




4x1=4
4x2=8
4x3=12
4x4=16
4x5=20
4x6=24
4x7=28
4x8=32
4x9=36
4x10=40

3x1=3
3x2=6
3x3=9
3x4=12
3x5=15
3x6=18
3x7=21
3x8=24
3x9=27
3x10=30



5x1=5
5x2=10
5x3=15
5x4=20
5x5=25
5x6=30
5x7=35
5x8=40
5x9=45
5x10=50



1x1=1
1x2=2
1x3=3
1x4=4
1x5=5
1x6=6
1x7=7
1x8=8
1x9=9
1x10=10

10x1=10
10x2=20
10x3=30
10x4=40
10x5=50
10x6=60
10x7=70
10x8=80
10x9=90
10x10=100



8x1=8
8x2=16
8x3=24
8x4=32
8x5=40
8x6=48
8x7=56
8x8=64
8x9=72
8x10=80



7x1=7
7x2=14
7x3=21
7x4=28
7x5=35
7x6=42
7x7=49
7x8=56
7x9=63
7x10=70

6x1=6
6x2=12
6x3=18
6x4=24
6x5=30
6x6=36
6x7=42
6x8=48
6x9=54
6x10=60



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Chapter 4: Training

4.1 Training

The training and development of adults to enable them to effectively support and deliver the Award is crucial to the Award’s growth and future. Therefore, the Foundation expects all its NAOs to ensure that:

Award people know what they need to learn to be able to do their ‘jobs’ really well, and plan their own learning pathway in partnership with managers and mentors.

The biggest resource that the Award has is the large number of adults supporting the delivery: it is this community, supported by NAO staff, which can facilitate and spread good practice and knowledge. This chapter provides details about the training framework and explains requirements for all adults involved in the delivery of the Award. It goes into the details of courses for adults, which particular roles are required to attend, the levels of training and description of courses.

4.2 Training Framework

As part of your license, it is your responsibility to ensure that all adults involved in the delivery of the Award in your organization are sufficiently trained/qualified for the role they are to perform. All members of the Award team must undergo an induction to the Award, attend appropriate training relevant to their responsibilities and as a minimum, you must ensure that the members of your Award team are trained to the level required by the training framework.

The Foundation has developed a training framework that supports the training of Award Leaders and helpers in different aspects of delivering the Award.

Level	Course	Delivery method	Required (R)/ Desirable (D)/ Suitable (S) for
1	Delivering the Award	Online	All adults involved in Award delivery (R), Award
	Online Record Book for Award Leaders	Online	Award Leaders (R), Award Coordinators (R), Award Verifier (R)
	Award Coordinator Course	Online	Award Coordinators (R)

2	Award Delivery Basics	Face to face	Award Leaders (R), Award Coordinators (D)
	Lifecycle of an Award	Face to face	Award Leaders (R), Award Coordinators (D)
	AJ and Award Management	Face to face	Award Leaders (R), Award Coordinators (D)
	Training for Trainers	Online/ Face to face	Award Leaders (S), Award Coordinators (S)

As a license requirement, all Award Centers must have at all times at least two adults that have attended each of the Level 1 training courses. It is possible to get the same two adults trained as both Award Leaders and Adventurous Journey Supervisors/Assessors.

4.3 Terms and Conditions for training courses

4.3.1 General Principles

Dates: Your NAO office will be able to advise you on the dates for the upcoming courses.

Registration: The courses are only open to representatives from organizations that hold a valid Award Center license. Participants of the course must meet the pre-requisites of the courses they attend (if any) and must complete the pre-course work (if any) prior to the course. Pre-requisites of the courses are explained in the course profile.

Course profile: The NAO will send you the link containing all relevant information about the course

Training fee: Contact NAO office for the details. Training fees include registration, materials, tea breaks and lunch and should be paid by the Award Centers to the NAO prior to the course.

Course cancellation: The NAO reserves the right to cancel a course if the minimum number of registrations has not been received by the indicated date.

Certificates: Course participants must complete the full online training and face-to-face training course in order to receive the certificate of attendance.



