



**ADULT EDUCATION**  
WOLVERHAMPTON

# Volunteer Policy

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3	October 2024	ID/badge access updated
4	October 2025	Reviewed policy

# AEW Volunteering Policy

This Policy sets out Adult Education's framework and procedure for engaging people to undertake a variety of work unpaid activities undertaken at their choice. AEW provides opportunities for volunteering and the policy and process which staff and volunteers must abide by is covered within this document. The following opportunities provided by AEW are covered within this document:

- Student Volunteers
- External Volunteers

## 1 Background

The Service recognises that volunteering helps build social capital and community cohesion and plays an important role in the delivery of key public services. Volunteering is also good for the volunteer: it helps improve health and wellbeing and provides opportunities for individuals to acquire skills and knowledge that can enhance career development or employment prospects.

AEW is committed to offering volunteering opportunities across a range of roles within the service.

## 2 Key Personnel:

**Manager:** this would be, by default, the Service Manager for the area in which the placement is based. This responsibility may be delegated to another manager or officer with line management responsibilities within that service area (e.g TLAM) and who will take day to day responsibility for the volunteer. The manager will be responsible for the placement compliance content and management of the volunteer.

**CEIAG Officer:** they will oversee the process, co-ordinate the service volunteer scheme as a whole and support the manager with individual placements. They will also liaise and support directly with students engaged in volunteering

## 3 Recruitment

**3.1** The recruitment **process** for volunteers is set out in the Volunteering Process.

### 3.2 Applications

3.2.1 Applications for volunteering opportunities will be made via the online "AEW Volunteer Application Form"

3.2.2 Applications will be received by the Business Manager and forwarded to the relevant Service Manager and CEIAG Officer to progress.

**3.3 DBS.** All volunteers are subject to **Enhanced DBS check with Adult and Child Barring** as part of the recruitment process. They will not be allowed to commence duties until the DBS is completed

and any disclosure fully addressed in accordance with the AEW Safeguarding Policy. The process is fully documented in the AEW Safeguarding Policy.

**3.4 References.** All volunteers will be asked to produce details of two referees to be checked and will be invited to attend an informal interview. The interview will be conducted by the manager and CEIAG Officer

### **3.5 Interview.**

3.5.1 The manager and CEIAG Officer consider the application and decide whether or not to interview the applicant.

3.5.2 If the application is rejected, the manager must notify the applicant in writing and giving a reason. AEW HR and CEIAG Officer should be copied in to this response

3.5.3 If the application is approved, the applicant must be interviewed by 2 members of staff (this must be the manager and either CEIAG Officer or, if unavailable, other relevant staff member within the service area). If appointed, manager will inform HR and the DBS process will begin.

### **3.6 Start Date of Placement**

The manager must not agree a start date until the DBS is complete and they have received notification of compliance by HR.

## **4 Supervision**

### **4.1 Supervisor**

4.1.1 The manager will undertake supervision/line management responsibilities for the volunteer

4.1.2 The manager will be responsible for all elements of the assignment and act as direct contact and line manager for the volunteer. They will be supported throughout the process by the CEIAG Officer.

4.1.3 A volunteers' role description (a description of their activities) will be prepared by the manager and will be communicated as part of the induction process and monitored throughout the placement.

### **4.2 Start and end of placement**

The manager will agree start date (upon confirmation of DBS compliance from AEW HR) with the volunteer and be responsible for all management and monitoring during the term of the assignment. They will also be responsible for advising HR of the termination of the assignment in order that HR records can be maintained.

### **4.3 Induction**

Volunteers will be fully inducted into AEW by the manager, briefed about the activities to be undertaken and given all necessary information to enable them to perform with confidence. Managers will meet regularly with volunteers to support with and monitor work

### **4.4 Training**

4.4.1 The manager will set out to the volunteer the level of supervision, training and expectations required including professional conduct.

4.4.2 The manager will be responsible for all training necessary for volunteers commensurate with their role.

## **5 Health & Safety**

### **5.1 General**

Health and safety issues are addressed by the manager at induction (including fire evacuation).

### **5.2 Demands of Placement**

Volunteers must be able to meet the demands of the work without risk to their physical and mental wellbeing

### **5.3 Risk Assessment**

A risk assessment must be carried out by the manager prior to the commencement of the placement. This will relate to specific tasks or locations relevant to the volunteer. The risk assessment will be submitted to the Facilities Officer for checking and logging. The supervisor will retain a copy for supervision purposes.

### **5.4 Accidents, Incidents and Near Misses**

Volunteers will know how to report an accident or incident in which they may have been involved.

## **6 AEW's commitment**

AEW will commit to:

- Providing all necessary supervision, training and management
- Providing a safe environment in which the volunteering placement is carried out.
- Providing guidance and feedback in line with the placement

## **7 Volunteer's commitment**

As a volunteer you agree to:

- Abide by the CWC Code of Conduct and all policies and procedures of CWC/AEW
- Undergo DBS checks prior to commencing the placement
- Act with confidentiality and uphold standards for data protection
  - you must not share any personal, sensitive or confidential information with outside parties.
- Behave in a professional manner at all time and not bring AEW or CWC into disrepute

## **8 ID and Access**

Volunteer Support Workers/Carers will be admitted to AEW buildings daily as a Visitor and will be allocated a staff ID badge with volunteer lanyard (See AEW Student, Staff & Visitor Identification & Access Policy)

## **9 Equal Opportunities**

AEW is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, sexual orientation, religion and political beliefs. The selection and appointment of a volunteer is made solely on the individual's suitability to carry out agreed tasks.

## **10 Review**

This Policy shall be reviewed every 3 years or sooner should circumstances be deemed necessary

- **Related Policies**

- AEW Safeguarding & Prevent Policy
- AEW Student, Staff & Visitor Identification & Access Policy
- CWC Data Protection Policy
- CWC Code of Conduct
- CWC Code of Dress Policy
- CWC Equality, Diversity and Inclusion Policy
- CWC Health and Safety Policy