

# IAC Award Team – Role Descriptions

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

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## Version control

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Version	Date	Author	Notes
1.0	01/09/2019	D. Gorman / K. Cox / T. Shorrock	Updated from IAC Award Team Role Descriptions contained in Award Management Manual for IACs

## Award Team roles

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

- P. [Licence Holder](#) – the person who has signed the licence agreement and holds the responsibility for ensuring adherence to the terms of the licence. This person is likely to be the head teacher, principal or director of the licensed organisation.
- P. [Award Coordinator](#) – the person who takes overall responsibility for the delivery of the Award within their organisation. They coordinate other Award staff, liaise with senior management, and work with The Foundation to ensure smooth operation of the Award in their organisation.
- P. [Award Leaders](#) – the people who are actively working with participants, helping them choose their activities, monitoring their progress, and coordinating aspects of their Award programmes.
- P. [Adventurous Journey Supervisors](#) – the people responsible for organising 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.
- P. [Adventurous Journey Assessor](#) – the person who certifies that the young people have successfully completed this section of the Award.
- P. [Award Verifier](#) – **[Applicable to eligible IACs only]** internal to an IAC, able to monitor and review the completed Awards submitted to them by participants at Bronze and Silver levels and to uphold the standard of The Duke of Edinburgh's International Award by casting a fair and unbiased view as to the acceptability of these submissions.

## Role description – Licence Holder

**Reports to:** The Duke of Edinburgh's International Award Foundation

**Appointed by:** Senior management of IAC

### Summary and main purpose:

The person who has signed the licence agreement and holds the responsibility for ensuring adherence to the terms of the licence.

Must be a senior manager within the organisation and eligible to sign a legal document on behalf of the organisation. They are likely to be the head teacher, principal or director of the organisation.

### Key tasks:

- Sign licence agreement and being responsible for overall adherence to the terms of the licence
- Ensure that the IAC has sufficient resources (financial, people and time) to deliver a quality Award
- Take part in an initial induction call with the Foundation
- In conjunction with the Award Coordinator create an Award Policy. Review the policy on a regular basis, ensure the policy is included in the wider IAC list of policies to be reviewed.
- Approve and sign the final version of the Award policy.
- Ensure that the role of Award Coordinator is filled by a suitable individual and that the Foundation is advised of any changes.
- Ensure there is succession management in place for the Award Coordinator, other Award team members and themselves.
- Provide information and responses to the Foundation where necessary.
- Support the Award Coordinator, where necessary and when required, to ensure a high standard of delivery of the Award.
- Be responsible for addressing any issues of non-compliance raised by the Award Coordinator, other Award team members or the Foundation.
- [Eligible IACs only] Sign off on a nominated individual for the Award verifier role.

### Learning:

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Desirable
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Desirable
Licence Holder Module (currently in development)	Online	TBC when launched	Essential

**Digital tools:**

<b>Tool</b>	<b>Accessed via</b>	<b>Essential or desirable</b>
Award Community	Direct registration	Essential
Brand Centre	Direct registration	Desirable
International Handbook for Award Leaders	Award Community	Desirable

## Role description – Award Coordinator

**Reports to:** The Foundation and Licence Holder of the IAC

**Appointed by:** Licence Holder of the IAC

### Summary and main purpose:

An adult volunteer or paid staff member who is the key contact at an Independent Award Centre. The Coordinator is responsible for setting up and running the Award within the Award Centre, supporting Award Leaders, overseeing Award Groups and processing the authorisations of Awards. The Coordinator is often also an Award Leader or may take on the role of another adult Award volunteer.

Award Coordinators perform a key role in respect to the delivery of the Award at their organisation. They are the main contact between the Foundation and the organisation licensed as an IAC and are primarily responsible for management of the operation of the Award to the young people within their organisation.

### Key tasks:

- Act as the main contact for communication between the organisation and the Foundation and maintain consistent and proactive communication between the organisation, the Foundation, and the senior management of the organisation.
- Be responsible for processing invoices within the IAC and ensure all invoices issued by the Foundation are paid within the payment terms.
- In conjunction with Licence Holder, create an Award Policy.
- Ensure the delivery of a high quality Award programme and identify opportunities for growth of the Award within the organisation.
- Manage the provision of a safe and enjoyable Award programme for participants in the organisation.
- Place orders for promotional and operational materials from Award Scheme Limited (ASL) and ensure timely payment.
- Arrange suitable Award presentations and opportunities to issue certificates and badges upon completion of Awards and to celebrate young peoples' achievements through the Award.
- Recruit and approve the appointment of Award Leaders, Instructors, Supervisors and Assessors and ensure that they are appropriately trained according to their role. Ensure there are a suitable number of trained adults in place to effectively support the number of participants at the organisation.
- Ensure there is a succession management process in place to ensure all roles are filled by appropriately trained adults at all times.