Chapter 5: Operator Tools

5.1 Introduction

This chapter looks at how you administer the Award in your organization including using the Online Record Book, registering participants and signing off Awards and Online Learning Hub

5.2 The Award Community

The Award Community is designed to provide learning and information sharing opportunities which support the delivery of the Award. It includes group forums which facilitate communication between groups of staff and volunteers of the Award worldwide, for example allowing Award Leaders globally to interact with each other. It also provides staff and helpers access to a menu of online courses in order to fulfil their roles, as well as to undertake their continuous professional development.

Access the Award Community via this link: www.awardcommunity.org

5.3 Online Record Book (ORB)

The ORB is the online Award management system that must be used by all Award Centers. Using the ORB will help your organization to monitor the progress of your participants and to keep them on track with their Award programme.

You will also be able to extract statistics and reports to provide management information on the performance of the Award operations in your organization.

Your NAO office will set up the account on the ORB for your Award Coordinator and provide training where necessary to help them to get the most out of the system. There are ORB training videos available on YouTube and training modules available through the Online Learning Hub for Award Leaders and Coordinators. User Guides are available on the ORB and Online Learning Hub.

Overview of roles and responsibilities on the ORB

Operational Leader	Responsibilities on the ORB
NAO staff	Approve Award Leader accounts Extract reports for management purposes Verify all Awards
Award team	Award Coordinator Set up the institutional account for the Award Center. Set up Award Coordinator account Manage information on staff and participants Manage information on the Award Center Extract reports and statistics for management purposes
Award team	Award Leader Approve participant registrations Manage information on own Award group Monitor the progress of own Award group Create database of Adventure Journey locations Set up an Adventure Journey event and link to participants Provisionally sign-off the Award of own Award group
Participant	Register and set up activities for each section Log evidence for each section Register for practice and qualifying journeys

5.3.1 Participant Registration

Young people who want to participate in the Award have to register on the ORB. When they register, they will have access to their personal account where they will log all their Award activities and also have access to the Guide for Participants. The Guide for Participants contains information about the Award and the level of the Award that they have signed up for, such as timescales, example activities, etc. It also explains how they can set up their activities and log their evidence towards the completion of the sections. The participant registrations are managed and approved by your organization.

5.3.2 Helping participants choose the activities

Participants take responsibility for the creation of their own Award. They should consider costs, venue and choices, travel requirements and the availability of suitable Assessors for each section of the Award. Whilst it is important that participants use their own initiative, Award Leaders will still need to provide support and advice, especially when devising their programme and setting objectives.

The Award Handbook helps Award Leaders to see examples of activities to share with young people when they are in the process of deciding what they would like to do. The participants can also see examples of activities for each section in the **Guide for Participants available on the ORB**

5.3.3 Approving Activities

The activity that the participant has chosen and set up on the ORB has to be approved by their Award Leader, so if for any reason they have chosen to do an activity in the wrong section, it can be corrected at the start of the programme. Although the ORB contains drop-down lists of activities for each section, it is also possible for a participant to free-type their activity into the relevant box, therefore the choice of activity must be approved by their Award Leader on the ORB.

5.3.4 Completing Award

The Award in Nepal must be signed off on ORB. This process enables an Award Leader to check that the programme has been completed by the participant and approve it, before the Award is sent to the NAO office for verification. This should mean that by the time the Award verification reaches the NAO office, there are little or no mistakes or queries. A young person should then be able to receive his or her certificate and badge within a short time frame.

Whilst the completions of Award will be done only via the ORB, it is important to recognize that some Award Centers still have young people that use their Record Book for their log keepings. Record Books, although becoming increasingly rare, are still being used by some Award Centers. The participants are still required to digitally transfer their weekly logs on ORB and have their Awards signed off on ORB. The Record Book can only be used for the convenience of weekly log keepings



Chapter 6: Award Achievement and Certification

6.1 Introduction

This chapter outlines the achievements of the participants once they complete their Award and reasons along with events hosted by NAO to celebrate the achievements of the participants

6.2 Award Approval

The (ORB) acts both as a record of a young person's Award and as a management tool for an Award Leader. The ORB User Guides give a comprehensive description of how to undertake proper checks and to manage the process of signing off a participant's Award before it comes to your NAO for authorization. All Awards are verified by NAO office. An Award Leader cannot verify the Awards of its own Award Group. Young people must not be informed that they have completed their Award until the Awards are verified by the NAO Office.

