

Volunteer Policy	
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Queensbridge School
Queensbridge Road, Moseley, Birmingham B13 8QB

Contents

1. Purpose	3
2. Aims	3
3. Definition of a volunteer	3
4. Role of volunteers	3
5. Safeguarding and Child Protection	4
6. Recruitment and Vetting	4
7. Induction and Training	5
8. Supervision and Support	5
9. Expectations and Conduct	5
10. Confidentiality and Data Protection	6
11. Health and Safety	6
12. Equality and Diversity	6
13. Expenses	6
14. Complaints and Concerns	6

1. Purpose

This policy outlines the framework for engaging, supporting, and managing volunteers within the school. Volunteers make a valuable contribution to students' learning and to the wider school community, and this policy ensures their involvement is safe, appropriate and effective.

2. Aims

The school aims to:

- Enhance the learning experience of students
- Promote strong links with parents and the community
- Ensure volunteering is safe, structured and beneficial
- Maintain high standards of safeguarding and professionalism

3. Definition of a Volunteer

A volunteer is an individual providing support to the school without payment. This may include:

- Parents, carers and family members
- Members of the Governing Body (in operational roles)
- Students on placement or work experience
- Members of the local community
- Former staff or school supporters

4. Role of volunteers

Volunteers:

- Work under the supervision of a member of staff
- Support but must not replace paid staff
- Must not take responsibility for a class or group independently unless formally authorised

Typical activities

Volunteers may:

- Work with small groups or individuals
- Support classroom or extra-curricular activities
- Accompany educational trips or visits
- Assist with clubs or events

- Support fundraising activities

5. Safeguarding and Child Protection

Queensbridge School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share this commitment.

All volunteers must:

- Adhere to the school's Safeguarding and Child Protection Policy
- Follow the Staff Code of Conduct
- Be familiar with Keeping Children Safe in Education and safer working practice guidance
- Report any concerns immediately to the Designated Safeguarding Lead (DSL) or a member of the Safeguarding Team

Volunteers must not:

- Be left unsupervised with students unless appropriately vetted and authorised
- Share personal contact details with students
- Communicate with students via social media or email
- Take photographs without permission

6. Recruitment and Vetting

The school follows safer recruitment procedures.

Process

Volunteers will be required to:

- Submit a written application outlining skills and experience
- Attend an interview with the headteacher (or delegated member of staff)
- Provide at least two references
- Provide proof of identity and address
- Undergo an online search as part of due diligence
- Obtain an enhanced DBS check, where required

Key safeguards

- Volunteers will not be placed in classes where there is a family connection
- All regular volunteers will be recorded on the Single Central Record (SCR)
- A confidential file will be maintained

Exceptions

- One-off volunteers (e.g. trips/events) may not require a DBS but must be supervised

- Students on placement may be vetted by their institution

7. Induction and Training

- All volunteers will receive an induction before starting, covering:
- Safeguarding and Child Protection
- Health and Safety Procedures
- Behaviour Expectations
- School routines

Where appropriate, volunteers may also receive training in:

- Safeguarding and Prevent
- Manual Handling
- ICT use

8. Supervision and Support

- Each volunteer will be assigned a staff supervisor Volunteers must follow staff direction at all times
- Feedback and guidance will be provided as needed

9. Expectations and Conduct

Volunteers are expected to:

- Act as positive role models
- Dress appropriately and follow school protocols
- Be reliable and punctual
- Use appropriate language and behaviour
- Maintain professional boundaries
- Respect school routines (e.g. walking in corridors, no smoking)
- Notify the school of absence as early as possible. If you are called away in the event of an emergency while volunteering, please let the class teacher/office know before you leave the premises.

Professional Conduct

Volunteers must:

- Follow all school policies (safeguarding, behaviour, data protection, ICT, health and safety)
- Use formal staff naming conventions where required
- Refrain from discussing school matters on social media

10. Confidentiality and Data Protection

Volunteers must:

- Respect the confidentiality of all students and staff
- Not discuss sensitive information outside of school
- Follow GDPR and data protection requirements

Important:

Confidentiality must be broken if a student is at risk – concerns must be reported to a member of staff immediately.

11. Health and Safety

Volunteers must:

- Follow all health and safety procedures
- Report accidents or hazards immediately
- Sign in and out of school and wear identification

12. Equality and Diversity

The school is committed to equality and inclusion. Volunteers must:

4. Treat all individuals with respect and fairness
5. Not discriminate on any protected grounds

13. Expenses

- The school may reimburse reasonable, pre-approved out-of-pocket expenses (e.g. travel for school trips).

14. Complaints and Concerns

Any concerns or complaints:

- By or about a volunteer, will be referred to the headteacher

The Headteacher reserves the right to take the following action:

- To speak with a volunteer about the complaint or behaviour and seek reassurance it will not be repeated
- Offer an alternative placement or activity for a volunteer
- Inform the volunteer that the placement has been withdrawn.

