Guidance for users of ROVER (Record Of Visits in the East Riding) Online

ROVER (Record Of Visits in the East Riding) is an online system for the recording, notification and approval of educational/offsite visits and activities. Most find ROVER easy to access and use, but the following Frequently Asked Questions may help to address any areas of concern or uncertainty. Do not hesitate to contact the LA Educational Visits Officer (tel. 01482 392417 or email taff.bowles@eastriding.gov.uk) if you have any questions about how to use ROVER.

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1. **What is ROVER?**
   ROVER is an online database for the recording, notification and approval of educational visits. It is primarily for the recording, notification and approval of Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits, but some users may also decide to use it as a central record for all visits (including Category 1 and 2 day visits) – see further details below in Q.3 "What type of visits should use ROVER?"

2. **What are the benefits of ROVER?**
   The key objective of ROVER is to provide an accessible, robust system for the recording, assessment and approval of offsite visits – in particular, Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits - and to reduce the amount of time and paperwork required for this process, particularly with regard to providing information to the Local Authority.
   However, ROVER has many other benefits. For example, ROVER enables users to:
   - access records and information about all past, ongoing and planned visits;
   - access other relevant information and guidance that will encourage good practice to be followed (e.g. links to relevant sections of the Local Authority's Safety Guidelines, Generic Risk Assessments, Frequently Asked Questions etc.)
   - access records of staff leadership qualifications, experience and training;
   - record and save details of new visits online (hard copies can also be printed off);
   - respond to a series of questions about the visit, in a way that prompts them to follow correct procedures and guidelines;
   - receive extra guidance that will encourage good practice ("help" comments are provided for each question);
   - notify online all relevant levels of management of planned visits;
   - be alerted automatically (by means of text colour changes) to questions that have been unanswered or answered unusually/unsatisfactorily;
   - view, assess and approve all visits online;
   - provide comments and view the feedback provided by other people;
   - give a secure and robust means of approval;
   - analyse data regarding past visits (e.g. number of overseas visits during the year);
   - share, in a post visit review, examples of good practice and lessons learned;
   - access an audit trail that shows clearly which people have given what information and when;
   - copy and amend details of a previous visit as the foundation of a new visit;
   - conduct a manager review of the establishment's own visits policies and procedures.

3. **What type of visits should ROVER be used for?**
   - ROVER is primarily for the recording, notification and approval of Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits, but some establishments may also decide to use it as a central record for all visits (including Category 1 and 2 day visits) – see below for details;

   Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits
   - ROVER <u>must</u> be used for the recording, notification and approval of all Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits;
   - Paper visit forms should not be sent to the LA unless, in exceptional circumstances, staff are unable to access or use the ROVER system for some reason - but please discuss the issue first with the LA Educational Visits Officer if there is a problem;

   Category 1 and 2 (day) visits
   - Category 1 and 2 day visits are assessed and approved internally, so managers should decide upon the most appropriate means of assessment and approval for these visits, and this should be stated clearly in the establishment's own internal policy;
   - Schools/establishments may choose not to use ROVER for Category 1 and 2 (day) visits, and a paper-based system may be considered more appropriate and efficient – this depends partly upon the size of school/establishment, the number and complexity of visits, and the availability of online facilities etc.
   - However, most schools/establishments have decided to use ROVER for all visits, as ROVER can provide a complete database record of visits, together with staff qualifications and experience, that is easy to access from work, home or anywhere that has an online facility

ROVER also has the benefit of providing instant access to guidance that can assist leaders with the safe planning and preparation of visits.

- For schools, the headteacher and governors must decide which system is most appropriate to their own circumstances, and should make the procedures they require clear within the school's own Educational Visits policy and to all staff members.
- If a school/establishment chooses to use a paper-based system instead of ROVER for Category 1 and 2 (day) visits, the managers must decide on the most appropriate way of recording, assessing and approving visits. It is important that managers have sufficient information about visit proposals to be able to make informed judgements and to give reasonable feedback. A sample "Day Visits Form" is available on the Council's Offsite Visits website www.eriding.net (see Educational Visits section), and this can be adapted if necessary to each user's needs.