6.3 Badges and Certificates

On successful completion of an Award, NAO must present participants with both a certificate and badge (Bronze, Silver or Gold). Both a certificate and badge must adhere to the global standard of the Foundation.

6.4 Award Ceremonies

NAO is expected to celebrate the achievement of their young people, and many organize dedicated Award presentations, while others use special events in the annual programme of the organisation to recognise the Awards gained. The presentation of Awards to young people is very important as it is:

The presentation of Awards to young people is very important. It is:

- the public recognition of their achievements
- an opportunity to thank all the adults involved in some way
- an opportunity to promote the Award to other young people and adults.

When organizing an Award Ceremony, you might want to consider some of the following:

- Recognize and acknowledge parents, and those who have helped as Assessors, instructors, Supervisors, the press, and of course, the Award recipients.
- Involve Award holders or other Award participants in the preparation and administration of the presentation.
- Have a good compere/master of ceremonies (MC). If at all possible the compere/MC should give a brief outline of each young person's achievement as they are presented with their Award.
- Put up a display of activities undertaken by the participants in the various sections of the Award with participants managing the displays before and after the presentation.
- Invite the press to the presentation to meet specific young people who have a story to tell. Alternatively, invite them to a special photo opportunity earlier in the day in order to meet printing deadlines.

6.4.1 National Gold Award Ceremony

NAO organizes National Gold Award Ceremony at The British Embassy. The Gold Award Ceremony is organized when there are around 10 Gold Awardees. So there is no fix timeline for the National Gold Award Ceremony. The ceremony is scheduled in coordination with The British Embassy Kathmandu and Award Centers with Gold Awardees. H.E. The British Ambassador himself or herself present the Gold Award to the Awardees.

6.4.2 Bronze and Silver Award Ceremony

NAO hosts Bronze and Silver Award Ceremonies twice a year every June/July and November/December. The calendar of National Bronze and Silver Award Ceremony is finalized and informed to ALs so that any participants who cannot be included in the upcoming ceremony can be included in the next one.

6.4.3 Award Ceremony at Award Center

Award Centers are expected to host Award Ceremony for their participants if the Award Ceremony schedule set by NAO is not preferable. ALs can contact NAO team and further coordinate for the date so that there is a representation from NAO team or a Board member for the ceremony.



Chapter 7: Branding and Communications

7.1 Introduction

This chapter will outline how your organization as an Award Center can communicate effectively with the range of stakeholders that you will come across in your day-to-day activities. As part of your licensing package you will have access to a range of supporting documents and services that will help you promote the Award in a positive way. You can use these resources to highlight the good work you do and the contribution that young people make to their communities.

7.2 Award Brand

The Award is a globally recognized brand and something of which the Foundation is very proud. Your organization has the right to make use of the branding and logo as a part of your license. While you are encouraged to use the Award logo and style in all of your Award related materials and documents it is important that you protect the integrity of the Award's visual identity and use it only in appropriate ways and contexts. There is a set of brand usage guidelines that you should consult before creating any materials. You can contact the NAO staff for the brand usage guideline

7.3 Communication with Parents and Young Children

It is vitally important to ensure effective communication with young people and their parents. Potential participants need to be informed of the benefits of the Award and how they can get involved. Equally parents need to understand the commitment required by participants to complete their Award. One of the most difficult sections of the Award to convey to parents is often the Adventurous Journey. Many parents may not have experience of the outdoors and therefore may have difficulty understanding the requirements of the Adventurous Journey section of the Award. It may be difficult for them to fully understand the amount of training that is needed prior to the journey and the roles of Adventurous Journey Supervisors and Assessors. A clear line of communication on these issues early in the programme can help to alleviate difficult conversations later on. One way of doing this may be through a standardized letter sent out before the participant has signed up to do their Award or, if realistic, inviting parents to attend an Award evening where they have the opportunity to ask questions and where the Award team are able to reassure them of the training and supervision in place. We have found that in the majority of cases this helps to deal with any potential problems before they become barriers to completion for participants. A sample letter can be found in **Appendix 3**

7.4 Social Media Connections

You can send the pictures of your Award participants doing the Award to the NAO Office. The NAO team will post the pictures in the official Facebook page. Please follow us on Facebook @The Duke of Edinburgh's International Award Nepal and also like our Foundation's Facebook page @ The Duke of Edinburgh's International Award.

