



How to maintain the role of:

Welfare Officer

This is an overview of what you need to do if your Welfare Officer requisites are either expiring or have expired.

The requisites for a person to maintain the Welfare Officer role is to:

1. **Attend an additional Safeguarding course.**
2. **Continue to have a valid DBS/PVG** (*PVGs relate to venues only in Scotland*).

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Safeguarding Training

As an existing Welfare Officer, you can complete the following courses dependent on what your previous safeguarding training was:

- **Last course was either face to face or an online virtual classroom** - Can complete the LTA [‘Safeguarding in Tennis Together \(Welfare Officer\)’](#) refresher e-course.
- **Last course was the ‘Safeguarding in Tennis Together (Welfare Officer)’** – Will need to complete a face to face or online virtual classroom course. This can be either the [‘Safeguarding & protection in Tennis’](#) or an external course (see page 6).

Please see the table below of an overview of the LTA safeguarding courses:

Course	Course Format	How Long is it Valid for?	Info
Safeguarding & Protection in Tennis	Online Virtual Classroom	3 Years from date of completion	Hosted by a safeguarding tutor. To be completed if your last course was an e-course.
Safeguarding in Tennis Together (Welfare Officers)	Online Refresher (Re-Certification)	3 Years from date of completion	This is an e-course and can be completed in your own time. Can be completed if your last course was either face to face or a virtual classroom.
Izzeys Story: a safeguarding concern in tennis	Online Interactive course	Can be booked on anytime after you have completed one of the two course above	This is an interactive course and can be completed in your own time. This is an additional course and upon the first time you complete the course, we will extend your safeguarding training for a further 1 year.

Safeguarding Training (Contin.)

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 Info	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 here .	You can submit your external safeguarding course for approval here .

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

If you have an LTA DBS then this is valid for 3 years from date of issue (which can be found on your DBS certificate). If this has passed the 3 year mark and expired, then there are two ways in which you can re-apply for 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.

2. Update Service (Status Check)

If you have a DBS (LTA or from another provider) on the Update Service then please see the below on whether we can accept it:

LTA DBS

If your **LTA DBS** is on the Update Service then please complete the Status Check form [here](#).

DBS (Continued)

External DBS

If you 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 <i>or</i> 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.

Welfare Officers with a PVG

If you already have a PVG and need to update it for a further 3 years then you can fill in the form [here](#). Tennis Scotland will then contact you to get this updated.

Welfare Officers new to a venue in Scotland

If you are an existing Welfare Officer but 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	Safeguarding Homepage / Phone 999
Safeguarding Training - General	FAQ & Contact Page
Safeguarding Training - Booking	Contact Page
DBS - Application	DBS Application Guide, FAQ & Contact Page
DBS - How to get an ID Check	FAQ
PVG - Application	Tennis Scotland contact details can be found on the Contact Page
Becoming an ID Checker	ID Checker Page
Venue Safeguarding Standards	Venue Page
Welfare Officer FAQs	FAQs

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