Volunteer Policy

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1. Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.

Whamos Training and Development CIC believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in public and third sector organisations. Whamos Training and Development CIC takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

In adopting this volunteer policy Whamos Training and Development CIC wishes to:

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by Whamos Training and Development CIC paid staff and volunteers.

2. Volunteer policy statement

Equal opportunities

- As an employer and engager of volunteers Whamos Training and Development CIC is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to Whamos Training and Development CIC Equal Opportunities Policy, a copy of which can be found within the Whamos Training and Development CIC Volunteer Handbook.

Recruitment and selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with Whamos Training and Development CIC Equal Opportunities Policy. Appropriate targeting may be used.

Information and training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities to Whamos Training and Development CIC

- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Support and supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-solving

- Whamos Training and Development CIC recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.

Confidentiality

- Volunteers will be bound by the same confidentiality conditions as Whamos Training and Development CIC paid staff.

Expenses and insurance

- Whamos Training and Development CIC will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.
- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and safety

- All volunteers are covered by the same health and safety policies and provisions as staff.

Relations with paid staff

- Whamos Training and Development CIC is committed to ensuring that volunteers work complements the work of paid staff, and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- Whamos Training and Development CIC recognises the need for training for all those working alongside and managing volunteers.

Costs

- Whamos Training and Development CIC will endeavour to identify and cover the costs of involving volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers.

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Monitoring and evaluation

- Whamos Training and Development CIC will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

Review

- This policy comes into force on (17/02/25) and Whamos Training and Development CIC commits itself to review the policy as and when changes in legislation or other factors make this necessary. The policy will be subject to a comprehensive review two years after its introduction. (Review date: 17/02/26)

Note

- “Staff” refers to paid staff and those undertaking placements with Whamos Training and Development CIC
- This document refers to other policies which are available in Whamos Training and Development CIC Volunteer Handbook.

3. Guidelines for involving volunteers

These guidelines are intended for use alongside the policy statement. They give further detail on recommended good practice in the involvement of volunteers within SCSE.

Preparation

Prior to recruiting volunteers, full consultation and discussion should take place with users of the service, paid staff and unions to satisfy that there is a genuine need for volunteers and to develop a clear description of their role. A contact person within the section proposing to involve volunteers should be identified and the staff time and expenses to train, support and reimburse volunteers determined.

Recruitment

- Whamos Training and Development CIC has an Equal Opportunities Policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status. (See statement and policy for details)
- In order to reach a wide section of the community, recruitment should be by a variety of means.
- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

Initial contact

- People interested in becoming volunteers with Whamos Training and Development CIC should be invited for an informal talk with the appropriate contact person. They should:
- Be given written information to take away
- Have their role explained and how it fits in with Whamos Training and Development CIC's overall aims and ethos
- Have the next stages of becoming a volunteer with Whamos Training and Development CIC outlined
- If the volunteer wishes to proceed with the application at this stage, the contact person should fill out the application form for the volunteer (getting referees' details) and ask the volunteer to sign.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time.

Selection

- All volunteers should complete an application form. Two written references will be required. If the volunteer is to carry out specialised work (e.g. IT support) at least one reference should relate directly to this.
- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have.
- All information should be dealt with in the strictest confidence and should not necessarily prejudice the person being accepted for voluntary work.

Records

- Minimum details should be kept on volunteers. This will include the application form, references, placement details, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.
- Record keeping must be secure but accessible to other members of staff if you are absent.
- The Data Protection Act enables people to access information held about them.

Induction

- Induction sessions should be provided for all new volunteers and should cover:
- Role of volunteers
- Responsibilities of volunteers
- Arrangements for training, support and supervision

- Contact person
- Need for confidentiality
- Ethos/values, etc
- System for payment of expenses
- Problem-solving procedures
- Background to Whamos Training and Development CIC
- Building orientation
- Health and Safety
- Meeting staff
- During induction, volunteers should receive the Whamos Training and Development CIC Volunteer Handbook.

E*xpectations of Volunteers*

- Whamos Training and Development CIC should expect volunteers to:
- Participate in induction sessions
- Comply with existing policies and procedures
- Undertake voluntary work at agreed times
- Inform relevant staff if unable to attend
- Give some notice if unable to continue volunteering
- Raise any issues of concern relating to their voluntary work with the contact person
- Agree with the aims and ethos of the organisation

Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- Whamos Training and Development CIC reserves the right to ask volunteers to leave and will give reasons in writing if requested.

Support, supervision and problem-solving

- Regular support/supervision should be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during induction.
- Each volunteer should have a clearly identified supervisor who is responsible for the day-to-day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.
- Support prompt questions can be used if desired. A pro forma has been prepared.
- If a complaint about a volunteer arises, refer to the complaint’s policy.

Expenses

- The procedures for claiming expenses should be clear and accessible.
- All agreed out of pocket expenses should be reimbursed on production of receipts.
- The pro forma should be used and the supervisor should liaise with admin staff.

Insurance

- It should be ensured that volunteers have appropriate insurance cover in terms of employers and public liability.

Disclosure and Barring Service Checks for Volunteers

Where a volunteer will work unsupervised with children (anyone under the age of 18) or with adults at risk, an Enhanced DBS check with the appropriate barred list check (children, adults, or both) must be obtained and a satisfactory outcome confirmed before the volunteer commences any unsupervised activity with learners.

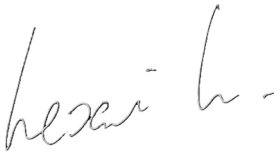
Volunteers in supervised, casual or one-off roles where they will not have unsupervised contact with learners may not require an Enhanced DBS with barred-list check. In every case, the appropriate level of check is determined by the directors before the role begins, in line with the eligibility criteria of the Disclosure and Barring Service. Where a volunteer's role changes such that they will have unsupervised contact with learners, the upgraded check is obtained before that change takes effect.

All volunteer DBS certificates and any associated barred list checks are recorded on the Single Central Record. Volunteers are required to subscribe to the DBS Update Service where they will be working on an ongoing basis; SCSE monitors the Update Service annually with the volunteer's written consent. Volunteers will be asked to complete the same identity and right-to-work checks as paid staff. Volunteers must read, sign and adhere to the Safeguarding Policy and the SCSE Code of Conduct.

A volunteer must not commence any activity that involves contact with learners until all required pre-engagement checks have been satisfactorily completed and recorded.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 18th May 2026

Next review: 18th May 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	18th May 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.