Signing up will help us keep in touch and keep you abreast of all the Award news. You can also share good news stories with us here and we will then share these on your behalf, raising the profile of the Award and your organization.

When using any social media tools it important to keep firmly in mind your child protection and data privacy obligations.

7.5 Press Consideration

The press may be a valuable ally in promoting the Award at your organization, especially when it comes to the sharing of 'good' news and the successes and triumphs of your Award participants. Press releases concerning Award presentation ceremonies or important events may be an option. When dealing with the press it is important to be clear that what is being said is seen to be coming from your organization and NOT the Foundation or NAO office. Understanding the terminology, we use can help in this greatly. For example, displaying the logo with 'Proud to deliver' helps to show the delineation of the Foundation and NAOs. This is to both protect you from unwanted enquiries and us from misrepresentation.

Chapter 8: Development Within your Award Center

7.1 Introduction

This chapter explains the team for Award delivery to ensure quality and sustainability, and help plan and analyze the Award operations in your organization.

7.2 Continued support and involvement of the senior management of your organization.

Without the support and involvement of the senior management of your organization, it will not be possible to run the Award. Licenses for Award Centers are issued to the organization and not to the individual Award Coordinator or the person motivated to start the Award. Because of this, senior management needs to be willing to support delivery of the Award from day one and be committed to its ongoing success

7.3 Development and Retention of People.

The first step for setting up the Award in any Award Centers is to identify suitable adults to carry out the various roles that are required. Most often these are adults already working directly with young people but it may be that other individuals, such as parents, administrative and maintenance staff, or senior management team members are also suitable candidates.

It is essential that the people recruited to the role of Award Leader, Adventurous Journey Supervisor and Adventurous Journey Assessor understand the Award and their role in the delivery of the Award. Their role descriptions can be found in **Appendix 2**, which you can tailor to fit your organization's specific circumstances.

Award Coordinators and Award Leaders must undertake the online module 'Introduction to the Award', which should be done as soon as possible, and attending the Face-to-Face-training course that is relevant to their role. Training requirements for all roles are explained in chapter 4

The role of an Award Leader is usually a complex one, so once there is someone in post you will want to keep them. It's best to try and retain existing Award Leaders, especially once they have gone through their induction and training. It is therefore important to think of ways to continually improve their professional development and thank them for their work.

It is also important to thank Award Leaders and all those involved in the delivery of the Award for their work. Besides publicly recognizing Award Leaders at Award Ceremonies, there are many others ways of showing appreciation which could include parents' appreciation day, gift vouchers and souvenirs, or simply a note of thanks on the website.

7.4 Personnel Changes & Continuity

Before you raise the number of your participants, you will also need to expand your Award team. Plan this expansion carefully through a development plan and ensure appropriate training for team members. This larger team will spread the workload, provide participants with more support and ensure your Award receives input and ideas from a wider range of people. It will also help with succession planning for when Award team members leave.

It is inevitable that Award Leaders will move on. As the Award Leader works with and supports participants directly it is crucial that the Award Coordinator identifies suitable replacements early on and prepares them for this important role. Someone will usually stand out as an excellent replacement and may already have had some interaction with an Award Group and relevant knowledge and experience.

When you know that your Key Award Roles will be changing, let your NAO know so they can support you to onboard the new person successfully.

