



## **Annual Conference 2024 - Registration Overview**

### **1. Purpose**

Due to the changes introduced this year with the introduction of a new registration platform for annual conference, this document has been produced to support the use of the system to ensure that all who wish to register for Annual Conference are equip to do so.

### **2. Introduction**

This process guide will provide an overview of the process for registering attendees (Voting Delegates and Visitors including Standard Bearers, County Delegates Staff and other Visitor types) for Annual Conference 2024 and the support requirement from the Membership Engagement team for those attendees who may need support in completing the online registration process.

### **3. Context**

We are making these changes to the process to deliver a better personalised membership experience and create a more user friendly and easy to use registration for Annual Conferences. As part of our membership strategy to improve and make things better for our branches and members. There will not be a paper-based registration form used in conjunction with this process, but support will be available for anyone who may wish to attend but need support to use an online form.

Since 2020, Annual Conference has been offered as a hybrid event, meaning that attendees can access the event in person and virtually (online). Virtual delegates are able to vote online in the same was as those delegates who attend in person. Both groups will need to undertake the registration process for the event and indicate their preferred mode of attendance at the appropriate point on the form.

### **4. Scope**

This document does not provide a detailed guide to the step-by-step online registration process, which will be outlined in accompanying guidance for Branch Secretaries, but provides an outline of how the support for members who may not have access to the internet or may have other challenges in accessing the system to register for Conference may access the support necessary to complete registration. Both visitors and delegates will be able to access the registration process from any internet enabled device (laptop, tablet, phone etc) and will not need access to the Membership Administration Portal (MAP) system as the registration link will be hosted on the main RBL website [Annual Conference | Membership | Royal British Legion](#).



## 5. Registration Timescales

The registration process for Annual Conference 2024 will launch on 8<sup>th</sup> January 2024 and close on 28<sup>th</sup> March 2024. The support requirement will therefore run for this period. Reminders will be shared within the Central News in the months leading up to Conference with the details available on the main RBL Annual Conference site.

No applications will be accepted by the Membership Directorate after the closing date has passed, at the express wish of the National Conference Committee.

## 6. Eligibility

It is our ambition to ensure that any RBL member who wishes to do so, is able to attend the Annual Conference in one of the following capacities in accordance with the Membership Management Handbook:

- **Voting Delegates** - Only current active members who have not lapsed in their membership who are the approved voting delegate and confirmed by their Branch Committee of a compliant branch will be approved to attend conference.
- **County Delegates, Standard Bearers and Visitors** - All others who register and do not meet the criterion of a voting delegate may attend as a visitor, but will not be permitted to vote.
- **Number of delegates per branch** – branch information will be pre-loaded into the registration pages, so it will only allow the appropriate number of voting delegates to register, based on the number of members held by the branch (see MMH section 2b (3))

## 7. Registration support

The registration link will be hosted on the main RBL website [Annual Conference | Membership | Royal British Legion](#). There will not be a paper-based option available for registration, so all registrations will need to be made through the main link on the RBL website. This means that family or friends, who may be more readily available to support those wishing to attend as visitors will have easy access to support them in registering and not require access to the Membership Administration portal (MAP) to provide registration support. The Membership Engagement Officers will be able to register a branch delegate on behalf of those branches who may need assistance to use the online form.

**Voting Delegates** - Voting Delegates will need to be registered by their Branch Secretary and checks will be carried out post-closing date to confirm that those registered as a voting delegate are entitled to do so. The Annual Conference Registration: Guide for Branch Secretaries outlines the information required for the registration of a branch delegate to be completed. Both the Branch Secretary and the voting delegate will receive confirmation of the registration by email.

**County Delegates, Standard Bearers and Visitors** - Most visitors should be able to register themselves if they are familiar with using online forms and these registrations do not need to be undertaken by a branch secretary. If they require additional support, this is also available to members through the Membership Engagement Officer (MEO).



## **8. Confirmation of registration**

Once an initial registration has been completed, the member will receive an email confirming that their registration has been received. Branch Secretaries and branch delegates will both receive confirmation that their branch delegate has been successfully registered via email.

Full and final compliance checks will be carried out and confirmation of compliance will take place in early March 2024.

Once the deadline for registration has elapsed, attendees will be able to print their passes for conference and more details will be shared for those attending.

## **9. Registration amendments**

Both voting delegates and visitors will be able to access their registration information at any time of their choosing should they wish to amend or cancel their registration. They will not be required to notify the Membership Directorate teams of these changes and will not be limited to the number of changes they make, which is the same for both Branch Secretaries, voting delegates and Branch Secretaries will not need to notify the Membership team to undertake these changes.

## **10. Further support**

If further support needed, which the Membership Engagement Officer (MEO) is unable to assist the matter can be escalated to the Membership Events team via the membership services mailbox ([membershipservices@britishlegion.org.uk](mailto:membershipservices@britishlegion.org.uk)) and a member of the team will assist.

## **11. Feedback**

Should members wish to provide feedback about the way in which their enquiry or matter has been handled, they may do so by submitting an email to the membership services mailbox ([membershipservices@britishlegion.org.uk](mailto:membershipservices@britishlegion.org.uk)). The complaint will be triaged, and the complaints process followed.

Similarly, should members wish to make a complimentary remark on the service provided by the Membership Directorate team, they may do so by emailing the above mailbox and the appropriate member of staff and their line manager will be informed of the complement.

**End.**