4. Who will need access to ROVER?

Managers should check that all those who are involved in the planning, leadership, supervision or approval of offsite visits have access to ROVER online. In particular, the following should normally have their own usernames and passwords, and be able to access ROVER online:

- The Visit Organiser/Overall Group Leader of any visit
- Other Assistant Group Leaders involved (Volunteer Leaders should not normally need access)
- The Educational Visits Coordinator (in schools/academies)
- The Senior Manager or Headteacher (in schools/academies)
- The Deputy Manager/Headteacher, or designated Senior Staff member (in case the Senior Manager/Headteacher is not available on occasion)
- The Governor responsible for educational visits (in schools/academies)
- A designated Governor who can deputise - in case the Governor responsible is not available on occasion (in schools/academies)
- The Chair of Governors - if not the above (in schools/academies)
- Any member of staff who acts as an Emergency Home Contact during a visit
- Any designated member(s) of the Admin. staff who may also need ROVER access

Access to ROVER information

- All authorised users will be able to access and view details of all the visits (past, present and future) that they have inputted themselves on ROVER using their own username/password.
- Staff who are designated as "managers" will have access to view all the school/establishment's visits (past/present and planned) and also additional information, such as the leadership experience and qualifications of staff within their school/establishment (it should be made clear, when requesting passwords, who should be given this additional status).
- Authorised personnel within the Local Authority, with key responsibilities for offsite visits, have access to view details on ROVER of all the visits (past, present and future) by all the county's schools/establishments, as well as each individual's leadership experience, training, and qualifications.

5. How can you access ROVER online?

- All usernames/passwords are issued centrally by the Local Authority or by designated managers within each school/establishment. Requests for a new ROVER username and password should be made to the school's designated manager or emailed to the LA Educational Visits Officer (taff.bowles@eastriding.gov.uk);
- Managers should keep a record of all staff within the school/establishment who have access to ROVER, and should keep their staff list uptodate;
- Access ROVER by going to the website https://eastriding.gov.uk/eforms and logging in, using your username and password;
- ROVER Online can be accessed and viewed using all web browsers. Please report if there are any problems, especially following the introduction of a new version of a web browser.
- Once you have logged in using your username and password, the ROVER homepage will open giving you a number of different options.

6. What are the options available on ROVER's home page?

The ROVER home page has the following option buttons that enable you to:

- **Add a new visit**

Add details of a new visit that you are planning. Information that has been inputted will be saved automatically once the first page has been completed and saved (by clicking the "Next" button at the bottom of the page)

- **View saved(draft) visits** -
  Users can return to a draft (unfinished) form at any time to amend or update it before submitting it for approval (click anywhere on the one-line visit summary to open the form).

- **View all submitted/past visits**
  View all visits that have been saved, and all those previously submitted for approval (the current status of the visit application will be displayed: "Saved", "Processing", "Outline Approval", "In-House Approval", "LA Processing", "LA Approval" or "Superceded").

- **View my details**
  Enter or update details of your past visit leadership experience, qualifications and training (this is vital information to enable managers to make informed judgements regarding leader competence). It is also possible to change your password and the colour layout of the form to your own preference. Visit leaders should ideally first complete this section before using ROVER and they should update their records regularly (at least annually).

- **View guidance/news**
  This provides an immediate link to the Offsite Visits webpage on www.eriding.net and provides access to the LA Offsite Visits Guidance, together with other useful proformas, information, news and guidance. The site also provides a practical guide for ROVER users, and answers any questions about the approval system.

- **Logout**
  To exit the system or enable another person to log on to ROVER instead.

7. **Why is it important to complete "My Details" first?**
   - **Before using ROVER, new leaders should first access "My details"** and record past leadership experience, qualifications and training with regard to offsite visits - this is important information so that informed and reasonable judgements can be made by managers regarding leader competence and suitability.
   - **Access to this information** is only available to those managers who have been given authority to assess and approve visits.
   - **Leadership experience** - staff are requested to record only the approximate number of visits that they have been involved in as either Overall Group Leader or Deputy/Assistant Leader. This provides a useful record of visit leadership experience. N.B. ROVER does not automatically update the number of visits led, so users should periodically (at least annually) enter "My Details" to revise the information provided.
   - **Qualifications and training** - relevant qualifications and training courses attended (e.g. First Aid, Minibus Driving, Risk Management, Ski Course Organiser etc.) should also be recorded, and those responsible for approving visits or staff training should periodically check that qualifications are still current and valid.
   - **Adventure Activity Providers** - the section also records if leaders are registered as LA Approved Adventure Activity Providers – this means that the individual has certain specialist outdoor qualifications, and has been approved by the Local Authority to instruct the activities in which they are qualified. Managers should ensure that the person instructs only activities for which they are appropriately qualified (further advice can be obtained from the County Educational Visits Officer)
   - **Password and colour changes** – it is also possible to change your password and the colour layout of the form to your own preference in this section.

