

FAQs

Compass is the free and secure tool from The Scout Association to help you keep track of Scouting. We asked members how HQ could help make Scout admin quicker and easier. Compass is the result – a membership system that's been researched, developed and tested with members in a range of Scout roles.

Getting Started

When will I be able to access Compass?

Compass is rolling out to all members in a staged process during the latter part of 2014. Certain roles in Scouting will be able to register first as their role is heavily dependent on using the membership system to carry out vital tasks like adding new members and ensuring disclosure checks are being processed. Every member will be sent an email when it is their time to register with more instructions. You can view your go live slot on www.scouts.org.uk/compass and [speak to your local Compass Champion](#) to find out more.

How can we update records or apply for disclosure checks before Compass is live?

All disclosure checks required needed to be submitted before the old membership system was closed. Once Compass is live applying for disclosure check is done only in Compass and you cannot use the old forms. There will be a small period of time where members will have to wait until Compass is live before their disclosure check process can be started. If there are any urgent amends or requirements you need from Compass, your local Appointment Secretaries, District Commissioners and many other roles will have access as soon as Compass goes live and will be able to assist. If you have any queries you can call the Scout Information Centre on 0845 300 1818 or 020 8433 7100.

How do I upload my young people's data into Compass?

We are encouraging every Section Leader to collate their young people and related parents information into a specific excel template ready for uploading into Compass. Your County/Area/Region (Scotland) Champion will be able to share more information about your area's plans for uploading youth data. [Contact them for your specific instructions.](#)

Compass

How was Compass developed?

Since 2010 The Scout Association has worked with members to survey, research, develop and test a range of online tools needed to help make managing Scout administration tasks easier. This was coupled with the need to replace the existing adult online membership system for The Scout Association to ensure one system could hold all member information.

What can Compass help me do?

There are so many tasks Compass can perform, from registering a new Scout Group, adding a new adult volunteer's membership, nominating someone for an award, tracking training requirements, completing your Nights Away form to logging what parts of a badge you will

complete with your Cubs on camp this weekend. Once Compass is live you will be able to browse all the possible tasks via the user guide section on www.scouts.org.uk/compass.

How will I know how to use Compass?

Compass has been developed to be an intuitive system to use and follow. User guides have also been developed to help members follow the step by step process of every task and these will be available on www.scouts.org.uk/compass once Compass is live.

Why do I need to use Compass?

Compass has not only been developed to save you time and help make all your Scout admin easier to manage, it has also been developed to help you keep your Scout records and data held on young people, parents and adults safe. In order to comply with the data protection act all member data should be stored in Compass, and Compass only in order for people's personal data not to be held on lots of documents on lots of different people's computers/files. [Find out more.](#)

Will data in Compass be secure?

Yes. Compass has been designed to be compliant with the UK's data protection requirements and undergone tough security testing. The Scout Association currently holds the ISO27001:2013 standard for the administration of recreational activities and support for young people in the UK. Information Security and Data Protection experts have also engaged in the testing and development of Compass to ensure it meets all relevant legislation.

How does Compass work with similar systems from other providers e.g. Online Scout Manager, ScoutsPlus.com etc

Any other product offering similar tools are independent products and are not official nor endorsed by The Scout Association. Other products are often targeted at helping specific roles in Scouting, mainly section leaders and District Commissioners. Compass is the only place where Scout management tools required for every role in Scouting and your official membership information is stored in one place. Members can use other tools if they wish but they are required to ensure all their youth and adult data records are completely up to date in Compass at all times.

It is not possible to find an appropriately safe way to allow for the ongoing sharing of records between two systems. The Scout Association did explore this route but the data protection issues have been deemed too high risk to be able to offer this. The security and safety of our members data is the most important factor.

Do I need to download software to use Compass?

No. Compass is an online tool. All you need is access to the internet.

Will Compass work on smart phones?

Compass will work on any device that has access to the internet. There is no smart phone application for Compass yet.

Why does the data for all young people have to be kept up to date in Compass?

The data for all members (youth and adults) are being held in Compass to ensure as a membership organisation we know who our members are at any one time. Keeping the data of all our members in one place allows all programme planning tasks to be done in the same place as any adult members' task, and for messages to be shared with both groups of people at the same time if relevant. The minimum information to be held on Compass about a young person is the same information a Section Leader would collect when a young person joins, it is just storing it in a different safe place. This information will be key for the collation of census data too.

Who has access to the data?

Only members with suitable authorisation will have access to member data. For example a section leader will only be able to see the data for the young people in their section, a parent will only be able to see their information and their child's, but a District Commissioner will be able to see the data for young people and adults in the whole District. We have the ability to restrict access to any records when required.

Can I request additional tasks I want Compass to do?

Compass will constantly be developed to ensure it is enhanced and remains relevant for all member needs. If you spot something you think could be improved or developed further please log this on the customer forum that will be available on www.scouts.org.uk/compass once Compass goes live.