- 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 organisation.
- Seek and maintain ongoing support for the Award from the senior management of the organisation.
- Ensure compliance with all aspects of the IAC Licence. Where an issue of non-compliance is identified ensure this is escalated to the Licence Holder and the Foundation.
- In conjunction with senior management of the organisation, develop and implement an ongoing development plan and annual action plans for the Award.
- Gather, prepare and present evidence of compliance with the IAC licence standards and maintain the Licence Portfolio.
- Be a champion for the Award within the organisation and actively promote the Award within the organisation and its community.
- If outsourcing any aspect of the Adventurous Journey to an external provider, ensure all due diligence according to IAC, local and national guidelines is undertaken.
- If outsourcing the role of Supervisor and Assessor to an external provider, ensure they have completed the relevant training delivered by the Foundation.

#### Learning:

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Essential
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Essential
Level 1: Online Record Book (ORB) for Award Leaders	Online	Approx. 20 mins	Essential
Level 1: Online Record Book (ORB) for Participants	Online	Approx. 20 mins	Essential
Award Coordinator Module (currently in development)	Online	TBC	Essential
Level 2: Delivering the Award Workshop	Face to Face	2 hrs	Desirable

#### Digital tools:

Tool	Accessed via	Essential or desirable
Award Community	Direct registration	Essential
Brand Centre	Direct registration	Essential

Online Record Book (ORB)	Direct registration – organisation can set up ORB account once they have completed licence process	Essential
International Handbook for Award Leaders	Award Community	Essential
Licence Portfolio	Provided by Foundation	Essential

### Required skills and knowledge:

#### Essential:

- Ability to communicate with adults and young people.
- Ability to organise and plan effectively.
- Proficient in use of Microsoft Office suite of programmes and able to effectively navigate the internet using an appropriate programme.
- Ability to manage staff to achieve positive outcomes for participants.
- Build, maintain and facilitate effective working relationships with a wide range of people.
- Plan, manage and monitor own tasks and time.
- Construct and implement long-term plans that improve and expand the Award and identify any training, resources and other needs required to effectively deliver the Award.

#### Desirable:

- Experience as an Award Leader.
- Staff or volunteer management experience.
- Experience in working with young people in a non-formal education environment.
- Knowledge of current issues affecting young people and can apply this knowledge to the context of the IAC.
- Worked with the Award in other (non-UK based) schools or NAOs.

#### Personal Qualities:

- Integrity.
- Respected within the organisation.
- Committed to ensuring high standards.
- Commitment to the guiding principles of the Award.
- Flexible.
- Self-motivated.



## Role description – Award Leader

**Reports to:** Award Coordinator

**Appointed by:** Award Coordinator/Licence holder

### Summary and main purpose:

An adult appointed by an Independent Award Centre, who is the contact and mentor for an Independent Award Centre. 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 undertake the roles of Activity Coach, Adventurous Journey Supervisor or Adventurous Journey Assessor if properly qualified.

Award Leaders perform a key role in respect to the delivery of the Award at their organisation. They are the adults who are responsible for Award Groups at an IAC 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 organisation licensed as an IAC must have at least two active Award Leaders in place at all times that have completed appropriate training and one of these can also be the Award Coordinator.

### Key tasks:

- Ensure the delivery of a high quality Award to the young people in their Award Group.
- Manage the provision of a safe and enjoyable Award for participants in their group.
- Mentor and support participants in choosing activities for their Award and help participants to set appropriate timescales and SMART goals.
- Encourage participants to participate regularly in their chosen activities and work towards a timely completion of their Award.
- Mentor and support Adventurous Journey teams through their journey planning and liaise with the Adventurous Journey Supervisor to ensure teams are trained appropriately.
- Play a key role in introducing the participants to the requirements of the Adventurous Journey
- Assist the Adventurous Journey Supervisor in organising the training and assist the Award Coordinator to identify the necessary instructors and Adventurous Journey Assessor.
- The Award Leader is sometimes also an instructor and/or the Adventurous Journey Supervisor, however they should ideally not be the Adventurous Journey Assessor to prevent a conflict of interest.
- 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.
- Maintain good communication with the Award Coordinator and report to them on all matters relating to their Award Group and participants.

- Establish and maintain good communication with parents/guardians of participants regarding plans, meetings and events.

