

FAQs – Safeguarding Course for Specialist Roles (SSR)

1. Is the course mandatory for specialist roles in cricket?

At present the Safeguarding for Specialist Roles course is mandatory for Club Safeguarding Officers and Coaches as part of their qualification. It is optional for captains, team managers, umpires, scorers and committee members, however we strongly recommend you encourage those fulfilling these additional positions to complete the course to help them understand the safeguarding responsibilities of their role.

2. Will the course become mandatory in the future?

There are currently no plans to make Safeguarding for Specialist Roles mandatory for other roles, however this may be something we look at in the future – any changes would follow consultation with the network.

3. Is Safeguarding for Specialist Roles one course or two?

Safeguarding for Specialist Roles is one course. This course is made up of a one-hour module which all learners complete, and a shorter bolt-on module which is role specific. Therefore, to complete the whole course learners must complete two modules. Learners have the choice of the following bolt-on modules:

- Safeguarding for Umpires and Scorers
- Safeguarding for Captains and Team Managers
- Safeguarding for Committee Members (and Club SG Officers)
- Safeguarding for Coaches and Activators

4. I hold more than one role in cricket. Which course should I choose?

We recommend choosing the module that reflects your main role in cricket as a minimum, however learners are welcome to complete as many modules as they feel are relevant to them and can complete all four bolt-on modules if they wish. You only need to complete one module to be 'compliant'. A certificate will be available for each module.

5. I am a Club Safeguarding Officer, which bolt-on Courses should I choose?

Club Safeguarding Officers should complete the "Safeguarding for Committee Members" Course.

6. Are Coaches and Club Safeguarding Officers automatically enrolled on the course?

Yes.

Anyone enrolled onto a coaching course will automatically have the 'Safeguarding for Coaches and Activators' added to their eLearning profile.

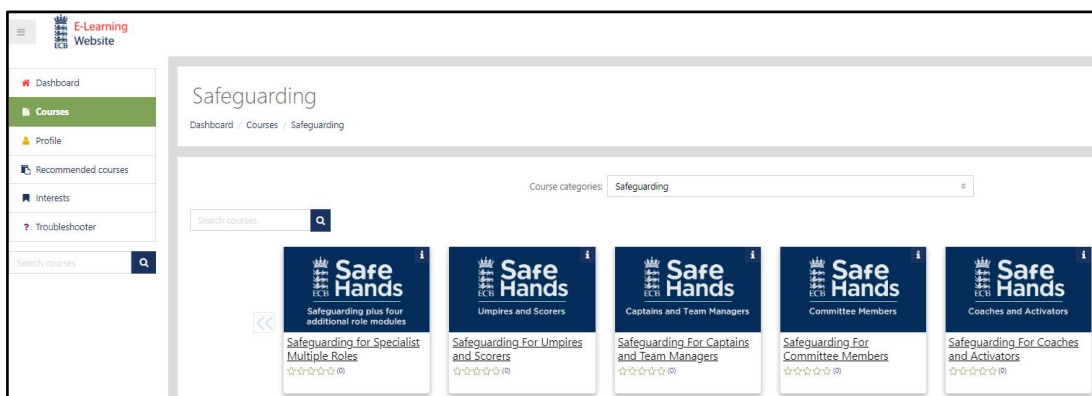
Anyone enrolled onto a Safe Hands Workshop for Club Safeguarding Officers will automatically have the 'Safeguarding for Committee Members' added to their eLearning profile.

7. How often should the course be completed?

The Safeguarding for Specialist Roles certificate is valid for three years.

8. Where can I access the course?

The course is available to everyone who has an ECB e-learning account. Those with an eLearning account can go directly to the course by clicking this [link](#). The generic eLearning platform can be found [here](#). All Safeguarding training can be found by clicking 'Courses' and then 'Safeguarding'.



