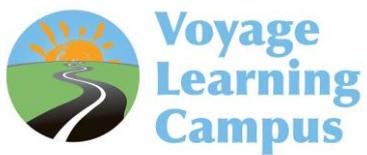


# VOYAGE LEARNING CAMPUS



## VOLUNTEERS' PROCEDURE

## **VOYAGE LEARNING CAMPUS (VLC) VLC VOLUNTEERS PROCEDURE**

***To be read in conjunction with the following documents:***

### ***VLC Safeguarding Policy***

#### **1. Introduction**

Voyage Learning Campus believes that volunteers are a welcome resource for helping to raise children's achievement, complementing the work of Teachers, Teaching Assistants and Support Staff. We feel that the role of volunteers in our Centres provide for the enrichment of the pupil's learning experiences, but should not encroach on or restrict professional teaching duties.

The deployment of any volunteer is managed with care; in particular taking account of the needs of the pupils and the staff to whom they are assigned.

#### **2. Aim**

The aim of this procedure is to establish expectations for both staff and volunteers regarding the work of volunteers in the Centres. This procedure establishes clear guidelines for the volunteers to ensure the safeguarding of children and to further enhance the positive impact that volunteers can have on pupils' learning.

All adults who work in the Centres whether a paid member of staff or a volunteer are expected to work and behave in such a way as to actively promote our Centre's aims and educational purpose, as identified below –

- Nourish the diverse talent of pupils, widen their horizons, develop their appetite for learning thus enabling them to live life to the full
- Bring to an individual the feeling that they can cope with their environment with a sense of confidence in themselves as a significant, competent person
- Encourage pupils to feel capable of handling situations which challenge their intellectual, personal, spiritual and moral values
- Encourage pupils to show tolerance of others
- Equip pupils to cope with adult life and work in a fast changing society.
- Support pupils to value the work they do.

#### **3. Safeguarding Children**

Voyage Learning Campus is committed to safeguarding pupils – and the welfare of our pupils is paramount and expects its volunteers to share that commitment.

All volunteers are given a copy of the Volunteer Policy and are asked to sign a Volunteer Agreement Form (Appendix A) when they start at a Centre.

The law requires checks to be made on anyone with responsibilities in a school which can give them regular unsupervised access to Pupils under the age of 19. Under the Education Act 2002 and DfES Guidance on 'Safeguarding Children and

the Safer Recruitment Education' which came into force on 1<sup>st</sup> January 2007 this now includes volunteers who regularly help in the classroom or in extra curricular activities. Volunteers who also have ongoing, substantial unsupervised access also fall under this category.

Any volunteer who applies to work at a Centre will be asked to complete a DBS form in order for an enhanced disclosure check to be made against the DfES List 99 and the LA's own records before commencing duties.

It is the Principal's responsibility to ensure that volunteers do not have unsupervised access to children.

Any concerns a volunteer has about child protection issues should be referred to the Head of Centre.

#### 4. Co-ordination and Induction of Volunteers

The School Operations Manager is responsible for the recruitment and preparation of volunteers who offer their time to the Voyage Learning Campus. The School Operations Manager is responsible for the marketing of any Volunteer Opportunities and will ensure that the school website is up to date with any such positions.

The School Operations Manager will arrange for Heads of Centres to interview prospective volunteers and make available the relevant application form. The School Operations Manager will contact referees nominated by the volunteer and will identify with Heads of Centre appropriate times and areas where the volunteer can help. Once this has been established, an introductory visit and induction will be arranged with the Head of Centre.

All volunteers will receive constant supervision and support from the staff at the Centre in order to develop their skills and knowledge. Where appropriate, In Service Training opportunities available to staff are also offered to volunteers. Many volunteers have progressed from the project to follow professional courses in education and social work.

#### 5. Confidentiality

Volunteers in the Centre are bound by a code of confidentiality. Any concerns that volunteers have about the pupils they work with/come into contact with should be voiced with the teacher and NOT the parent/carer of the pupil.

If, in the process of your work with a student, that student discloses to you personal and private information about themselves, their friends or their family/carers you must immediately share that information with the teacher or teaching assistant with whom you are working. If he/she is not immediately available please contact the Vice Principal/Assistant Vice Principal or the Volunteer Co-ordinator.

Any personal information about students and/or their families or carers or details of the work done with them is always strictly confidential and must not be discussed with anyone other than VLC staff. Volunteers who are concerned about anything in the Centre, which may affect their work should raise the matter with the Vice

Principal/Assistant Vice Principal or appropriate senior member of staff. Any information gained at the Centre about a child should remain confidential.

We believe that it is essential that you should have knowledge of the history and background of any student with whom you work and confidential files are kept securely in the Centre Office. However, it is usually good practice to get to know the student on a face to face basis before you are given a fuller picture of that student. The teacher with whom you work will use their knowledge of the student in deciding what you should be aware of and when that should be.

## 6. Supervision

All volunteers work under the supervision of the teacher or full time member of staff. Teachers retain ultimate responsibility for pupils at all times, including the pupils' behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the designated supervisor as to how any activity is carried out / what the expected outcome of an activity is. In the event of any query / problem regarding the pupils' understanding of a task, behaviour or their welfare, volunteers must seek advice / guidance from their designated supervisor.

