



**CARISBROOKE HIGH SCHOOL  
VOLUNTEER PROCEDURES**

## **1. Introduction**

- 1.1 Carisbrooke High School recognises the importance and potential that volunteers can offer in assisting in the delivery of the curriculum, along with creating and implementing school services.
- 1.2 Volunteering should also be a worthwhile and rewarding experience for volunteers, who are an important community resource. Volunteers' experience of working with us will shape their overall view of the school.
- 1.3 This document states our procedures for dealing with volunteers and will be available on the school website, or from the main office upon request.
- 1.4 This document defines the term 'volunteer' and sets out our principles and objectives with regard to the use of volunteers. It provides a framework of best practice and procedures which we will follow when appointing, managing and supporting our volunteers.

## **2. Definition**

- 2.1 Volunteers are individuals or groups who offer us their time, experience, knowledge and skills without financial gain helping us to achieve our service objectives, or with the aim of providing a benefit to the school or local community.
- 2.2 The role of volunteers is very different from that of employees, consultants, students on work placements and secondees (staff doing a different job for a set amount of time).
- 2.3 There is no contract of employment or services between the school and its volunteers.
- 2.4 Volunteers do not have to commit to a given number of hours. If we ask volunteers to work a given number of hours [this will be at their discretion] we will not penalise them if they are unable to do so.

## **3. Principles**

- 3.1 The school will apply the Equal Opportunity Policy to the recruitment and management of volunteers. Particular care will be taken in view of the vulnerable nature of students and young people involved.
- 3.2 Volunteers will be provided with an agreement which must be signed and submitted along with details relevant to the statutory CRB check. We will advise all volunteers of their rights under the Data Protection legislation and expect volunteers to respect the confidential nature of school business.
- 3.3 Where a formal agreement is established and agreed by the Governors' finance committee we will make information available for volunteers to enable them to claim expenses.
- 3.4 Volunteers are covered by the appropriate public liability insurance whilst they are engaged in an agreed and appropriate volunteer activity with the school as detailed on the volunteer agreement form (see paragraph 15 and Appendix A).
- 3.5 Volunteers will be regarded as unpaid employees and the school will not expect volunteers to undertake inappropriate responsibilities or be used in a situation where a paid member of staff or a person who provides services under contract to the school should be used.

- 3.6 We will consult and involve volunteers on issues concerning their volunteering activity and, where necessary and agreed, will offer suitable training and support.
- 3.7 The school expects all volunteers to behave reasonably and not bring the school or Council into disrepute. All volunteers will be expected to follow school procedure and policy; this includes policy for making complaints.
- 3.8 The school and Governing body will review guidance on an annual basis and will be updated in line with any changes in the law.

#### **4. Recruitment**

We will accept volunteers by applying the following process:

- 4.1 The school will provide descriptions for all volunteering activities outlining specific tasks, responsibilities and who the volunteer reports to.
- 4.2 Where practicable, the school will also provide a person specification that will identify the skills, knowledge and experience necessary to carry out the tasks.
- 4.3 The school will invite all prospective volunteers to meet their intended supervisor for a two-way discussion of the proposed role, its requirements and each other's expectations. This meeting is for both the supervisor and prospective volunteer to see if the volunteering opportunity is suitable.
- 4.4 The school will let the prospective volunteer know whether we are happy for the volunteering to go ahead within 5 working days of the meeting. We would ask prospective volunteers to let the school know if they would like to go ahead within a reasonable period of time.
- 4.5 The school or the local authority has the right to refuse the offer of service of any volunteer. For some volunteer activities we may need satisfactory medical clearance from a GP.

#### **5. Volunteer Application & Agreement**

- 5.1 Volunteers must complete a standard local authority job application form where job title should be substituted with 'Volunteer' followed by the area for which they will have responsibility. The school may require two satisfactory references.
- 5.2 Where the volunteer will be in contact with students and young people or vulnerable adults, we will also require a satisfactory disclosure from the Criminal Records Bureau (CRB) before a successful volunteer can start their duties. If there is insufficient time for a CRB check to be carried out and the volunteer is supervised at all times an ISA Children's List check will be adequate.
- 5.3 It is the volunteer's responsibility to supply adequate documentation to facilitate a CRB check. A list of qualifying documents will be advised.
- 5.4 The school will record the arrangements for individual volunteer activities in a volunteer agreement.
- 5.5 This agreement is intended to be flexible enough to take account of individual service issues however the example document should not, under any circumstances, be amended without the prior authority of the Governors.