7.5 Growing the Award in your Award Center

When you become Award Center your NAO will ask you about the total eligible population of young people (those aged 14-24) in your organization. When you start delivering the Award you may only be working with a small proportion; your NAO will be able to support you to plan how to grow in a way that also meets the needs of your organization

Appendix 1 Glossary of Terms

Adventurous Journey Assessor	A suitably qualified and experienced adult who checks and assesses a young person’s progress and agrees the completion of the qualifying Adventurous Journey: they will provide an Award Assessor’s report to confirm this. Ideally, they should be a different person to the Adventurous Journey Supervisor.
Adventurous Journey Supervisor	A suitably qualified and experienced adult volunteer who is responsible for a group’s safety throughout their practice and qualifying Adventurous Journeys. They are also responsible for supervising practice journeys, for assessing the ability of an individual or team to carry out their qualifying journey and for signing a participant’s Record Book to confirm that they are suitably skilled and prepared. The role of the Adventurous Journey Supervisor can be carried out by an Award Leader but there must be a separate Adventurous Journey Assessor.
Assessor	An adult volunteer who conducts specific training for participants in any section of the Award and signs off completion. The role of an Assessor can be carried out by Award Leader, if they are suitably qualified or experienced.
Award Coordinator	An adult volunteer or paid staff member who is the key contact at an Award Center. The coordinator is responsible for setting up and running the Award within the Award Center, supporting Award Leaders and overseeing Award
Award holder	A person who has gained an Award, at any level.
Award Leader	An adult volunteer who is the contact and mentor for an Award Group. The Award Leader is responsible for engaging young people in their Award, inspiring, guiding and assisting them from start through to completion. The Award Leader can also be responsible for engaging and managing other volunteers. An Award Leader can also undertake the roles of Adventurous Journey Supervisor, Adventurous Journey Assessor or other section Assessor if properly qualified.
the Award	This is what young people do. It reflects their individual choice of activities through participating in the Award, and refers to the format and structure of the Award – the levels and sections.

a Bronze, Silver or Gold Duke of Edinburgh's International Award	This is what a young person strives for and achieves. We use the full form to identify the importance and value we place in the Awards we issue. However, the abbreviated form 'an Award' or 'a Bronze, Silver or Gold Award' can be used after the first instance.
The Duke of Edinburgh's International Award Association	The collective body of all the organizations that governs, manages and delivers the Award worldwide. It meets formally every three years at what is known as the Forum and appoints a representative body to meet every year called the International Council.
The Duke of Edinburgh's International Award Handbook	The core text of the Award that sets its minimum standards. This is to be read and used by all Award volunteers and staff to ensure continuity of delivery of the Award. This is copyrighted material and should not be reproduced, published or amended (including translation) without the permission of the Foundation.
The Duke of Edinburgh's International Award Foundation	The registered charity and the legal owner of the intellectual property of The Duke of Edinburgh's International Award for Young People. The Foundation is governed by the Trustees.
Helpers	Direct employees of the Independent Award Centre and (without limitation) any assessor, supervisor, instructor, volunteer or other person appointed by the Award Center to assist in the delivery of the Award.

License Holder	The person responsible for signing a license with the NAO and holding responsibility for ensuring adherence to the terms of this license. This person should be the head teacher, principal or director of the Award Center
Award Center	A single location, such as a school or youth club, with an exclusive access policy directly licensed by the NAO Office. An Award Center delivers the Award exclusively to their students or members. They are run by a coordinator, may have multiple groups, has no powers to sub-license or approve Awards and reports directly to the NAO.

National Award Operator (NAO)	An organization licensed by the Foundation to operate the Award, usually exclusively within a national territory, with powers to approve Awards and sub-license. A National Award Operator is run by a chair, board of trustees or council, and director (or chief executive officer), and can be Associate or Full Members of the Association
Online Learning Hub (OLH)	Award Community page; The Foundation's e-learning platform.
Online Record Book (ORB)	The electronic system that enables a participant to register, choose their activities, enter their evidence and submit it for assessment online. The data allows Award Leaders and other levels of management to monitor progress and present Award Operators with accurate performance information.
Operational materials	Hard copy or digital materials necessary to deliver the Award to young people, including the Handbook for Award Leaders, Bronze, Silver and Gold level certificates, Bronze, Silver and Gold level pin badges and the Award Management Manual.
Participant	A young person aged 14 to 24 who is registered to take part in the Award.
Participant Registration Fee	The standard fee per level and participant set out in and payable in accordance with the Fee Schedule.
Operations Manager (Ops Manager)	A member of Foundation staff responsible for managing NAO in your country. They are responsible for securing resources, facilitating support and providing encouragement to their designated National Award Operators (NAOs)
the Trustees	The board of trustees responsible for upholding the principles of the Award – as contained in the Constitution – and for managing the Foundation. There can be up to ten trustees, and they are drawn from around the world. The chair of the Trustees is also chair of the Association.