9. How can individuals without an e-learning account access the course?

Individuals should speak with their County Board. Boards will have CVENT links created for the bolt-on Courses:

- Safeguarding for Umpires and Scorers
- Safeguarding for Captains and Team Managers
- Safeguarding for Committee Members
- Safeguarding for Coaches and Activators

Individuals will register using those links which will enable an eLearning account to be created. Once within the eLearning account, they simply need to click 'Courses', then 'Safeguarding'. The Safeguarding Course for Specialist Roles will be visible and following completion, they will be able to complete the additional course of their choosing.

10. I registered for the course but did not receive an email to access, where do I get help?

Please email the ECB E-Learning team: elearning@ecb.co.uk who will be able to assist.

11. Can I complete the course on my mobile phone?

Yes, the course is fully accessible on mobile phone, tablet or computer. For the best user experience, a computer is recommended.

12. Is there a preferred browser to access the course?

No, all browsers should be compatible – any issues, please contact elarning@ecb.co.uk who will be able to assist.

13. Do all Coaches and Club Safeguarding Officers need to undertake the Safeguarding for Specialist Roles course immediately?

No, if a Coach or Club Safeguarding Officer has undertaken Safeguarding Young Cricketers or Safeguarding and Protecting Children within the last three years, their certificate is still valid, and it is not necessary to complete Safeguarding for Specialist Roles until their current qualification is due to expire. Having said this, they can, if they wish, complete the new course at any time, before their current qualification expiry date.

14. Can the course be completed in a group environment?

We recommend completing the course as an individual so that you are appropriately certificated. However, a club committee may want to complete the Safeguarding for Committee Members module together to assess their strengths and weaknesses and create a shared action plan. This would not however register against individual eLearning accounts or allow for certificates to be printed for each individual.

15. What is the minimum age for the Safeguarding for Specialist Roles Course?

We recommend individuals must be at least 13 years of age. There are for example, young scorers or umpires who may wish to complete the course to develop their understanding of safeguarding. Having said this, some young people may find some of the course content upsetting and we do recommend that clubs are mindful of this and seek the permission of parents before providing young people with access to the training.

16. Can my Club or County Safeguarding Officer see who has completed the course?

No, Club Safeguarding Officers do not have administration rights to the e-learning system and do not have permission to view who has completed the course. Once, you have completed the course, you should provide your certificate as evidence of completion. County Safeguarding Officers may have access to the ECB CRM system to be able to identify those that have completed the training.

17. When I have completed the training, do I receive a certificate?

Yes, your certificate will be downloadable from the e-learning site once you have completed the course. To complete the course and access the certificate you must complete the one-hour foundation module, plus at least one bolt-on module.

The certificate will be available to download at any time within the eLearning portal.

18. For Coaches and Club Safeguarding Officers, will the Safeguarding for Specialist Roles course appear on the Safe Hands Management System?

Yes, the Safeguarding for Specialist Roles qualification will appear on coaches and Club Safeguarding Officer's information on Safe Hands Management System, in the same way as Safeguarding Young Cricketers did previously.

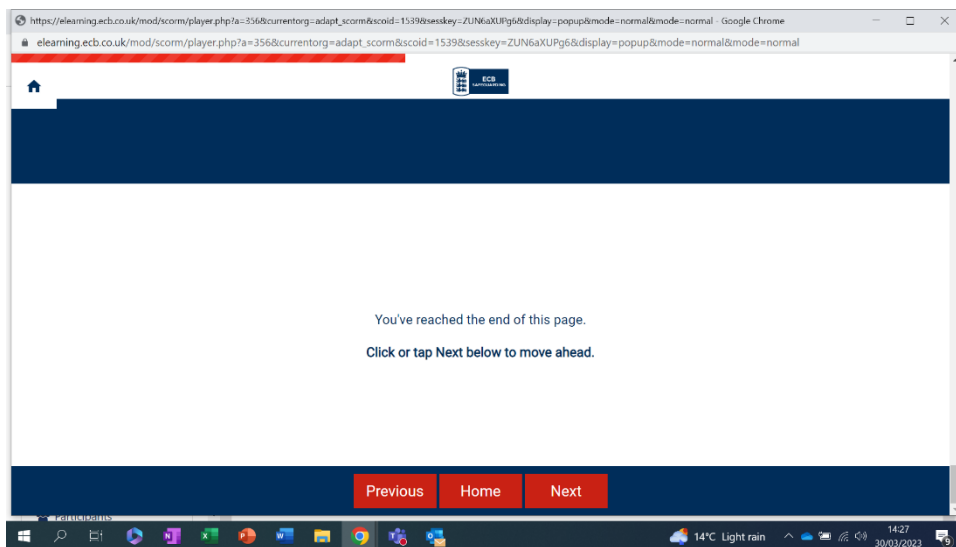
19. I think I have completed the course, but I cannot access my certificate?