## **6. Disclosure of Convictions**

- 6.1 Having a criminal record will not be a bar to volunteering with Carisbrooke High School unless the Governors leadership management and staffing committee considers that a conviction means that the applicant is unsuitable. Under the requirements of the Rehabilitation of Offenders Act 1974 and any other relevant legislation there may be a need to ask all volunteers to disclose any 'unspent' convictions.
- 6.2 The school has a legal obligation to protect students and young people under 18 and vulnerable adults. Volunteers will come into contact with the following groups of people and will be asked to disclose all convictions including any that are 'spent' and a Disclosure Application will be made to the CRB.
- 6.3 The school aims to comply with the CRB Code of Practice on fair use and handling of disclosure information.

## **7. Volunteer Management**

All volunteers will have a named supervisor who shall be responsible for:

- 7.1 Providing the volunteer with a written description of the volunteering role outlining specific and general tasks, responsibilities and who they will report to.
- 7.2 Organising a planned induction to the organisation, including explaining relevant policies and procedures (including in relation to dealings with other people) and the duties and tasks agreed.
- 7.3 Ensuring that volunteers are aware of their agreed responsibilities with regards to confidentiality and relations with the media.
- 7.4 Ensuring that volunteers have adequate work space, equipment and services necessary to perform their tasks effectively and safely including personal identification where appropriate
- 7.5 Ensuring that all tasks and activities the volunteer conducts have a full written risk assessment agreed and signed by the volunteer, supervisor and head of department.
- 7.6 Arranging a short, timetabled trial period during which new volunteers will receive close support and mutual feedback, including the chance for them to feed back their views. and providing regular support making sure that the role and activities are reviewed.

## **8. Training**

- 8.1 Where necessary and agreed the school will provide training to make sure that volunteers can carry out their activities on behalf of the school effectively. This training will directly relate to the activity for which they volunteer.

- 8.2 If there is any doubt as to whether the training is required for the volunteer's task, the head of the relevant department should seek further advice from the school Health and Safety Officer.

## **9. Behaviour & Conduct**

- 9.1 Volunteers are expected to conform to high standards of behaviour and conduct whilst carrying out their duties. It is expected that volunteers will respect other volunteers, students, parents and colleagues and make them feel welcomed and valued.
- 9.2 Volunteers should be sensitive, approachable and pleasant towards others. Dress and behave in a manner which promotes healthy and safe working practices and is mindful and respectful of the cultural diversity of the local community.
- 9.3 Some activities may leave volunteers exposed to unnecessary risks and therefore teachers supervising should ensure that this does not happen. Volunteers must never be left alone with a student, it is the responsibility of the supervisor and head teacher to ensure this does not happen. The teaching or supervising member of staff are always responsible for their own classes.
- 9.4 Volunteers should never take pictures or video students for any reason. The use of phones with cameras or any other recording equipment is also prohibited.
- 9.5 Volunteers using their own car to transport students must always be accompanied by another member of staff. Additionally volunteers should be advised to check with their car insurance company to ensure that they do not contravene their own insurance policy conditions. The use of school minibuses is restricted to school employees only due to insurance restrictions.
- 9.6 In the event that computer access is required volunteers will be required to sign a computer and network usage policy. This policy exists to safeguard and promote the proper use of the computers, internet and email facilities. Volunteers are responsible for using these facilities in an efficient, effective, ethical and lawful manner. Use of the internet and emails may be monitored at any time.
- 9.7 Volunteers will not be subject to our disciplinary procedures nor have access to our grievance procedures both of which are for school employees only. However, volunteers will be given an opportunity to discuss any concerns that they may have about their volunteering and consult with us generally.
- 9.8 If there are concerns about the conduct or performance of a volunteer, their supervisor should investigate to find out what is happening. This should include talking with the volunteer concerned.
- 9.9 If conduct or performance is unsatisfactory, the volunteer should be informed that s/he will be offered 'special guidance' for a period. The object of the 'special guidance' will be to encourage improvement.

