

Lowestoft College
Volunteer Policy

1. Scope

The purpose of this document is to provide a clear statement and framework of how Lowestoft College will operate in relation to people who volunteer their services to the college.

2. Statement

Lowestoft College is committed to developing and maintaining good volunteering standards throughout the organisation. Lowestoft College wants to ensure that volunteers are supported and managed effectively, with the aim of making their contribution to the college as positive as possible both for the volunteers and the College. Lowestoft College wishes to encourage the involvement of volunteers as a vehicle to enriching and diversifying the work of the organisation.

This policy sets out the required standards that apply to a volunteer when attending Lowestoft College. It does not create an obligation on the volunteer to attend the College nor does it create any mutuality of obligation between the parties. However, the college needs to be able to rely on someone if they have volunteered.

3. Key Principles

These influence and inform all of Lowestoft College relationships with volunteers.

Volunteers within the organisation will have a distinct and defined status. There will be no contractual obligation on the volunteer to attend college and there will be no obligation on the college to provide the volunteer with any duties. Though, the college must be able to rely on someone if they have volunteered.

Each volunteer will have a job information sheet detailing their role and the expectations of Lowestoft College. The information will also include the name of the person who is responsible for supporting them. This document will include any training requirements connected to the role, details on the reimbursement of expenses and any notice period that the volunteer should provide the college to assist in the proper performance of the college's activities.

Volunteers will be provided with the necessary facilities required to carry out their role but without implying / granting employment rights.

Volunteers will not be recruited to replace paid staff.

We would normally expect two satisfactory references before allowing volunteers to start work.

The College expects the same standard of behaviour and practice from both staff and volunteers. In particular, volunteers are expected to comply with the Code of Conduct as they relate to staff. They should not be interpreted as bestowing employment rights or employer responsibilities on either the volunteer or the college.

Adequate and appropriate preparation for the arrival of the volunteer will be made, by the department to which the volunteer is assigned.

At the beginning of the experience all volunteers will be given a copy of this policy.

All volunteers are subject to a satisfactory CRB checks.

All volunteers are subject to a health check if necessary.

All volunteers must agree to the college's Smoking, Email and Internet Policies and all policies as they relate to staff and other college users.

4. Policy Guidelines

- **Equal opportunities**

The College Equal Opportunities Policy underpins all stages of volunteer recruitment and selection and attempts to reflect the diversity of the local and student population all its practices, including the involvement of volunteers. We will do everything reasonably practical to make volunteering opportunities available to individuals.

- **Induction & Training**

All volunteers will receive an induction which will include information about the college, the department/team they will be working with and how their contribution fits within the organisation. This will also include a basic awareness of child and adult protection.

The College believes that it is particularly important to recognise volunteers' contribution through continuous and regular support and supervision. The organisation will encourage volunteers to develop and expand their area of responsibility.

Volunteers will be encouraged to complete relevant training and to take part in appropriate staff meetings where possible. It is important that training provided is strictly relevant to the person's volunteering activity; otherwise it may have implications for the status of the volunteer. For the avoidance of doubt attendance at these meetings does not mean that the volunteer will be considered an employee of the college. Rather, it enables the volunteer to find out as much as possible about the college's activities.

- **Insurance**

Lowestoft College public liability and personal accident insurance covers all volunteers. Insurance will not cover unauthorised actions or actions outside the volunteer agreement.

- **References**

Although under no obligation to do so the College may provide references for volunteers.

- **Complaints Procedure**

A copy of this can be obtained from the College intranet, but the supervisor will initially try to resolve any issues.

- **Other Considerations**

- **Training**

The College should provide compulsory training and any other training required for the role including health and safety.

- **Health and Safety**
The College has a responsibility for Health and Safety of volunteers. Volunteers must follow the Health and Safety policies and procedures. Volunteers should be provided with or informed of where they can be accessed. Volunteers have a duty of care to themselves and others. All accidents must be reported.
- **Confidentiality**
Volunteers, like all members of college staff, must not disclose information or use it for their own benefit without the consent of those concerned. The Data Protection Policy must be adhered to and volunteers should be made aware of this at induction. Data protection can be over-ridden when the safety of children or vulnerable adults is at stake. Please refer to a member of the college's management team with responsibility for Safeguarding issues if there is any doubt.
- **Volunteer Drivers**
Volunteer drivers should have a valid driving licence. If using their own car, the insurance must cover business use. A copy of the insurance certificate and MOT certificate must be provided when making an authorised claim for expenses.