Appendix 2: Role Descriptions

Award Coordinator

Reports to: NAO office of the Foundation and License holder of the Award Center

Appointed by: License holder/ Principal of the Award Center

Summary and main purpose

Award Coordinators perform a key role in respect to the delivery of the Award at their organization. They are the main contact between the NAO and the Award Center and are primarily responsible for management of the delivery of the Award to the young people within their organization.

The key tasks of the role are to:

- KT1 Act as the main contact for communication between the organization and the NAO and maintain consistent and proactive communication between the organization, NAO, and the senior management of the organization.
- KT2 Ensure the delivery of a high quality Award and identify opportunities for increased participation.
- KT3 Manage the provision of a safe and enjoyable Award for participants in the organization.
- KT4 Recruit and approve the appointment of Award Leaders, Instructors, Supervisors and Assessors and ensure that they are appropriately trained.
- KT6 Oversee the use of the Online Record Book (ORB) by Award Leaders and participants and use the ORB to support the delivery and management of the Award within the organization.
- KT7 Seek and maintain ongoing support for the Award from the senior management of the organization.
- KT8 Ensure compliance with all aspects of the license.

Award Leader

Reports to: Award Coordinator

Appointed by: Award Coordinator/License holder

Summary and main purpose

Award Leaders perform a key role in respect to the delivery of the Award at their organization. They are the adults who are responsible for Award Groups at an Award Center and are the ones working directly with young people. They lead, guide and support participants, agree their activity choices and sign off on completion of activities. Every organization licensed as an Award Center must have at least two active Award Leaders in place at all times and one of these can also be the Award Coordinator.

The key tasks of the role are to:

- KT1 Ensure the delivery of a high quality Award to the young people in their Award Group.

- KT3 Support participants in choosing activities for their Award and help participants to set appropriate timescales and goals.

- KT4 Encourage participants to participate regularly in their chosen activities and work towards a timely completion of their Award.

- KT5 Support Adventurous Journey teams in their journey planning and liaise with the Adventurous Journey Supervisor

- KT6 Encourage participants in their use of the Online Record Book (ORB), oversee their usage of the ORB and sign off on completion of activities through the ORB.

- KT7 Maintain good communication with the Award Coordinator and report to them on all matters relating to their Award Group and participants.

Adventurous Journey Supervisor

Or Award Leader (where the Award Leader is not an Adventurous Journey Supervisor of the same Award group)

Appointed by: Award Coordinator or Award Leader (where the Award Leader is not an Adventurous Journey Supervisor of the same Award Group)

Summary and main purpose

The role of the Adventurous Journey Supervisor is a crucial one, both in ensuring the safety of participants while on their journey and in maintaining the standards of the Award. All Adventurous Journeys including practice journeys must be supervised by a suitably experienced adult who is competent in the chosen mode of travel and who will be based in the area where the journey takes place. Supervisors accept responsibility for the safety and welfare of the team on behalf of the organization. Additionally, Supervisors should be familiar with the team, their individual strengths and weaknesses and their knowledge of the chosen route.

The Supervisor may be an Award Leader. It is up to the organization to decide how many young people or teams a Supervisor may be responsible for.

The key tasks of the role are to:

- KT1 Be the focal point for communication before, during, and after each journey, keeping relevant stakeholders informed as required.
- KT2 Have the legal responsibility for the safety and welfare of participants on their practice and qualifying journeys.
- KT3 Ensure that teams are properly equipped for their journeys.
- KT4 Ensure that teams have chosen appropriate and well-described aims for their qualifying journeys.
- KT5 Ensure that teams have planned and properly documented their journey routes through the use of route cards or other planning documents.
- KT6 Ensure that each team's journey meets the full set of conditions for the section.