**Learning:**

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Essential
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Essential
Level 2: Delivering the Award Workshop	Face to face	2 days	Essential

**Digital tools:**

Tool	Accessed via	Essential or desirable
Award Community	Direct registration	Essential
Brand Centre	Direct registration	Essential
Online Record Book (ORB)	Direct registration – organisation can set up ORB account once they have completed licence process	Essential
International Handbook for Award Leaders	Award Community	Essential

**Required skills and knowledge:**

**Essential:**

- Ability to communicate with adults and young people.
- Ability to organise and plan effectively.
- Proficient in use of Microsoft Office suite of programmes and able to effectively navigate the internet using an appropriate programme.
- Ability to inspire and motivate young people.
- Experience of working with young people.
- Build, maintain, and facilitate effective working relationships with a wide range of people.
- Able to plan, manage and monitor own tasks and time.

**Desirable:**

- Experience in working with young people in a non-formal education environment.
- Staff or volunteer management experience.

- Knowledge of current issues affecting young people and can apply this knowledge to the context of the IAC.
- Worked with the Award in other (non-UK based) schools or NAOs.

**Personal Qualities:**

- Integrity.
- Respected within the organisation.
- Committed to ensuring high standards.
- Commitment to the guiding principles of the Award.
- Flexible.
- Self-motivated.
- Conviction in actions

## Role description – Adventurous Journey Supervisor

**Reports to:** Award Coordinator 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 or Licence holder (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 and trained 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 organisation. 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 organisation to decide how many young people or teams a Supervisor may be responsible for.

### Key tasks:

- Work closely with the Award Leader and Assessor prior, during and following the Practice and Qualifying Adventurous Journey and be available throughout all journeys (both Practice and Qualifying).
- Ensure that all group members have completed all necessary training and have contributed to the team effort.
- Make contact with the group at least once a day during all journeys to ensure the group's safety and welfare. Note: the Independent Award Centre's supervision policy will dictate the required level of supervision to apply.
- Provide feedback to the group about their strengths and areas to develop during their Practice Journey(s).
- Could also be the group's Award Leader and/or their instructor but should ideally not be their Adventurous Journey Assessor to avoid a conflict of interest (permission to combine roles must be sought from the Foundation in advance).
- Be the focal point for communication before, during, and after each journey, keeping relevant stakeholders (i.e. Trips Coordinator, Pastoral Leaders etc) informed as required.
- Have the legal responsibility for the safety and welfare of participants on their practice and qualifying journeys.
- Ensure that teams are properly equipped for their journeys.
- Ensure that teams have chosen appropriate and well-described aims for their qualifying journeys.

- Ensure that teams have planned and properly documented their journey routes through the use of route cards or other planning documents.
- Be responsible for the supervision plan and for the coordination of other members of the Adventurous Journey team (where appropriate).
- Carry out of a risk assessment of the specific routes and general area of each journey.
- Along with Award Coordinator, to ensure necessary coordination with an external activity provider if the Adventurous Journey section is outsourced.

### Learning:

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Essential
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Essential
Level 2: Delivering the Award Workshop	Face to face	2 days	Essential

### Digital tools:

Tool	Accessed via	Essential or desirable
Award Community	Direct registration	Essential
International Handbook for Award Leaders	Award Community	Desirable

### Required skills and knowledge:

#### Essential:

- Be suitably trained and experienced.
- Have expertise (or qualification, as per the country's legislation) in the mode of journey being used and familiarity in the terrain that the journey is taking place.
- Be familiar with the aims, principles, requirements and conditions of the Adventurous Journey section.
- Experience in outdoor education and training.
- Experience and confidence in the chosen mode of travel.
- Navigation and campcraft skills.
- Understand remote supervision.
- Knowledge of the journey area.

- Familiar with the aims and principles of the Award.
- Able to communicate with adults and young people.
- Able to plan and organise effectively
- Computer literate and able to use web-based programmes.
- Able to provide inspirational leadership and motivate young people to work together as a team.
- Build, maintain and facilitate effective working relationships with a wide range of people.
- Able to plan, manage, and monitor own tasks and time, as well as others, if needed.

**Desirable:**

- Experience in working with young people in a non-formal education environment.

**Personal Qualities:**

- Integrity.
- Respected within the organisation.
- Committed to ensuring high standards.
- Commitment to the guiding principles of the Award.
- Flexible.
- Self-motivated.

## Role description – Adventurous Journey Assessor

**Reports to:** Award Coordinator 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 and trained adult who is approved by the organisation that is licensed as an Independent Award Centre. 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 team), 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.

