

Charity Retail Association®
The voice of charity retail

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children
 Barnardo's



CRSS Charity Retail Safeguarding Scheme



FAQs



Who is the scheme for?

Any charity retailer, whatever their size, who would like to have a formal mechanism for licencing their shops in terms of safeguarding.

Why is it needed?

Many recent developments have indicated a need to improve and formalise the way that charity shops keep their staff, volunteers, and customers safe. Many charity retailers already run such schemes – some do not. This scheme is intended to plug those gaps.

Must I use it?

No, it is entirely voluntary. The scheme is available for CRA members free of charge, but you may well have your own scheme which you prefer. You can of course use any of our sample documentation to improve your own scheme without going through the whole process.

If I join the scheme does it prove I am doing safeguarding well?

Not at all. It is a scheme you can use to show that your shops are conforming to your own safeguarding practices which must be approved by your senior management and/or trustees.

Does it apply to all staff and volunteers in shops?

The scheme is intended to apply to all new staff and key volunteers (ie those volunteers who are keyholders and/or have supervisory responsibilities). You may wish to apply it to ALL volunteers and existing staff and volunteers – but this is at your discretion.

Why might it be better than my existing scheme?

- It will provide a formal method for giving shops a safeguarding licence, with the CRA and Barnardo's to provide additional credibility
- You won't have to write your own documentation from scratch, but instead can tailor existing material for your own purposes
- The elearning package is free of charge, and can be incorporated into your own elearning platform if you have one

What's the end result?

You will be given a template certificate with the logo of CRA and Barnardo's, to which you can add your own logo, and which you can award to your shops when they are compliant. This can go on their wall to prove they are conforming to your safeguarding requirements.

What's the cost?

The scheme is completely free for CRA members, including use of our elearning package.

How will CRA prove that we are doing the scheme properly?

The declaration that you sign will show that you have all the elements in place to undertake the licensing scheme. CRA reserves the right to monitor your usage of the scheme and ask for further information whenever necessary – and if necessary to remove your right to use the CRSS until the information has been provided.

Is there a time limit on the scheme?

No, once you have qualified to use the scheme you will be able to use it permanently. Good practice would state that you should review the performance of the scheme at least every two years.

Must I use your elearning package or can I develop my own?

You may use your own elearning package. However, you will not be licensed to use the scheme until CRA has seen and approved the package you intend to use.

How do I access the elearning course?

You will be granted access once you have been approved for entry into the scheme. If you wish to see it in advance please contact crss@charityretail.org.uk.

Will I be able to build your elearning package into my own elearning platform?

This might be possible, subject to technical considerations. The CRA's elearning course has been developed in Articulate 360 so it may be able to be incorporated into a charity's own Learning Management System or website. The CRA can provide the charity with Web or LMS files in SCORM 1.2, SCORM 2004, AICC and xAPI (Tin Can) format.

Will my charity be able to track who has completed your elearning package?

Yes we will be able to provide that information.

How do I find out further information?

Access the introduction document [here](#). If this doesn't answer all your questions, then please contact us by phone or email.

I'm in. What's the next step?

Use the introduction document to ensure that you have all the component parts assembled, then fill out the application form and email it to us at crss@charityretail.org.uk.

How long will CRA take to review my application?

If you are using our elearning package, we will aim to turn round applications within two weeks. If you need us to review your own elearning package this may take a little longer.

What happens if CRA decides I can't join the scheme?

You will be informed of the areas in which we believe you need to improve. You will either be requested to provide further information or asked to reapply a month later.