8. **Who is responsible for the completion of a new visit form?**
   - The Overall Group Leader or "Visit Organiser" (the person with overall responsibility for the planning and leadership of the visit) is normally responsible for the correct completion of a new visit form, and for its submission for approval. The Visit Organiser should use their own username/password to access ROVER, as they are accountable for the information and assurances provided on the form.
   - Normally, the Overall Group Leader will access and input information directly themselves, using ROVER online. However, it is acceptable for the Overall Group Leader to complete a hard copy of the form (having printed off a blank form from ROVER), and to delegate a member of staff (for example, from the Admin team) to copy the visit details onto ROVER online. In these

circumstances, the Overall Group Leader is still responsible for the information supplied, and should check that the form details are correct before submission for approval.

9. **How is information entered for a new visit?**
   - Access ROVER and log onto the site using your personal username and password;
   - From homepage - if not previously entered, access "My details" and enter information regarding personal leadership experience, training and qualifications before completing the form;
   - Click on "Add New Visit";
   - Section 1 automatically displays your school/place of employment. For those who have more than one role/employer - e.g. teacher and youth leader - request a different username/password for each role, and log on accordingly.
   - Record details of a new visit by answering all the questions in each section of the form;
   - Key questions on Page 1 must be completed before ROVER will allow you to continue on to other sections of the form;
   - The selection of visit category will automatically affect the number of sections and questions that need answering e.g. the selection of a "Category 1" visit cuts out "Overnight Accommodation", High risk activities", Overseas Visits" and "LA Approval". The menu displayed on the left of the page will change automatically once the Section 1 has been completed and the "Next" or "Save" button pressed;
   - Refer, as necessary, to additional guidance (click on the "?" button beside each question to access "help" comments, or click on "View Guidance" to refer to the ERYC Offsite Visits Guidance – N.B. the section numbers in ROVER are the same as the relevant chapters in the Guidance);
   - Save the visit details after each section (or at any time) by clicking the "Next" button at the bottom of the page, or the "Save" disc button in the top menu bar;
   - Click (at any time) on "Summary/Printable version" (on the top menu bar) to check if any questions have been unanswered (highlighted in yellow) or have "non-standard" answers (highlighted in orange);
   - Full approval might not be given if some of the questions remain answered so complete the form accordingly;
   - Non – standard answers do not necessarily mean that the visit will not be approved, but they might need further justification. Consider the issues carefully and amend the form if appropriate.

10. **What does the "?" symbol mean?**
    - **"?" Help buttons**
    Each question has an optional "?" help button which will provide additional information and guidance to answer the question correctly, if it is required. Further detailed guidance can be obtained by clicking "View Guidance" (see top menu bar) and accessing the ERYC Offsite Visits Guidance.

11. **How do you save visit details once they have been entered?**
    - **Saving information**
    Information added to the database can be saved at any time by clicking the "Next" button at the bottom of the page, or the "Save" disc button in the top menu bar.

12. **How can you view the whole form together?**
    - **View whole form**
    Click (at any time) on "Summary/Printable version" (on the top menu bar) to view the whole form. This also enables you to check if any questions have been unanswered (highlighted in yellow) or have "non-standard" answers (highlighted in orange). Once the summary/printable version is displayed, the form can be printed at any time by clicking File, then Print.

13. **Can the form be printed?**
    - **Printable version**
    Click (at any time) on "Summary/Printable version" (on the top menu bar). Once the printable version is displayed, the form can be printed at any time by clicking File, then Print. It is possible to print blank forms, but note that some drop-down menus will not be viewable.

14. **How can you move forwards and backwards within the form?**

- **Movement forwards/backwards in the form**
  Once section 1 has been completed and saved, you can move to other pages by either clicking the "Next" button at the bottom of the page, or clicking the section required from the menu on the left of the page. You can also move backwards to previous pages by clicking the section required from the menu on the left of the page.

