



**How to achieve the role of:**

# Welfare Officer

This is an overview of the pre-requisites required for the Welfare Officer role at your venue.

The pre-requisites for a Welfare Officer are to:

1. **Attend a Safeguarding course** (within the last 3 years)
2. **Have a valid DBS/ PVG** (within the last 3 years) - *(PVGs relate to venues only in Scotland).*

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## Safeguarding Training

As a new Welfare Officer, you need to attend a safeguarding course which is either face to face or an online virtual classroom (hosted by a safeguarding tutor).

You can either attend an LTA course or, provide proof of attendance to an externally provided Safeguarding course:

- *LTA course:*

Course	Course Format	How Long is it Valid for?	Further Information
<a href="#">Safeguarding &amp; Protection in Tennis</a>	Online Virtual Classroom	3 Years from date of completion	Hosted by a safeguarding tutor

- *External courses:*

If you have completed a safeguarding course through a different organisation or provider in the last 3 years, then we **may** be able to accept this.

Please see the table below for more info:

Format	How Long can my External Course Last for?	Further Information	Where to Submit my Certificate?
Face to Face or Online Virtual Classrooms	3 Years from date of completion	For information on the criteria (and providers we guarantee acceptance from) please see the FAQ's <a href="#">here</a> .	You can submit your external safeguarding course for approval <a href="#">here</a> .

*Please note: External courses **must** meet the criteria set out by the LTA to be accepted.*

People who hold **professional** safeguarding roles **do not** need to attend safeguarding training as long as they can show evidence that they have completed some form of safeguarding CPD within last three years. This could include online safeguarding training.

## DBS

All Welfare Officers must have a valid DBS which has been validated by the LTA.

There are **two** ways to receive a DBS:

1. LTA

If you need a DBS then you can apply through the LTA [here](#).

If you get stuck when applying for your DBS then please see the [DBS Application Guide](#).

Information on this guide includes:

- **Contact details** for both LTA and First Advantage (page 2)
- Where to find your **Organisation Pin and Secret Word** (page 2)
- How to **Register** on the Online Disclosure platform (page 3)
- What the **Verification Methods** mean and which one to select (page 8)
- Where to get your **ID Checked** depending on the Verification Method chosen (page 10)

*Please note: Once you have completed the form (including the ID Check), it can take 6 weeks (or longer) in busy periods so please leave enough time to get this sorted. This is outside of the LTAs control as it relates to the Disclosure and Barring Service processing time.*

## DBS (Continued)

### 2. Update Service (Status Check)

If you already have a DBS from another organisation and it is subscribed to the **Update Service**, then we may be able to accept this **BUT**, the DBS barred lists **must** match the Welfare Officers' role criteria.

A table of what is required on the DBS is below:

Barred Lists on DBS	What it needs to say
DBS Children's Barred List Information	Not Requested or None Recorded
DBS Adults' Barred List Information	Not Requested

If your DBS matches the role then please complete the Status Check form [here](#).

*Please note: If your DBS is from a different employer and has not been previously checked by the LTA then once you complete the Status Check form, we will contact you and let you know what additional details we need from you.*

If you have any queries relating to the Update Service then please visit the [LTA Help Centre](#).

## PVG

PVG's are needed for all Welfare Officers at tennis venues in Scotland.

If you have recently joined a Scottish venue and need a PVG then please fill in the form [here](#). Tennis Scotland will then contact you to conduct an ID Check and let you know what to do next.

For more information on PVGs and Safeguarding in Scotland, please see the [Tennis Scotland Safeguarding](#) webpage.

## How to Contact the LTA

If there is anything else which is not covered in the guide, please see the table below on where to get further information:

Query / Issue	Where to find the Information
Reporting a Concern/ Immediate Danger	<a href="#">Safeguarding Homepage</a> / Phone 999
Safeguarding Training - General	<a href="#">FAQ &amp; Contact Page</a>
Safeguarding Training - Booking	<a href="#">Contact Page</a>
DBS - Application	<a href="#">DBS Application Guide, FAQ &amp; Contact Page</a>
DBS - How to get an ID Check	<a href="#">FAQ</a>
PVG - Application	Tennis Scotland contact details can be found on the <a href="#">Contact Page</a>
Becoming an ID Checker	<a href="#">ID Checker Page</a>
Venue Safeguarding Standards	<a href="#">Venue Page</a>
Welfare Officer FAQs	<a href="#">FAQs</a>

If you still have a query that is not covered in this help sheet, please contact the Customer Support Team [here](#) who will be able to assist you.