Adventurous Journey Assessor

Or Award Leader

Appointed by: Award Coordinator or Award Leader

Summary and main purpose

All qualifying journeys of the Duke of Edinburgh's International Award must be assessed by a competent adult who is approved by the Award Center. Assessors are tasked with maintaining the high standards of the Award; they protect the interests of the Award and ensure that the conditions of the Adventurous Journey section are fulfilled.

The Assessor is a member of a partnership consisting of participants, the Supervisor and the Assessor, formed to bring about a successful outcome to the team's qualifying journey. The role of the Assessor is to confirm that all conditions of the section have been met. They are an objective observer of the team and will determine whether or not the team has fulfilled the conditions.

The key tasks of the role are to:

- KT1 Ensure that the conditions of the Adventurous Journey section have been fulfilled by the team.
- KT2 Ensure that the team has met the aims of the Adventurous Journey section.
- KT3 Provide, as appropriate, local expedition area information to teams to help them fulfill the conditions of the section.
- KT4 Be a fair, impartial, and positive person who adds constructively to the journey experience and supports the team and sees a successful outcome.
- KT5 Protects the interests of the Award.
- KT6 Provide appropriate feedback to participants to ensure they take from their Adventurous Journey a valuable learning experience.

Appendix 3: Information for parents about The Duke of Edinburgh's International Award

Dear Parent/Guardian,

Firstly, this information pack contains a lot of information. The Duke of Edinburgh's International Award is an incredible experience and qualification, but it takes commitment in order to gain an Award. **Please therefore take the time to read this whole document carefully to prevent any confusion or disappointment in the future.**

Since the Award began in 1956, its aim has been to help young people plan and undertake their own programme of activities to develop themselves mentally, physically and emotionally. The Duke of Edinburgh's International Award is widely recognized by employers and education providers as the definitive qualification for demonstrating self-reliance, commitment and dedication. All this, and a lot of fun along the way.

Some of the benefits to young people include:

- developing self-confidence and self-reliance
- gaining a sense of achievement and a sense of responsibility
- discovering new skills, interests and talents
- developing leadership skills and abilities.

This is achieved through young people undertaking a range of activities for the four different Award sections.

This information pack contains the following sections for your attention:

- What is the Duke of Edinburgh's International Award? *This section provides information about what the Award is all about.*
- Ensuring your Child has a safe and enjoyable experience. *This section discusses the different organizations that your child may use to complete activities for their Award programme and explains where responsibility lies for ensuring that these organizations are safe and appropriate.*
- Adventurous Journey. *This section explains what is involved with the Adventurous Journey section of the Award.*

What is The Duke of Edinburgh's International Award?

The main reason why the Award maintains such an excellent reputation is because it requires motivation, commitment and maturity from the participants. They have to take total responsibility for all aspects of their experience. Their school/organization will offer advice but the participant must do the work and undertake the following tasks:

- Find activities to undertake for the different sections.
- Ensure they attend the activities.

- Submit the required evidence to demonstrate they have undertaken the necessary activities.
- Please spend some time reading and digesting this important information so that you understand the expectations placed on your child.

What makes up the Award?

The Duke of Edinburgh's International Award consists of four sections (help with finding activities for these sections is on the following page):

Skill section – Young people must spend at least one hour per week learning a new life skill . Popular choices include music, art, drama, cooking, communication skills, learning to drive and learning foreign language.

Service section – This section requires young people to spend at least one hour per week doing voluntary work. This gives young people the opportunity to get out into their communities and give something back.

Physical Recreation section – This section requires young people to spend at least one hour per week of their own time engaging in physical recreation. It can be any form of activity and does not need to be in a team or competitive environment.

Adventurous Journey section – This is explained in detail in the next pages.

How long does it take to complete the Bronze, Silver and Gold Award?