15. **How can you make changes to the form?**
    - **Amending the form**
      Draft ("Saved") forms can be amended at any time up until when the form is submitted for approval. After it has been submitted for approval, any other amendments that should be noted, or might affect the approval status of the visit, should be added by the Visit Organiser in section 19 – see FAQ 21 for further details.

16. **What is the procedure for obtaining approval using ROVER?**
    Once the form has been completed, the Visit Organiser should:
    - go to section 17: "Seek visit approval"
    - click on "Summary/Printable version" (on the top menu bar);
    - check if any questions have been unanswered or given "non-standard" answers (these will be highlighted automatically by means of text colour changes) – complete and amend form accordingly;
    - once satisfied that the form has been completed fully and accurately, send emails to each of the required levels of management for checking and approval. You can send the form to additional managers if necessary in section 17A.
    - each manager will be able to check and approve the form and provide feedback. When the visit has been finally authorised, you will receive an email from the relevant manager, with a weblink which, when opened, will enable you to view the response from all the managers, including confirmation of whether or not the visit has been authorised.

   If a hard copy of the form is required:
    - click on "Printable version" (on the top menu bar);
    - check that the form is complete and answered correctly, and then print off a hard copy of the form;

17. **How are visits assessed and approved using ROVER?**

    Approval of Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits
    - ROVER must be used for the recording, notification and approval of Category 3 (UK residential), 4 (overseas) and "A" (high risk) visits;
    - Paper visit forms should not be sent to the LA, unless staff are unable to access or use the ROVER system for some reason, but please discuss the issue first with the LA Educational Visits Consultant if there is a problem;
    - ROVER also allows for the notification and approval of Category 3, 4 and "A" visits internally;
    - The Headteacher/Senior Manager (or designated deputy) must use ROVER to confirm that "In-House Approval" is given to a Cat 3, 4 or "A" visit.
    - It is only the Headteacher/Senior Manager that can give "In-House Approval" and that approval prompts the visit details to be forwarded automatically to the LA for their processing and approval;
    - Other managers (for example in schools, the EVC and Governor representative) will also normally be expected to assess and approve Cat 3, 4 and "A" visits using ROVER online, but this is not mandatory. A Governor, for example, may not be familiar with using emails, and may still prefer to view a hard copy of the form (N.B. ROVER enables visits details to be printed out) to assess and approve visits. This is acceptable providing the Headteacher/Senior Manager is satisfied that the relevant approvals have been obtained before giving "In-House Approval. The Headteacher/Senior Manager will therefore normally only give "In-House Approval" to a visit once approval has first been given by the other managers – however, this is at the Headteacher/Senior Manager's discretion;
    - The Headteacher/Senior Manager (and/or EVC in schools) may still need to view and check hard copies of any accompanying documentation (e.g. risk assessments, copy of letters to parents etc.). If documentation is viewed and checked internally by the Headteacher/Senior

Manager or EVC, it cuts out the need to send any paperwork to the Governor representative, as the visit plans can be most easily viewed and approved by the Governor through the ROVER approval process online;

- In most circumstances, it is usually appropriate and acceptable for just one manager (either the Headteacher/Senior Manager or EVC) to check over the accompanying documentation, although both parties may request it if deemed appropriate, or as part of the school/establishment's additional monitoring procedures;
- ROVER enables all those responsible to give relevant feedback, and to view the comments of others involved in the approval process;

Approval of Category 1 and 2 visits

- Schools/establishments do not normally need to use ROVER for Category 1 and 2 (day) visits, as these visits are approved internally, and a paper-based system may be considered more appropriate and efficient – this depends partly upon the size of school/establishment, the number and complexity of visits, and the availability of online facilities etc.
- However, some schools/establishments may still decide to use ROVER for all visits, as ROVER can provide a central database record, together with a record of staff qualifications and experience, that is easy to access from work, home or anywhere that has an online facility. This may be particularly useful in the event of an incident or emergency. ROVER also has the benefit of "help" comments that prompt and assist leaders with the safe planning and preparation of visits.
- Managers must decide which system is most appropriate to their own circumstances, and should make the procedures they require clear within their own offsite visits policy and to all staff members.

