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Branch Community Support (BCS) – New Supporter

Who is the course aimed at?

This course is designed for all new volunteers stepping into the Branch Community Supporter role. As a mandatory part of your induction, it equips you with the knowledge and confidence to begin making a meaningful difference in your local veteran community.



What is covered in the course?

This course will give you the knowledge to succeed in your role. You'll learn how to communicate effectively with beneficiaries, and about the wider RBL services. The training provides an environment where you can meet other volunteers and ask questions, ensuring you're fully prepared and confident.

How long is the course?

The course is delivered either as a single 5-hour face-to-face session or through two 2-hour virtual sessions via Microsoft Teams

How often is the course run?

The online BCS New Supporter course runs monthly, and face-to-face sessions can be arranged on request. You can view upcoming dates and book your place via Discover.



What else do I need to complete to be qualified?

To be fully qualified, you'll also need to complete the following online modules and complete a DBS check:

- GDPR
- Safeguarding Level 1
- Lone Working

All modules are available on Discover.

When does the qualification need refreshed?

The BCS Refresher course must be completed every two years. This is a 2-hour online session delivered via Teams. Your Membership Engagement Team will also support you in refreshing the *GDPR* and *Safeguarding* modules annually. The *Lone Working* module only needs to be completed once.



Branch Community Support – Refresher

Who is the course aimed at?

The course is aimed at members who have completed the new starter course, however, want to improve their skills and upskill their knowledge in line with current information. It is a recommended course to ensure currency.



What is covered in the course?

The course will recap current policy and ensure you are comfortable that you are working in line with any changes. The course will pick up trends that have been reported over the last year and ensure that you are upskilled in any areas that have been highlighted through your feedback. This course will provide an open forum to talk and learn from a plethora of experiences.

How long is the course?

The course is a 2 hr online webinar run once a month. You can see dates and sign up for courses on Discover.

Link to [Discover](#).



How often does the course need to be completed ?

The BCS Refresher course needs to be completed every two years to ensure that you are current.

What other learning needs to be completed?

Alongside completing the refresher course every two years you will also need to complete online GDPR and Safeguarding every year.



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Branch Management Course

Who is the course aimed at?

This course is aimed at all members but particular interest to new Branch Officers, Potential Branch Officers and new Committee members.



What is covered in the course?

The course will aid in understanding what is needed to run a Branch successfully and will cover off the following points:

- How to run a Branch meeting,
- How to run a Committee meeting,
- Overview of Branch activities,
- Dealing with complaints,
- The Branch plan.



How is the course made up?

The course is made up of three different sessions.

You must **first** complete the Branch Management module on Discover, this should automatically be assigned to you.

Once you have completed this module you will then need to attend the face-to-face one-day session that will be run by either your CTO or a member of the National Team, you can book onto this course via Discover.

Link to [Discover](#).

What other courses must be completed?

You must also complete GDPR and Safeguarding, both are online courses housed on Discover. These courses must be completed annually and will only need to be completed once regardless how many roles you hold within the Legion.

Any queries please email:
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County Management Course

Who is the course aimed at?

This course is predominantly aimed at County Chairs and County Committee members. However, it is encouraged that all members complete the course if they have an interest in one day holding a county role.



What is covered in the course?

The course will aid in understanding what is needed to run a County successfully and will cover off the following points:

- County plans,
- County meetings,
- Supporting struggling branches,
- County leadership,
- Creating a high performing county,
- Dealing with complaints.

How is the course made up?

The course follows a flipped classroom approach whereby you must complete an e-learning module before you can attend the one-day face-to-face session.

You will be able to self-enrol on the e-learning module however, the face-to-face enrolment will be hidden until the e-learning is complete. Enrolment for both the e-learning and face-to-face will be on Discover.

The face-to-face modules will be held at various locations across the UK throughout the year.

Link to [Discover](#).

What other courses must be completed?

You must also complete GDPR and Safeguarding, both are online courses housed on Discover. These courses must be completed annually and will only need to be completed once regardless how many roles you hold within the Legion.

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County Recruiting Officer Course

Who is the course aimed at?

This course is aimed at all new County Recruiting Officers (CROs) and will expand on the Recruiting Adviser (RA) course. Counties should have one CRO and it is advised to have one RA per Branch.



What is covered in the course?

The course will cover the following topics:

- An overview of what is included within the CRO role,
- How the CRO fits into the wider recruiting and retention structure within RBL,
- The current recruiting and retention statistics,
- An in-depth analysis of the membership engagement timeline,
- Planning cycles,
- Budgets,
- How to support a struggling Branch.

How is the course made up?

The course is made up of two different parts.

You must first attend the two-hour online webinar that will be run of an evening.

