

Trust Education Group Ltd

Volunteer Policy

Author :	KE and MW
Date:	15th September 2025
Review Date:	September 2026
Version:	1

Principles, Practices, and Procedures for Volunteer Engagement

At Trust Education Group Ltd, we recognise that volunteers can make an appropriate and significant contribution to the work and services of our organisation. This policy defines the term 'volunteer' and sets out the principles, practices, and procedures which will be followed in the appointment, management, and supervision of volunteers. The contribution of volunteers to our work is especially valued and respected.

At Trust Education Group Ltd, we believe that by providing opportunities for volunteers to work alongside children with complex needs, volunteers will gain a range of skills and work experience. They will develop confidence, motivation to try different things, and benefit the community they serve. This policy sets out how Trust Education Group Ltd intends to support its volunteers.

Our volunteers include:

- Members of the governing body
- Parents
- Members of the local community
- Those seeking experience as a route to a change of career

Becoming a Volunteer

Anyone wishing to become a volunteer, whether for a one-off event or on a more regular basis, should read the information on our website and complete the online volunteering application form. If successful, applicants will be invited in for an interview. At least one person on the interview panel will have completed safer recruitment training.

Before starting and to ensure the safety of our pupils at all times, all volunteers are required to complete a DBS (Disclosure and Barring Service) check. This will be arranged with our office. We are unable to have any volunteer in our settings unless they have been cleared by the Disclosure and Barring Service and shown their certificate and ID. A start date and induction will then be confirmed in advance of the placement.

Induction

Volunteers will receive a full induction on their first day by the Assistant Headteacher/Volunteer Coordinator, currently Michelle Forrest. This will include all aspects of health and safety as well as policies and procedures related to professionalism. Emergency contact details for the volunteer will be requested. This information is confidential and will be kept securely.

Confidentiality

Trust Education Group Ltd has a confidentiality policy. All volunteers will be asked to sign a confidentiality agreement and follow its principles.

Volunteers may have access to personal information about some individuals, or other confidential information. Trust Education Group Ltd needs to be able to trust its volunteers with such information. Volunteers who break confidentiality will be asked to leave. Any concerns that volunteers have about the children they work with or come into contact with should be shared with the Head, Deputy Head, or Assistant Headteacher and not with any persons outside the organisation.

Safeguarding

All volunteers have the responsibility to report any concern regarding Child Protection to the Designated Senior Lead, currently the Headteacher Sarah Holt, or back-up DSLs which include Deputy Headteacher Angela Hill, Assistant Headteacher Michelle Forrest, Home School Liaison Catherine Swindlehurst, and Class Teacher Keara Rothwell. It is not the role of the volunteer to investigate concerns.

The Safeguarding and Child Protection procedures at Trust Education Group Ltd will be explained as part of the induction process. Each volunteer will be provided with a copy of the organisation's Safeguarding and Child Protection Policy, along with the Keeping Children Safe in Education (Sept 2024) Part 1. They are expected to read this policy and guidance and sign to confirm this.

Supervision

All volunteers work under the supervision of the teacher and teaching assistants in the class they are assigned to. A volunteer is not a member of staff and therefore cannot be considered as such in terms of supervision. There must always be another member of staff present when the volunteer is carrying out their duties.

Health and Safety

The health and safety procedures at Trust Education Group Ltd will be explained as part of the induction process. Each volunteer will be provided with a copy of the organisation's Health and Safety Policy to read on their first day.

The volunteer coordinator should ensure that individuals are clear about emergency procedures (e.g., fire evacuation) and about any safety aspects associated with a particular task (e.g., using cookery equipment). If a volunteer attends an educational visit, their emergency contact details will be requested. Volunteers need to exercise due care and attention and report any obvious hazards or concerns to the class teacher, Deputy Headteacher, or Headteacher.

Equal Opportunities

Trust Education Group Ltd recognises that volunteering can provide an individual with experience and opportunities for self and career development. In accordance with our Single Equalities Policy, volunteer placements will be open to individuals irrespective of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Where a prospective volunteer demonstrates hostility to, or a clear lack of support for, equal opportunities, they will be deemed automatically unsuitable for a volunteer position. All volunteers are required to make a commitment to this policy. A copy can be provided on request.

Internet Use Code of Conduct

This code exists to safeguard and promote the proper use of the organisation's 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 for legitimate business reasons.

Absence

Volunteers are expected to telephone and inform the organisation prior to their start time so appropriate arrangements can be made if cover is required.

Working Hours

The hours of volunteer work will be discussed and mutually agreed between the volunteer and the coordinator, currently the Assistant Headteacher, Michelle Forrest. The volunteer must be committed and adhere to the voluntary placement and allocated working hours.

Please remember to sign in and out. Upon signing in, you will be issued with a volunteer's lanyard, which you should wear at all times whilst on site. Fire evacuation procedures and a map indicating the safe route of exit in the event of a fire alarm can be found in each classroom; please make yourself familiar with these.

- There is no smoking allowed anywhere on the site or perimeter.

- Do not use your mobile phones whilst in the vicinity of children.
- Do not under any circumstances take photographs unless agreed with the Headteacher.

We value having volunteers helping in our organisation and we want you to feel successful and valued. Please never hesitate to ask if you are unsure about something – or for advice if you feel something you are doing is not working well. We'll do whatever we can to ensure your time with us is rewarding.

Volunteer Code of Conduct

As a volunteer at Trust Education Group Ltd, everyone is expected to conform to high standards of behaviour and conduct whilst carrying out their duties.

- Respect other volunteers, students, staff, and children and make them feel welcomed and valued.
- Be sensitive towards others.
- Be approachable and pleasant.
- Dress and behave in a manner which promotes healthy and safe working practices (see Dress Code Policy).
- Maintain the confidentiality of personal information at all times.

All volunteers should be aware of how their behaviour can affect both colleagues and children.

Everyone has the responsibility to avoid becoming involved in situations that could bring Trust Education Group Ltd into disrepute.

Complaints Procedure

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

This policy will be reviewed annually or in light of new guidance from either the DfE or the LA.

Evaluation

To be monitored by the leadership team under careful scrutiny by the Head of school. The policy will be supported by the Staff Code of Conduct Policy, LCC Statement of Ethical Standards, Guidance for Safer Working Practice, Confidentiality Policy, Safeguarding and Child Protection Policy, Health and Safety Policy, and our Professionalism document.