18. **Will ROVER mean the end to all other paperwork associated with visits?**

- Some paperwork is still usually necessary, and may be requested by managers as part of the monitoring process;
- The ROVER system enables visit plans to be checked thoroughly and is a robust means of visit assessment and approval. As a consequence, the LA does not normally require supporting documentation (such as copies of risk assessments or parental letters) to be sent to the LA;
- However, as part of the LA's spot check/monitoring process, the documentation for selected visits may be requested by the LA – either by post before a visit is approved, or during a visit as part of an on-site assessment;
- Internally, supporting documentation for a visit (such as copies of risk assessments or parental letters) may also be checked by the Headteacher/Senior Manager, and/by other managers, as part of the approval process;
- Some internal policies might require supporting documentation to always be checked by managers, but normally managers request this on a spot-check basis – this reduces the need for paperwork to be passed around internally, and enables managers to assess and approve the visit by using ROVER online – however, it is good practice, as part of the school/establishment's internal monitoring procedures, for these managers to occasionally request to see and check the supporting documentation;
- Supporting documentation should be normally be stored appropriately (e.g. scanned and kept on computer) for reference in case of possible future investigations.

19. **Does additional documentation (e.g. copies of risk assessments) need to be sent to the LA?**

- No accompanying documentation for any visit needs to be sent to the LA unless it is specifically requested as part of the LA spot check/monitoring process. Hard copies of the visit details, including signed risk assessments, group and staff lists, parent letters, emergency procedures etc. may be requested for checking and approval by the Headteacher/Senior Manager and/or the EVC and stored appropriately (e.g. scanned and kept on computer) for reference in case of possible future investigations.

20. **What does the status of approval mean?**

Visits can be given one of the following approval status:

- **"Saved"** – the visit details have been entered and temporarily saved. They can be amended at any time before submission for approval.
- **"Submitted"** - the visit details have been submitted (by email) to the relevant managers for assessment and approval. The form is locked and no further amendments can be made directly to the form at this stage (see Q.21 for how to amend forms)
- **"Not Approved"** - the visit will need to be cancelled or significantly amended and resubmitted. Consult with the approving managers to consider options.
- **"Outline Approval"** - the visit is basically sound in principle, but some minor amendments or additional information may be required – if this level of approval is given by the Headteacher/Senior Manager or LA, the form is "unlocked" and reverts back to its original unlocked format so that it can be amended as required before resubmitting for final approval.
- **"In-House Approval"** - the visit has been checked and given full approval internally by the Headteacher/Senior Manager (this is all that is required for category 1 and 2 day visits, and is normally the first stage of internal approval required for Category 3, 4 and "A" visits). This is the final level of authorisation for academies (as the LA is not the employer of academies);
- **"LA Processing" (**for Category 3, 4 and "A" visits only) – the form has received "In-House Approval" and has been forwarded automatically to the LA for final authorisation (or, in the case of academies, for initial LA Approval, before being forwarded to the Headteacher/Senior Manager for final authorisation).
- **"LA Approval"** – the visit has been checked and given full authorisation by the LA. For maintained schools, this is the second and final stage of approval required for Category 3, 4 and "A" visits. In the case of academies, ROVER forms are checked first by the LA before being forwarded to the Headteacher/Senior Manager for final authorisation.
- **"Superseded"** – the form has been cancelled, and a new copy of the form has been created so that changes can be made.

21. **How can late amendments be notified after approval has been given?**
    - The visit details on ROVER can be amended at any time up until when the form is submitted for approval.
    - Visits that are "Not Approved" or given "Outline Approval" remain unlocked, and can be amended and resubmitted at any time.

    MINOR AMENDMENTS
    - Although the visit details are locked once the form has been submitted for approval, a minor amendment (i.e. any change that does not require further approval – for example, a change in departure time or the telephone number of an Emergency Home Contact) may be recorded at any time by the Visit Organiser as a footnote onto the end of the form.
    - If there is any doubt if a change should be considered "Minor" or "Significant", consult your manager or the LA Educational Visits Officer.
    - To record a minor amendment, the Visit Organiser must:
      – access the visit summary in "View All Visits".
      – click "View" in right-hand column, headed "Amend/Copy/Review" - this will open the form in its original format on page 19 headed "Amendments"
      – add any minor amendments in the comment box in section 19.1
      – the rest of the form remains locked so no changes to the form can be made, apart from by adding comments in 19.1.
      – click on the "Update" button, which will save the changes made.
    - The added comments are automatically added to the bottom of the original form (see "Summary View/Printable Version") below the manager's comments.
    - The amendments can be viewed whenever the visit details are opened (by first accessing "View All Past/Submitted Visits", and then clicking on the visit summary).