- 9.10 If a volunteer does not meet our standards of performance, and the steps we have taken to encourage them to improve do not work, the volunteer should be offered more suitable alternative voluntary activities or the situation explained and asked to leave.
- 9.11 If behaviour which in our view is equivalent to gross misconduct has occurred the volunteer activity will be terminated immediately and the incident investigated which may involve notifying the relevant authorities.

## **10. Complaints**

- 10.1 Volunteers should raise any complaints or concerns with their supervisor. If this is not appropriate or they are not happy with how this is dealt with, volunteers should take their complaint to the head of the relevant department or follow the school's standard published complaints procedure.
- 10.2 In the event of conduct concerns and doubt as to the procedures to follow please contact the school's Human Resources Officer or the local authority's Human Resources Officer.

## **11. Ending Involvement**

- 11.1 Either the school or the volunteer can end the volunteering at any time and without any notice. However, unless there is an emergency or misconduct, we will usually try to give volunteers at least 2 weeks' notice and hope that they will offer the same to us.
- 11.2 In all cases we will provide the volunteer with details of the reasons why their involvement is no longer needed.
- 11.3 If asked, we will provide volunteers with a reference letter with details of all the activities that they have successfully undertaken for us.

## **12. References**

- 12.1 If asked, either during a volunteer's time with us or when it ends, we will supply a reference, based on a volunteer's service with the school, indicating the skills and knowledge acquired as well as personal qualities observed.

## **13. Health & Safety**

- 13.1 We have a duty of care for the safety and well being of our volunteers. It is statutory that all volunteers are provided with our Health & Safety Policy during their induction, that they sign to say they have received the document, and will observe its content. Further special safety arrangements relating to their individual role will be provided where necessary.

- 13.2 Volunteers as well as employees must take reasonable care for the health and safety of themselves and others who may be affected by what they do, or omit to do, at work.
- 13.3 Volunteers must also co-operate with the school in performing any duty or complying with any requirement imposed by any relevant health and safety laws.

#### **14. Repaying People Their Expenses**

- 14.1 In some circumstances the school can reimburse expenses. Individual arrangements and agreements will be explained to volunteers before they start their volunteering activity.
- 14.2 If a volunteer has been authorised and wishes to claim expenses they should complete an Expenses Claim Form and attach corresponding receipts and/or travel ticket or other evidence of expenditure.

#### **15. Insurance**

- 15.1 The school maintains insurance against risks including loss and damage to or destruction of its property, the injury or death of members of the public affected by its activities and its employees and volunteers undertaking authorised work for it.
- 15.2 The insurance does not, however, extend to unauthorised work or to authorised work carried out by people not authorised by the school. It is therefore most important that volunteers comply with the conditions of the school's insurance and do not do anything which might result in the school not being covered.
- 15.3 All volunteer activities carried out for us will be covered by public liability insurance as long as:
- Volunteers were acting within their authority at the time of the incident
  - The school would be covered for the claim had the claim been made against the school
  - The school has full conduct and control of any claim

#### **16. Copyright**

- 16.1 All records in any medium (whether written, computer readable or otherwise) including accounts, documents, drawings and private notes about the school and its activities and all copies and extracts of them made or acquired by the volunteer in the course of their volunteering activity shall be:
- The school's property
  - Used for the school's purpose only
  - Returned to the school on demand at any time; and returned to the school without demand if the volunteer ceases for more than one month to be actively involved with the school's work.

- 16.2 Volunteers should be made aware that information produced by them in the course of their volunteering may be made available to the public under the Freedom of Information Act 2000.

## **17. Governors**

- 17.1 School Governors follow DCSF guidance and code of conduct which are distributed by the Clerk to the Governors which supersedes this policy and procedure.

## **18. Asylum Seekers**

- 18.1 Since April 2000, asylum seekers (people in the process of applying for refugee status) and family members are allowed to volunteer. This includes whilst they are appealing against a decision to refuse them asylum. However, it must be borne in mind that they may not be given the right to remain here. They should not be led to believe that voluntary activity is regarded as a step towards refugee status being granted.

## **19. Monitoring & Review**

- 19.1 It will be the responsibility of the Governors' leadership management and staffing committee to regularly review the operation of this Volunteer Policy and to make sure that it is always in accordance with our Equal Opportunity Policy and best practice in relation to managing volunteers.