



# West Hill School

*Aiming High Since 1927*

## Policy and Procedures for Volunteers

Item	Author/Owner	Date Written	Approved by	Date Approved
1	Louise Harrison	06/06/2023	Board of Trustees	29/11/23



## Key Changes

Date	Name	Notes
06.06.2023	Louise Harrison – Business Manager	No changes made



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## Audience

This policy should be read by all members of staff who are looking to have a volunteer in their department.

## Introduction

Volunteers at West Hill School bring with them a range of skills and experience that can enhance the learning opportunities of pupils at the school. We welcome and encourage volunteers from the local community.

Our Volunteers include:

- Members of the Governing Body
- Parents of pupils
- Ex-pupils
- Students on work experience
- University students referred to us by Student Volunteer Services
- Local residents
- Friends of the school

The types of activities that Volunteers are engaged include:

- Hearing pupils read
- Working with small groups of pupils
- Working alongside individual pupils
- Duke of Edinburgh Award Scheme
- Outside classroom activities

## Appointing a Volunteer

Any department that has been approached by a member of the public to be a volunteer at West Hill School must first seek permission from the Head Teacher and then liaise directly with the business manager to ensure that the appropriate induction requirements are actioned.

## Volunteer Applications

All volunteers will be asked to complete an application form prior to joining the school. This details personal information about the applicant, how they are known to school, the department they will be volunteering in and duties being undertaken. This form is signed by the head of department and is passed to the business manager for completion of internal procedures.

## Volunteer Induction

All volunteers in school will receive induction from the Business Manager. During this session all relevant policies are shared, expectations and procedures made clear and guidelines given.

## Confidentiality

Volunteers in school are bound by a code of confidentiality and Data Protection. Any concerns that volunteers have about the pupils they work with/come into contact with must be voiced with the Class Teacher and **NOT** with the parents of the child/persons outside school.



Comments regarding pupils' behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents of a child if they hear about such issues through a third party rather than directly from the school. Volunteers who are concerned about anything another adult in the school does or says should raise the matter with the Head Teacher or the School Business Manager.

## Supervision

All volunteers work under the supervision of the Class Teacher of the class to which they are assigned. Teachers retain responsibility for pupils at all times, including the pupils' behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the Teacher as to how an activity is carried out/what the expected outcome of an activity is. Volunteers are encouraged to seek further advice/guidance from the Teacher in the event of any query/problem regarding pupils understanding of a task or behaviour.

## Health & Safety

The school has a Health and Safety Policy and this is made available on request to Volunteers working in the school. Induction will ensure that volunteers are clear about emergency procedures (e.g. fire alarm evacuation) and about any safety aspects associated with a particular task. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class Teacher/Head Teacher.

## Child Protection

To ensure the safety of our pupils at all times, all regular volunteers will be required to have been cleared by the Disclosure and Barring Service. For clarification, where a Volunteer is engaged in a 'one-off' activity e.g. helping supervise a group of children as part of a class visit, no formal checks are carried out on these volunteers. These volunteers must remain under constant supervision of school staff. Where a volunteer is in school on a regular basis (four times in a month or more or once a week or more, or overnight (between 2am and 6am, as defined by the DfE) a DBS (Disclosure and Barring Service) certificate must be obtained. The individual should not start at the school until clearance is obtained.

The safeguarding of our pupils is paramount. To ensure the safety of our pupils, we adopt the following procedures:

- All volunteers, upon appointment, will undergo Safeguarding and Child Protection training
- All Volunteers are given a copy of the Code of Conduct
- To ensure the safety of our pupils at all times, our volunteers (where required) must have a current DBS that the school has requested
- All Volunteers will apply to the school and the school will carry out the appropriate safeguarding checks (including references if deemed appropriate)
- The Class Teacher will ensure that these volunteers are kept under constant supervision.

## Code of Conduct

All Volunteers will be asked to read and sign to say that they understand and will abide by the Code of Conduct for Volunteers.



## Complaints Procedure

Any complaints made about a volunteer will be referred to a Deputy Headteacher or School Business Manager for investigation. Any complaints made by a volunteer will be referred to a Deputy Headteacher or School Business Manager.

The nominated staff lead reserves the right to take the following action:

- To speak with a volunteer about a breach of the Volunteer Code and seek reassurance that this will not happen again.
- Offer an alternative placement for a volunteer, e.g. helping with another activity or in another class.
- Inform the volunteer that the school no longer wishes to use them.