    SIGNIFICANT AMENDMENTS
    - A significant amendment involves any important change (e.g. in leader or staffing ratios) that requires renotification and reapproval.
    - Once a form has been submitted or approved, the form is locked and the visit details themselves cannot be amended. A new "unlocked" copy of the form needs to be created. The database will maintain a record of the original version of the form for audit trail purposes.

- To make a significant amendment, the Visit Organiser, who originally completed the form online, must:
  - access the visit summary in "View All Visits"
  - click "View" in right-hand column, headed "Amend/Copy/Review" - this will open the form in its original format on page 19 headed "Amendments"
  - Request a significant amendment in section 19.2
  - This will create an identical new copy of the original form.
  - The new copy of the form will be displayed when viewing "All Visits", and will be in unlocked "Saved" status. This form must be amended as required and resubmitted for approval to all levels of management.
  - The original form will be saved and given the status "Superceded" and cannot be changed.
- All changes to visit forms are automatically recorded securely on the database, and a complete audit trail (showing who changed what, and when) can be viewed at any time by managers by clicking the right-hand column in "View All Visits" marked "Show Audit". The Audit Trail records clearly if it is a revised form, and when it was created and resubmitted
- Proposed amendments should be notified by the Visit Organiser to all relevant managers, and a decision will be made by the authorising manager if the visit can still go ahead, or whether it should be changed, cancelled, or postponed.
- The Overall Group Leader should ensure that all appropriate levels of management are aware of, and have approved any significant changes to the original proposals.

22. **Why is there a page for a post-visit review and evaluation?**
- It is general good practice for Visit Organisers, on return from a visit, to review the visit with the other visit leaders and relevant managers and, if appropriate, to record any examples of good practice and lessons learned that might assist with the planning and leadership of future visits.
- To add comments in the post-visit review, the Visit Organiser, who originally completed the form online, should:
  - access the visit summary in "View All Past/SubmittedVisits"
  - click "View" in right-hand column, headed "Amend/Copy/Review" - this will open the form in its original format on page 19 headed "Amendments"
  - open section 20 by clicking on "Post-visit review" in the menu on the left of the page
  - add review in the comment box in section 20.1 and 20.2
  - the rest of the form remains locked so no changes to the form can be made, apart from by adding comments in 20.1 and 20.2.
  - click on the "Update" button, which will save the changes made..

23. **Is it possible to copy a previous visit to save time when planning later a similar visit?**

   BEFORE SUBMITTING A FORM FOR APPROVAL
- Click on the "Copy Form" button on the top menu bar. This will automatically create another identical "Saved" visit (which can be accessed by viewing "All Saved Visits")

   AFTER SUBMITTING A FORM FOR APPROVAL
- To copy a visit after it has been submitted or approved, the Visit Organiser, who originally completed the form online, must:
  - access the visit summary in "View All Past/Submitted Visits"
  - click "View" in right-hand column, headed "Amend/Copy/Review" - this will open the form in its original format on page 19 headed "Amendments"
  - click on the "Copy Form" button on the top menu bar. This will automatically create an identical, unlocked "Saved" version of the visit.
  - The new form can then be accessed when viewing "All Visits" and amended and submitted for approval.
  - The original submitted/approved form remains locked and cannot be changed.
- There is a danger of complacency when copying visit forms, and Visit Organisers must ensure that all necessary changes to the original form are made, and ensure that it is correct and up-to-date before submitting it for approval.

24. **Can you resend a form for approval (e.g. if it has been sent to the wrong email address)?**

- To resend a form for approval after it has already been submitted, the Visit Organiser, who originally completed the form online, must:
  - access the visit summary in "View All Past/Submitted Visits"
  - click "View" in right-hand column, headed "Amend/Copy/Review" - this will open the form in its original format on page 19 headed "Amendments".
  - open section 17 by clicking on "Request Visit Approval" in the menu on the left of the page
  - click on the yellow "Resend Email" buttons in 17.1, 17.2 and 17.3 for each management level required.