### Key tasks:

- Work closely with the Award Leader and Adventurous Journey Supervisor (this may be the same person - permission to combine roles must be sought from the Foundation in advance) prior, during and following the Qualifying Adventurous Journey.
- Be available throughout the Qualifying Journey.
- Ensure that all group members have contributed to a team effort.
- Ensure that the journey's aim has been achieved.
- Meet the group before the start of the Qualifying Journey and assess whether the group is prepared
- Make contact with the group at least once daily during their journey so that they can be effectively assessed.
- Meet with and de-brief the team at the end of the Qualifying Journey.
- Must sign off the completion of the Qualifying Adventurous Journey in each of the participant's Online Record Book after assessing their final report.
- Ensure that the conditions of the Adventurous Journey section have been fulfilled by the team. Ensure that the team has met the aims of the Adventurous Journey section.
- Provide, as appropriate, local expedition area information to teams to help them fulfil the conditions of the section.
- Be a fair, impartial, and positive person who adds constructively to the journey experience and supports the team and sees a successful outcome.
- Protect the interests of the Award.

- Provide appropriate feedback to participants to ensure they take from their Adventurous Journey a valuable learning experience.

**These are achieved by following these steps:**

- Receive Adventurous Journey information from the team.
- Make initial contact with the team and review the qualifying journey plan.
- Meet the team in the qualifying journey area and complete the pre-journey check.
- Meet the team en-route. The Adventurous Journey Assessor should not accompany participants for the whole journey.
- Debrief the team and sign off the qualifying journey by completing an Assessor's report for each member of the team.
- Receive the presentation of the qualifying journey after the journey (if requested to do so).

**Learning:**

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Essential
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Essential
Level 2: Delivering the Award Workshop	Face to face	2 days	Essential

**Digital tools:**

Tool	Accessed via	Essential or desirable
Award Community	Direct registration	Essential
International Handbook for Award Leaders	Award Community	Desirable

**Required skills and knowledge:**

**Essential:**

- Be suitably trained and experienced.
- Have expertise (or qualification, as per the country's legislation) in the mode of journey being used and familiarity in the terrain that the journey is taking place.
- Be familiar with all of the Adventurous Journey 15 requirements (see section 8.8 of the International Handbook for Award Leaders).
- Experience in outdoor education and training.
- Familiar with the aims and principles of the Award.



- Able to communicate with adults and young people.
- Able to plan and organise effectively.
- Computer literate and able to use web-based programmes.
- Able to provide inspirational leadership and motivate young people to work together as a team.
- Build, maintain and facilitate effective working relationships with a wide range of people.
- Plan, manage, and monitor own tasks and time.

**Desirable:**

- Knowledge of the journey area.
- Experience in working with young people in a non-formal education environment.

**Personal Qualities:**

- Integrity.
- Respected within the organisation.
- Committed to ensuring high standards.
- Commitment to the guiding principles of the Award.
- Flexible.
- Self-motivated.

## Role description – Award Verifier

**Reports to:** Award Coordinator, Licence Holder

**Appointed by:** The Foundation upon recommendation from Award Coordinator and signed off by Licence Holder

### Summary and main purpose:

The Award Verifier will be internal to an IAC, able to monitor and review the completed Awards submitted to them by participants at Bronze and Silver levels and to uphold the standard of The Duke of Edinburgh's International Award by casting a fair and unbiased view as to the acceptability of these submissions.

Award Verifiers will only be able to approve Awards of participants that they are not the Award Leader for. This will be managed through ORB records but IACs should bear in mind that it will not be sufficient to just change the name on the ORB, the Award Verifier must not be acting as Award Leader at all for the participant. It is also best practice that an Award Verifier is not a named Assessor for a participant they are verifying Award for.

### Key tasks:

- Monitor and review Bronze and Silver Award submissions to ensure they meet the requirements.
- Approve or Reject Bronze and Silver Awards that are submitted for approval within the IAC against standards provided.
- Check that Bronze and Silver Award submissions meet requirements and inform Award Coordinator and Licence Holder where non-compliance is identified.
- Work with Award Coordinator and Award Leaders to improve the quality of the Award submissions (where required).

### Learning:

Course	Delivery	Duration	Essential or desirable
Level 1: Award Induction	Online	Approx. 3 hrs	Essential
Level 1: Award Delivery	Online	Approx. 1.5 hrs	Essential
Award Verifier module	Online	Approx. 1 hr	Essential

**Digital tools:**

Tool	Accessed via	Essential or desirable
Award Community	Direct registration	Essential
Online Record Book (ORB)	Direct registration	Essential
International Handbook for Award Leaders	Award Community	Essential

**Required skills and knowledge:**

**Essential:**

- Willing to adhere to tight guidelines and abide by rules
- Attention to detail
- Be familiar with the Award and must complete the required training (as above)
- Excellent time management skills
- Understands the requirements of each section of the Award
- Ability to communicate with adults and young people
- Computer literate and able to use web-based programmes.
- Plan, manage, and monitor own tasks and time

**Desirable:**

- Have been an Award Leader previously.
- Have been a Supervisor or Assessor previously.

**Personal Qualities:**

- Diligent
- High level of integrity
- Committed to ensuring high standards.
- Self-motivated