## Code of Conduct for all Volunteers

### Introduction

This Code of Conduct reflects relevant legislation, expectations and principles for Volunteers, and reflects the requirement that only the highest standards of integrity are expected. The code sets out the minimum standards that should apply, and is not exhaustive. Inevitably, some issues affect some staff groups more than others and a 'common sense approach' should be employed to the application of the Code of Conduct to different staff groups. However, all volunteers are covered by this code, and as such non-compliance or claimed ignorance of the code will result normally in disciplinary action being considered.

### 1. General Requirements

As a Volunteer of the school, you must:

- Attend your placement
- Be punctual in time keeping
- Be honest and trustworthy
- Follow Health and Safety procedures
- Take care of yourself, your colleagues and others whilst at the school
- Display commitment to the aims, vision and mission statements of the school, conducting yourself in a manner consistent with these statements at all times
- Conduct your work in a co-operative manner
- Obey reasonable management instructions (from members of the Teaching Staff and/or senior Leadership Team), ensuring that at no time do you knowingly undermine the leadership, management, or smooth running of the school
- Accept and adhere to school policies and procedures, carrying them out as fully as possible
- Take care of school property, making careful and best use of all resources provided



- Undertake your duties and responsibilities effectively, efficiently and diligently
- Show respect for all people within the school at all times by being polite and courteous to others
- Respect the rights of individuals to hold religious or political beliefs, or sexual orientation, different to your own
- Ensure that other commitments, for example part-time employment elsewhere, do not prejudice the capacity to volunteer
- Maintain appropriate levels of confidentiality at all times
- Follow appropriate lines of communication for concerns or complaints
- Disclose as required on appointment, or at any time, any civil, criminal charges or convictions
- Not misrepresent professional qualifications
- Represent the school positively at all times
- Dress in a manner that is appropriate to your role in the school

## **2. With Pupils**

- Remember that the emotional, physical, intellectual and moral welfare of the pupils is the prime purpose and first concern of our school
- Behave with compassion and impartiality
- Be sensitive in expressing criticism of pupils and avoid hurtful comments of a personal nature
- Do nothing to abuse, exploit or undermine the staff/pupil relationship, which is based on trust
- Respect the confidentiality of information relating to pupils unless its disclosure is either required by law or is in the vest interests of a particular child
- Ensure that reports are based on factual and objective information.

## **3. With Parents/Carers**

To only discuss a child with a parent/carer with the express permission of the Headteacher.

## **4. With Colleagues**

- Exercise the duty of care to all colleagues – for their physical and emotional health and well-being
- Acknowledge the various roles and responsibilities that colleagues have within



school

- Respect colleagues, particularly when making any assessments or observations of their work, making objective judgements, comments, observations or assessments at all times
- Not denigrate a colleague in the presence of others
- Exercise maximum frankness and good faith in all matters relating to appointments to posts
- Give accurate references that are fair, truthful and objective, if requested.

## 6. With the Wider Community

Be aware of the involvement of the community in the life of the school and understand its unique social, economic and cultural position

## 7. Social Networking Sites

Use of social networking sites should be undertaken with due care and attention. In particular, use of such sites should not involve communication regarding your employment at this school or any activities which may bring the school into disrepute and / or may question your suitability to work with pupils.

I have read and understood the school's Code of Conduct and am aware of the possible consequences of breaching it.

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Application Form

### Volunteer Application Form

Basic Information:	
Name	
Address	
Home Telephone No	
Date of Birth	



**Disability**

I consider I have a physical or mental impairment which has a substantial and long-term adverse effect on my ability to carry out normal day to day activities:  
(please circle as appropriate)

YES

NO

How known to school:

Department Volunteering in:

Summary of duties undertaken:

Signed:  
(*Head of Department*)

Date:

Placement start date:

Placement end date:

Frequency of Volunteering:

**Disclosure & Barring Service Application**

Application Form Completed



Evidence of Identity seen	
Application form sent	
Clearance received: <ul style="list-style-type: none"><li>• Date:</li><li>• Number:</li></ul>	

<u>Induction</u>	
Volunteer induction (inc expectations, role)	Date: By:
Safeguarding and Child Protection	Date: By:
Health & Safety (inc emergency evacuation)	Date: By: