



2. PROCESS FOR CERTIFICATION OF A WALK LEADER (Administration)

This is a two-stage process for potential walk leaders:

- A. Registration as a Volunteer with Central Office (CO)
- B. Certification as a Walk Leader by CO

A. Registration of the Volunteer

1. **The Membership Secretary is advised** that a member wants to volunteer, either by the member themselves or by the Walk Coordinator.
2. **The Member receives an email from the Membership Secretary** with details of the process and how to access the required training (to supplement the information they will subsequently receive from Ramblers). They are also directed to the Notes for Walk Leaders and other documents available on the ECR website under Walk Leaders tab for detailed information to help them lead walks.
3. **The potential walk leader's details are sent to CO** by the Membership Secretary/Chair on a spreadsheet downloaded from Ramblers, giving the member's name, email address, membership number, Ramblers group and volunteer role. CO process the registration of the volunteer. This can take up to 8 days depending on the day of the week the request for registration as a volunteer is made, as Ramblers only upload this information once a week on a Thursday, followed by up to 48 hours before the volunteer appears on their system.
4. **The volunteer receives an email from CO** once they have been registered welcoming them as a Rambler and telling them how to access the training. They are told it may take 48 hours before they can access the mandatory training online.

B. Certification as a Walk Leader

5. **The volunteer completes the three training modules online** which are automatically marked as completed as soon as they are finished. Individuals can see their own training record but at present this isn't accessible to ECR. CO are trying to rectify this.
Note: It would be possible for training to take place offline in a group and ECR to notify that the training has been completed, but at present it is felt that one-to-one assistance as and when needed is more productive.
6. **When a walk leader has completed their mandatory training elements** CO will pull their name through to the group's available list of walk leaders on Walks Manager. CO will also provide ECR with a dashboard showing training completion progress. **The new leader can now lead walks** which will appear on the main Ramblers website as well as the ECR website.