



Volunteer Policy

Status	DRAFT
Consultation with staff	Through Investing in Volunteers Steering Group
Consultation with Executive Committee	16 th August 2016
Student Voice Approval	24 th October 2016
Trustee Board Approval	29 th August 2016
Document Location	S:\Common\SA Policies

Volunteer Policy

1. Introduction

Glasgow Caledonian University (GCU) Students' Association are constantly striving towards our Vision that GCU students will have an outstanding experience that will live with them forever and our Values are Diversity, Community, Participation, Fun, Support and Leadership. Through the implementation of our Volunteer Policy we aim to demonstrate the commitment to our volunteers by setting out how volunteers should be treated, what they can expect from GCU Students' Association and what we can expect from them. Our Policy will ensure good working practice throughout every stage of volunteering as we will provide opportunities through various types of volunteer roles which will enable them to develop new skills and abilities in addition to their academic studies. Our Volunteer Policy is designed to ensure the time and enthusiasm given by volunteers is recognised, supported and valued.

For the purpose of GCU Students' Association volunteers are defined as those members who undertake activities recognised by the Association that involves spending time, unpaid, doing something that aims to benefit the environment, University, local community or someone (individuals or groups).

2. Promotion of Volunteering Roles

To ensure all volunteering opportunities are widely accessible they will be promoted and advertised appropriately throughout the GCU Students' Association and GCU which will include affiliated Societies and Sports Clubs. This can include our website, handbooks, fresher's fayre, social media, posters, publications/flyers and word of mouth. More information on volunteer opportunities can be found in our Volunteer Handbook and on www.GCUstudents.co.uk/volunteers.

3. Recruitment/Selection

All GCU students will be encouraged to participate in volunteering with GCU Students' Association in either elected or selected positions. All Officer and Committee positions for Sports, Societies, Class Reps and Liberation/Representation groups will be elected. All others will be selected and where appropriate potential volunteers will be made aware of any specific recruitment application/registration procedure that might be required prior to applying for positions i.e. Nightline and Wellbeing volunteering.

4. Induction & Training

All volunteers will be offered induction and ongoing training as appropriate for their role, which will include an introduction to democracy within GCU Students' Association and equality and diversity. All volunteers will also be encouraged to join our Student Leaders Programme.

The Student Leaders Programme is designed to help volunteers to identify the leadership competencies (skills, knowledge and behaviours) they need to develop to be a more effective leader and as a result perform better in their volunteer role. The Programme has two levels: Development and Advanced and volunteers need to complete the Development Level before progressing onto the Advanced Level. Each level encourages self-reflection and involves the following activities:



More information about the Student Leaders Programme is available from: www.GCUstudents.co.uk/slp.

5. Support & Wellbeing

As a duty of care, all volunteers will have a staff lead assigned to them who can provide ongoing support, opportunity to discuss future developments and can raise issues or concerns. The contact details of the staff lead will be made available to the volunteers during the recruitment stage and linked to volunteer role descriptions. The contact details of all staff are available from www.GCUstudents.co.uk/staff. The wellbeing of our volunteers is a priority at GCU Students' Association and therefore it's important that students studies/course work for their degree come first and foremost. The hours that volunteers dedicate to their role are flexible and if managed appropriately should not impact on their University studies.

6. Volunteer Agreement

This agreement provides details of what you can expect from us, and what we can expect from you. Agreement available from www.GCUstudents.co.uk/volunteers.

7. Health & Safety

GCU Students' Association views the health and safety as a core function within the organisation for our staff, students, volunteers and others who may be affected by its activities. Volunteers have the responsibility to do all they can to prevent injury to themselves and others and report any incidents or near misses as outlined within our Health & Safety Policy. We will make every effort to reduce risks and ensure the safety of all its volunteering activities complies with GCU Students' Association Health and Safety Policy available from www.GCUstudents.co.uk/keyinformation.

8. Equality & Diversity

GCU Students' Association is committed to the principles of promoting equality of opportunity through eliminating discrimination and recognising and valuing diversity,

and being inclusive of all sectors of society and in our services, activities and organisational culture. Equality and Diversity is effectively mainstreamed into the core of all our functions including volunteering. The Equality and Diversity Policy is available from www.GCUstudents.co.uk/keyinformation.

9. Insurance

All volunteers taking part in GCU Students' Association activities are covered by our Public Liability insurance. Where volunteers have organised their own activity these volunteers should consult with a staff member of GCU Students' Association prior to the start of the activity, to gain agreement and ensure risk assessments have been carried out where appropriate.

10. Volunteer Recognition

GCU Students' Association values and recognises the commitment our volunteers give through their participation on all our volunteering opportunities. We celebrate their achievements through our annual awards ceremony where nominated volunteers are rewarded for their efforts. Volunteers are also able to request references from their staff leads for further volunteering opportunities or future employment. The Providing a Reference Policy is available from www.GCUstudents.co.uk/keyinformation.

Volunteers who complete the Student Leaders Programme will receive a certificate of completion by the University Principal and Student President. The commitment of volunteers is also recognised on students Higher Education Achievement Report (HEAR). [HEAR is currently still in development at GCU].

11. Expenses – Finance Policy & Procedures

GCU Students' Association will ensure that volunteers receive reasonable subsistence allowances and expenses to compensate for expenditure properly incurred in meeting the requirements of their roles. Expenses will be paid in accordance with the GCU Students' Association Financial Policy & Procedures available from www.GCUstudents.co.uk/keyinformation.

12. Volunteer Feedback

GCU Students' Association strives for continuous improvement throughout all of its volunteering opportunities and values the feedback from our volunteers. Volunteers are therefore encouraged to provide feedback during and at the end of their specific volunteering programme or as and when required and through relevant surveys.

13. Complaints Procedure

All complaints and grievances will be taken seriously. Any volunteer who has a grievance or complaint is encouraged to raise the issue initially at the point of, or as close to the

point as possible, and to also raise it with a member of GCU Students' Association staff or service area in which the issue arose. The purpose of frontline resolution is to attempt to resolve any issues as quickly as possible. If this course of action does not resolve the problem, or the volunteer is not satisfied with the outcome then they should follow the GCU Students Association Complaints Procedure available from www.GCUstudents.co.uk/keyinformation.

14. Disciplinary Procedure

All volunteers must adhere to the GCU Students' Association Discipline procedures as outlined within Schedule 3 of our Constitution. It is the responsibility of the volunteers to make themselves aware of the GCU Students' Association rules and policies which are available from www.GCUstudents.co.uk/keyinformation.

15. Confidentiality/Data Protection

GCU Students' Association is committed to meeting its obligations under the Data Protection Act 1998 and will strive to observe the law in all collection and processing of subject data for volunteers. We will only use data in ways relevant to carrying out its legitimate purposes and functions as a charity and in a way that is not prejudicial to the interests of individuals/volunteers. GCU Students' Association will take due care in the collection and storage of any sensitive data including training volunteers to use data sensitively. GCU Students' Association staff will do their utmost to keep all data accurate, up-to-date and secure.

16. Review of Policy

The Chief Executive will ensure the Policy is reviewed every two years or where there are changes in relevant legislation. The Trustee Board will approve any changes to this policy after consultation with the membership.