You must then attend a one-day face-to-face session that will be run a week after the webinar.

How do you sign up for the course?

The course is run by the national team. The course will be run several times throughout the year at various locations across the UK. You can sign up for the course on [Discover](#).



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Recruiting Adviser Course

Who is the course aimed at?

This course is aimed at those wishing to take up the Recruiting Adviser role within their Branch. It should also be encouraged that members wishing to take an active role in recruitment should also attend the course. Member on Member is the best recruitment tool.



Who is the course run by?

This half day course will be run by the County Training Officer with support from the County Recruiting Officer where possible. The course will be local to your County.



What is covered in the course?

The course will cover the following topics:

- Overview of documentation supporting Recruitment and Retention.
- Overview of the wider team supporting Recruitment and Retention.
- Overview of the Member engagement timeline.



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County Training Officer Course

Who is the course aimed at?

This course is aimed at all new County Training Officers with a variety of teaching experiences.



How is the course made up?

The course is made up of two different parts.

You must first attend the two-hour online webinar that will be run of an evening.

You must then attend a two-day consecutive face-to-face session that will be run a week after the webinar.



What is covered in the course?

The course covers what is required of a CTO, and the policy and support structure that is in place, but it also allows you to grow your confidence in your teaching ability whether you are a first-time instructor or its just your first time instructing at RBL. The following will be covered in depth:

- L&D team structure,
- Discover,
- The ADDIE model to training design,
- Learner differentiation,
- Teaching practice.

How do you sign up for the course?

The course is run by the national team. The course will be run several times throughout the year at various locations across the UK. You can sign up for the course on [Discover](#).

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Branch Treasurer Course

Who is the course aimed at?

This course is a mandatory course for all Branch Treasurers and needs to be completed within 3 months of being appointed. It would be advised for Branch Officers and Committee members to also complete the course.



How do you complete the course?

The course is a completely online course which you can complete at your own learning pace. Once completed you will have continued access to the course to refer back to, should you need to. The course will be housed on Discover our new Learning Management System and you can self-enrol at any time.

Link to [Discover](#).



What is covered in the course?

This course provides you with the information that you need to be successful in your role as the Branch Treasurer and complete the tasks that come with the role with confidence. The following topics are covered:

- What is expected of the Branch Treasurer,
- Financial Management,
- Income and Expenditure,
- Financial year end.

What other courses must be completed?

You must also complete GDPR and Safeguarding, both are online courses housed on Discover. These courses must be completed annually and will only need to be completed once, regardless of how many roles you hold within the Legion.

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LOMAS Course

Who is the course aimed at?

This course is a walk-through talk-through of how to use the LOMAS system. It is encouraged for all Treasurers to attempt this training to understand if they want to use the LOMAS system. This training should be completed after completing the Treasurer course.



How do you complete the course?

This course is an online course that is run through Discover. You will also need access to the LOMAS Test System, you can get from emailing the L&D inbox and asking for the log in details (L&D@britishlegion.org.uk). The course on Discover will allow you to self enrol.

Link to [Discover](#).



What is covered in the course?

As part of this course, you will be set up on a LOMAS Test System which will allow you to play with the system and learn how to enter transactions, completing bank reconciliations, pulling reports and how to account for BFIs on LOMAS. The system is a test system and therefore completely safe and there is no need to worry about breaking the system or making errors.

What other courses must be completed?

You should also look to complete GDPR and the Treasurer course all housed on Discover.

Any queries please email:
L&D@britishlegion.org.uk



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Independent Examiners Course

Who is the course aimed at?

This course is aimed at Branch and County Treasurers who wish to take on the role of the Independent Examiner, although is not limited to this. The role does require good knowledge of Branch accounts and it is advised for you to have held at some point either the Branch or County treasurer role for a period of at least two years.

What is covered in the course?

This course covers the procedure that an Independent Examiner will have to go through in order to ensure a thorough check of the accounts has been completed.

How is the course tested?

The course comprises of two multiple choice tests one at the start and one at the end. The tests are aimed at establishing your knowledge of Branch accounts and your understanding of the Independent Examiner procedures. You will be able to take the test multiple times however, you will need to pass to complete the course.

What other courses must be completed?

You will need to complete the Branch Treasurer course prior to completing the Independent Examiner course. The Branch Treasurer course is housed on Discover.



How do you complete the course?

This course is an online course that is run through Discover. The course on Discover will allow you to self-enrol.

Link to [Discover](#).

Any queries please email:
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Informal Resolution

Developing your skills to avoid difficult
situations escalating

Who is the course aimed at?

This course is for all members but would be particularly beneficial to Branch and County Chairs or Vice Chairs.



What is covered in the course?