The Award cannot be achieved in a shorter time span by working more intensely; the objective is to develop a sense of commitment to a given task over time. Participants must persist for at least these minimum periods:

Level	Minimum period of participation by	
	Direct Entrants	Award Holders
Bronze	6 months	Not Applicable
Silver	12 months	6 months (if Bronze holder)
Gold	18 months	12 months (if Silver holder)

	Physical Recreation	Skills	Service	Plus	Adventurous Journey
Bronze	3 months	3 months	3 months	All participants must do an extra 3 months in either physical recreation or skill or voluntary service	1 night+ 2 days
Silver	6 months	6 months	6 months	Non Bronze holders must do an extra 6 month in either physical recreation or skill or voluntary service	2 nights + 3 days
Gold	12 months	12 months	12 months	Non Silver holders must do an extra 6 month in either physical recreation or skill or voluntary service	3 nights + 4 days
*Plus additional requirements of 4 nights and 5 days Residential Project					

How is the scheme monitored and assessed?

As identified previously, the Award counts for so much because the participant must take full responsibility for all aspects of their programme. To ensure that the high quality and value of the Award is maintained, the participant must be able to submit evidence to demonstrate that they have done a section regularly for the minimum number of months.

The participant does this through an Online Record Book (ORB) and at the end of the duration of the section having their Assessor sign the section off. This means that when they have been doing an activity for the required amount of time they ask the adult that oversees that activity to fill in the relevant form to confirm they have completed that section. Some activities, such as attending a gym or going swimming, may not have an adult present each time, or will have different adults present, so a regular Assessor won't be possible. In this instance they can discuss with their Award Leader how they are going to record this and get their section signed off at the end of the required period.

Ensuring your child has a safe and enjoyable experience

Taking part in the Duke of Edinburgh's International Award is a rewarding and enjoyable experience that will involve your child undertaking a variety of activities. The ethos of the Award is that these activities take place within the participant's own time and where possible in their local community.

In the course of working towards their Award programme your child will probably take part in activities that are not directly under the control of our staff, and you should be aware that the responsibility for ensuring the safety of such activities rests with yourself rather than the Award

Leader. While most of these organizations and schools will have their own policies in place to protect your child, we would advise that you satisfy yourself that they are suitable in the same way that you would treat any activity your child takes part in.

We would therefore recommend that you discuss with your child which activities they will be completing for the Service, Skills and Physical Recreation sections of the Award and which organizations they will be using to complete these activities.

Adventurous Journey section

The Adventurous Journey is a unique opportunity for your child to experience self-reliance and team work in an outdoor environment. The length of the Adventurous Journey varies depending on the level of the Award:

Bronze Level – Adventurous Journey takes two days (one night)

Silver Level – Adventurous Journey takes three days (two nights)

Gold Level – Adventurous Journey takes four days (three nights)

Participants will have to undertake training to ensure they have the necessary skills and knowledge for their journey. For the qualifying Adventurous Journey of all Awards, the participants must complete a self-sufficient journey. This means that the participants will walk with remote adult supervision, on an agreed route, and must carry all the equipment and food they will need for the duration of their journey. Adult leaders will monitor the progress of the groups by meeting them at check points.

The participants will be in groups of between four and seven young people. They must work together as a team, take responsibility for their actions, and deal with any situations that arise along the way.

At Bronze and Silver levels the leaders will be camping in the same area as the young people, however to maintain the spirit of the journey they will leave the young people to take responsibility for all aspects of their camp, including cooking. Also there will not be overnight supervision, the leaders are in the area in the case of an emergency only.

IMPORTANT NOTE! Most of the adults providing support and ensuring that your child can take part in the Award are volunteers. It is a huge amount of work for them and they can only support your child on the basis that your child:

- **Attends all of the training sessions for the Adventurous Journey section.** The leaders will not take your child on a journey if they do not feel they have the necessary training. It is 100% the responsibility of your child and yourselves to know the correct training dates and to attend these.
- **Brings the correct equipment to all of the training sessions.** Please refer to the advice from your organization or school, for equipment lists and advice on food, bag packing etc. There are kit lists for a day walk and a journey. You may be able to borrow certain equipment from your school but you must check this well before the journey.