When you have successfully completed the course, you will receive a thank you message, confirming that the training is complete. You will also receive a confirmation email. If you do not receive this, it is likely that you have accidentally overlooked a part of the course. There

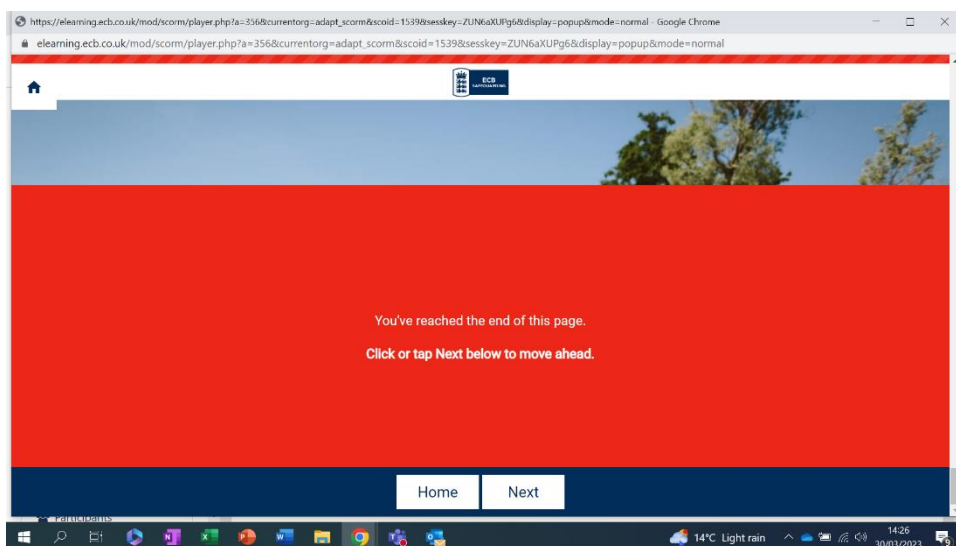
is a progress bar for every section of the course, which changes from grey to red as you work through the course. Check the progress bars for any grey remaining, this indicates there is an uncompleted element. Once the progress bar is red, you have completed that section and can move on.

20. I cannot complete my course, the progress bars are not complete, and I cannot adjust my answers?

If the progress bars are not complete, this indicates that you have accidentally overlooked an element of the course. Re-visit any section where the progress bar is grey and ensure that you have clicked on all the interactive buttons and arrows. You are unable to adjust your answers but can review the correct answer and read feedback to support your learning.



This shows the bar at the top partially red meaning there is additional interaction in this section required.



The progress bar at the top has turned completely red meaning that this section has been fully completed.

21. Will I get a reminder when it is time to renew?

Yes, you will receive a reminder email to complete the course one month prior to your current expiry date.

FAQ's – External Safeguarding Induction

1. External induction training - can I share the course in a group environment at the club.

The external induction module can be shared in a group environment however unless all attendees register individually, they will not show in club data as having completed the course. If a club would like to provide the training in a group and require course completion data from the ECB, they can obtain certificates of attendance from their County Safeguarding Officers who will have editable PDF Certificates they can issue.

2. Where can I download my certificate?

As above, certificates are available through your County Safeguarding Officer.

3. I tried to register for the external induction course and could not find our club's name.

All clubs that are registered on the Safe Hands Management System will be listed. Any difficulties, please email e-learning@ecb.co.uk.

4. Where can I download my certificate?

As the external induction module doesn't sit on the ECB E-learning platform, certification is not available however completion data can be shared.