## 7. Health and Safety

The Centre has various Health and Safety policies and these are made available to volunteers working in the Centre. The Vice Principal/Assistant Vice Principal will ensure that volunteers are clear about emergency procedures (e.g. fire alarm evacuation) and about any safety aspects associated with particular tasks (e.g. using cooking equipment, DT equipment). Volunteers need to be exercise due care and attention and report any obvious hazards or concerns to the Head of Centre. Volunteers should be aware of the Centre's risk assessment for each subject.

The Local Authority's Third Party Liability Policy for employees extends to indemnify Volunteers while they are carrying out agreed and pre-authorised activities in respect of their legal liability for claims for third party personal injury or third party property damage. If a Volunteer causes injury or damage, whether or not it is anticipated that a claim will be pursued, full details must be given to the person who authorised the activity (usually the Vice Principal/Assistant Vice Principal) who will ensure that the incident is reported to the Insurance Section of North Somerset Council.

### **Injuries to Volunteers**

Should a Volunteer be injured while carrying out his/her duties immediate notification should be made to the Vice Principal/Assistant Vice Principal or the Volunteer Co-ordinator who will inform the Insurance Section. In some circumstances a small personal accident benefit may be payable but usually no payment will be made by North Somerset Council unless it can be established that the Authority is legally liable for accident which caused the injury.

### **Damage to or Loss of Property belonging to Volunteers**

North Somerset Council does not insure the property of Volunteers. Hence, other than where the Council can be held legally liable for damage to or loss of property belonging to Volunteers, the Council cannot be of financial assistance should such loss or damage occur. All instances should be reported as above.

## 8. Code of Conduct

In order for volunteers to be aware of the expectations upon them when working at a Centre the following code of conduct for volunteers has been devised.

While helping in the Centre, volunteers are entitled to be treated with the respect and in a manner appropriate to a member of staff.

Volunteers are expected to

- Demonstrate their support for education and give their full attention to the task in hand.
- Treat what they see and hear in the Centre as confidential. (Working with other peoples' children is a privilege with responsibilities. Pupils observed in the classroom or the Centre should not be discussed outside. Questions relating to the individual pupil should be addressed to the Head of Centre).
- Volunteers would not normally have access to pupil's records.
- Any personal information about pupils and/or their families/carers or details of the work done by them is always strictly confidential and must not be discussed with anyone other than VLC staff.
- Arrive on time and ready to start the agreed task. If they must cancel, the volunteer is asked to call the office as soon as possible.
- Leave all matters of discipline to the teacher with responsibility.
- Accept direction and supervision (volunteers are not intended to take the place of staff but to provide assistance and enrichment. They should be consistent with the teacher in supporting the Centre's ethos and behaviour. Volunteers should, therefore, agree to operate under the direction of VLC Staff).
- Clearly communicate interest and expectations.
- Present a positive role model (volunteers should be patient, flexible, appreciative, respectful and considerate, particularly in their dealings with children).
- Ensure that communications with staff and pupils is positive thereby contributing to pupils valuing the work they do.
- Adhere to the Centre's Health and Safety policies.
- Adhere to the VLC Safeguarding Policy – Child Protection.
- Dress in a manner that is appropriate for professional working in a classroom.
- Refrain from inappropriate language or topics of conversation.
- Adhere to the Centre's no smoking policy.
- Switch off mobile phones inside the Centre's building. (Arrangements can be made to deal with any essential calls).

## 9. Volunteers' Rights

Volunteers have the right to:

- Be recognised for their valuable contributions to the education experience of our pupils.
- Be assigned worthwhile tasks.
- Access any Centre policy and procedure that are relevant to their roles.
- Any training or supervision that is necessary for the success of their activities.

## 10. Complaints Procedure

Any complaint will be dealt with promptly.

If you have a complaint, speak in the first instance, to the School Operations Manager who will investigate the situation and try to resolve the problem to your satisfaction.

If you are not satisfied with the response of the School Operations Manager please raise the issue with the Head of Centre.

If your complaint is still not resolved you may write to the VLC Principal who will investigate your complaint and then respond in writing. The decision of the VLC Principal is final.

Any complaints made about a volunteer will be referred to the Head of Centre for investigation.

## VLC Volunteer Agreement

Thank you for offering your services as a volunteer at the Voyage Learning Campus.

Your offer of help is greatly appreciated and we hope that you will gain much from your experience here.

Please read and sign this Volunteer Agreement Sheet. You will receive a copy of it for your records.

- I have received a copy of the Volunteer Procedure
- I agree to support the Campus's Aims
- I agree to treat information I learn from being a volunteer in the Centre as confidential.
- I understand that I am required to undergo a Disclosure and Barring enhanced check to advise the Centre of my suitability as a volunteer.
- If you already have a North Somerset DBS certificate, please hand it in to the Centre. The number will be recorded and checks made with the issuing body.

Signed: .....

Name: .....

Date: .....