Effective conflict resolution is a critical skill in both personal and professional life. The Informal Resolution Training course equips members with the knowledge and tools necessary to navigate and resolve conflicts in a constructive and amicable manner.

How is the course made up?

A one day in person interactive workshop. The course is designed to be run 10 00 – 15 00.

How do you complete the course?

The course is run by the national team. The course will be run several times throughout the year at various locations across the UK. You will find the details of these courses on Discover which is also where you can enrol on the course.

Link to [Discover](#).

Any queries please email:
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Branch Community Coordinator

Who is the course aimed at?

This course is aimed at members who wish to take on the Branch Community Coordinator (BCC) role. Each branch can have up to four coordinators.



What is covered in the course?

This course will provide you with the information you need to carry out your role. The training will cover the following areas:

- Overview of the BCC role,
- Support available to BCC's,
- The activities you can conduct as part of the BCC role, and,
- How to navigate the BCC webpage.



How to complete the course?

This is an e-learning course housed on Discover. You will need to be given access to this learning by contacting your MEA. This online e-learning course is designed to take around 30 minutes, but you can start, stop, and return to it anytime—there's no need to complete it in one sitting. Even after finishing, you'll still have access for future reference.

Link to [Discover](#).



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Secretaries Course

Who is the course aimed at?

This course is aimed at both branch and county secretaries. This course could also be of interest to anyone who might want to support the secretary or stand in during meetings when the secretary cannot attend.



How to complete the course?

This course is a face-to-face course run over the course of a day. This course can be run by both the National L&D team or by CTOs.

To enrol on this course, you will need a Discover account and then you can self-enrol on a location that suits you best.

Link to [Discover](#).

What is covered in the course?

This course will provide you with the skill set required to effectively carry out many of the secretary tasks. This course will cover the following:

- Overview of the secretary role,
- The secretary role in meetings,
- Note taking,
- How to support good communication within RBL,
- Best use of a risk register.



Any queries please email:
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County Conference Committee Course

Who is the course aimed at?

This course is aimed at members who wish to sit on the County Conference Committee in the future or, would like to play an active role in supporting and organising the County Conference.

This course looks to see how the County Conference can really be utilised to promote good work, thank members for their hard work, and inspire everyone to continue supporting RBL.



What is covered in the course?

This course will cover the following items utilising a collaborative learning approach:

- Who makes up the County Conference Committee,
- What needs to be covered in County Conference,
- How to create an inspiring County Conference,
- Key timelines, and,
- An introduction to motions.

How to complete the course?

This course is a face-to-face course run over the course of a day. This course can be run by both the National L&D team or by CTOs.

To enrol on this course, you will need a Discover account and then you can self-enrol on a location that suits you best.

Link to [Discover](#).

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Membership IT Basics eLearning Course

Who is the course aimed at?

This course is ideal for both new and existing volunteers taking on a Branch or County role. It's especially helpful for those with limited IT experience and works well as a refresher for more experienced members looking to brush up on their skills.



What is covered in the course?

This course gives you the essential IT skills to help you succeed in your role. You'll learn how to log in and navigate the Membership Administration Portal (MAP), as well as get to grips with key features in Outlook Online - including how to send emails safely, add a photo or signature to your email, create contact lists, and much more.

How long is the course?

The course typically takes around 40 minutes to complete and is delivered as an eLearning module, so you can work through it at your own pace, whenever it suits you.



How often is the course run?

Once you've completed the course, a certificate will be saved to your Discover profile. You're welcome to revisit the course anytime you like to refresh your knowledge — there's no limit on how often you can access it.

What other courses are available?

Alongside this course, the L&D team also offers a dedicated eLearning module focused on the Membership Administration Portal (MAP) and its key functions.

You can explore further development opportunities on Discover or email L&D@britishlegion.org.uk.



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Membership Administration Portal Course

Who is the course aimed at?

This course is aimed at members who have an RBL.Community account and would like to know how to utilise the Membership Administration Portal (MAP) to its fullest potential. This course will support the administration of the formation and will also support future succession planning.

What is covered in the course?

This course will cover the following elements of MAP:

- Who has access to MAP,
- How to set up your MAP account,
- How to navigate the MAP homepage,
- How to navigate Viva Engage,
- How to utilise your county/branch MAP page,
- Understand the Membership Listing.

How to complete the course?

This course is an eLearning module that will be housed on Discover. You can self enrol on the course and do not need an RBL.Community account to do so. Once you have completed the course you will be issued a certificate. You will still be able to gain access to the course even after you have completed the course, so it can be referred back to, should you ever need to remind yourself of the content.

Link to [Discover](#).



What other courses are available?

Alongside this course the L&D team also have an IT basics course available as eLearning on Discover. This course will go into more detail on elements such as your email account.

Any queries please email:
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