



Edwards Hall Primary School

Volunteer and Students Policy

Reference:	Volunteer Policy
Responsibility of:	Headteacher
Date Issued:	June 2026
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Introduction

Volunteers at our school bring with them a range of skills and experience that can enhance the learning opportunities of children at our school. We welcome and encourage volunteers from the local community. The aim of this policy is to establish expectations for both staff and volunteers regarding the work undertaken by volunteers and their conduct whilst in school.

Our Volunteers include:

- Members of the Governing Body
- Parents, carers, or Grandparents of pupils
- Ex members of staff
- Students on work experience
- University/College students
- Local residents
- Friends of the school / EHSA
- Staff family members

The types of activities that Volunteers are engaged in include:

- Hearing children read
- Working with small groups of children
- Working alongside individual children
- Undertaking art & craft activities with children
- Helping to run after-school clubs e.g. dancing
- Working with children on the computers
- Accompanying school visits
- Preparing resources
- Supporting pupils who have been identified as needing additional support
- Providing positive role models and one to one support

Becoming a Volunteer

Anyone wishing to work as a volunteer who will be in school on a regular basis (at least 3 occasions in one month) will have an interview with the volunteer administrator. Following this interview, an application for a DBS (Disclosure and Barring Service) check will be made, if the person is 18 years or older, with the necessary original identity documents. Where the volunteering is a placement linked to a course of study, the cost of the DBS will be met by the volunteer (or his/her college). Personal references will be sought where applicable (Appendix 5).

Although volunteers work under the guidance of the Class Teacher, a DBS check is necessary as there may be times when the volunteer is not wholly supervised within the school.

When a clear DBS check has been received by the school, an appropriate placement will be agreed. This will be in a class which has no family connection to the applicant. A regular day and time will be agreed and the applicant will be expected to complete the relevant Volunteer Registration Form (Appendix 1) and sign a Volunteer Agreement (Appendix 2) and Volunteer Induction Checklist (Appendix 3) which sets out the school's expectations of volunteers and asks Volunteers to confirm they have received a copy of this policy.

An entry will be made on the school's Single Central Record and a file maintained with the confidential details of the volunteer which will be retained by school for 7 years after the volunteer resigns from their volunteering responsibilities.

The exceptions to this are:

- Work Experience Students or University Placements who apply via their educational establishment as it is expected that all necessary safeguarding checks have been carried out by the educational establishment before arriving at Edwards Hall. The student will be expected to sign a confidentiality agreement and will not be placed in a class with any family connection.
- One-off parent volunteers i.e. assisting with a school walk, a fund raising event or a school visit where they are not leading a group do not require a DBS; these volunteers do not have sole responsibility for a group of children or provide any form of intimate care (as directed in the Educational Visits Policy). Everyone undertaking this activity is given a copy of our volunteer guidelines (Appendix 4).

If there is any doubt as to the level of checks required, a decision should be sought from the School Business Manager.

Information on the Role of a Volunteer

All volunteers should have access to this policy, information about the day to day routines of the school, and a site map

Volunteers should also have access to the following policies which are all available from the school's website www.edwardshallprimary.co.uk or from the school office.

- Health and Safety Policy
- Behaviour Policy
- Safeguarding & Child Protection Policy
- Online Safety Policy

Induction and Training

All regular volunteers will receive safeguarding induction appropriate to their role before commencing work in school. This will include:

- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Behaviour Policy
- Online Safety Policy
- Whistleblowing Policy
- Part 1 or Annex A of Keeping Children Safe in Education (as determined by the Headteacher)

Volunteers must understand:

- The identity of the Designated Safeguarding Lead (DSL) and deputies.
- How to recognise signs of abuse, neglect and exploitation.
- How to report concerns immediately.

Their responsibility to maintain an attitude of "it could happen here." Volunteers will be asked to sign a Volunteer Agreement before they begin their role at our school. A member of the SLT must ensure that volunteers are given an appropriate induction and other relevant training. Where the period of volunteering is very short and a full induction is not practical, a member of SLT will ensure that measures are put in place to protect the health and safety of the volunteer, pupils, employees, others within the school, with a particular focus on safeguarding procedures within the school. A member of SLT will also ensure that appropriate support and supervision is available which will be implemented by the class teachers.

Volunteers should report any concern regarding the conduct of an adult working with children to the Headteacher.

Our School Vision

All adults who work in our school, whether a paid member of staff or a volunteer are expected to work and behave in such a way as to actively promote our school vision.

At Edwards Hall Primary School we have:

- ***Reflective children who have the independence and self-confidence to live and learn, now and in the future.***
- ***A safe, caring, inclusive community where everybody is respected, supported and challenged.***
- ***Learners who have the opportunity to reach their full potential in an environment where they are motivated, enthusiastic and willing to take risks.***

Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns that volunteers have about the children they work with / come into contact with should be voiced with the Class Teacher and NOT with the parents of the child / persons outside school. Comments regarding children's behaviour or learning can be highly sensitive, and if taken out of context, can cause distress to the parents of a child if they hear about such issues through a third party rather than directly from the school. If a volunteer has any concern about a child's welfare, they must report this immediately to the Designated Safeguarding Lead or Deputy DSL. **Volunteers must never:**

- Promise confidentiality to a child.
- Investigate concerns themselves.
- Question a child extensively.
- Delay reporting concerns.

Any safeguarding concern must be recorded and reported in accordance with the school's Child Protection Policy.

Supervision

All volunteers work under the supervision of the Class Teacher of the class to which they are assigned. Teachers retain responsibility for children at all times, including the children's behaviour and the activity they are undertaking.

Volunteers should have clear guidance from the Class Teacher as to how an activity is carried out / what the expected outcome of an activity is. Volunteers are encouraged to seek further advice / guidance from the Class Teacher in the event of any query / problem regarding children's understanding of a task or behaviour.

Child Protection

The welfare of our children is paramount. To ensure the safety of our children, we adopt the following procedures:

- All Volunteers are given a copy of the Volunteer Policy and asked to sign a Volunteer Agreement (Appendix 2) and a Volunteer Induction Checklist (Appendix 3)
- To ensure the safety of our pupils at all times, all of our Volunteers in regulated activity must have been cleared by the Disclosure & Barring Service (DBS)

Online Safety

Online Safety relates to the teaching and learning of technology and through technology in a responsible and safe environment, focusing on raising awareness of the core messages of safe content, contact and conduct when using it. This can include accessing websites and online content, email, online chat rooms, mobile phones, gaming and games consoles, social networking sites, instant messaging (IM), viruses and spam. Volunteers, like staff, are

expected to follow the Online Safety Policy. Personal devices including mobile phones and wrist watch phones that connect to the Internet should not be used in school during class time. Volunteers or work placement students may not make or receive calls during teaching time and should keep devices out of sight when on the school site.

Volunteers should be aware of online safeguarding risks including:

- Cyberbullying
- Online exploitation
- Harmful online challenges
- Radicalisation
- Misinformation, disinformation and conspiracy theories
- AI-generated content and associated risks

Any concerns regarding online safety should be reported to the DSL.

Volunteers must not:

- Communicate with pupils through personal social media accounts.
- Accept friend or follow requests from pupils.
- Share information, photographs or videos relating to pupils or school activities online.

Safer Recruitment

The school will undertake appropriate safeguarding and suitability checks in accordance with KCSIE and statutory guidance. The level of checking required will depend upon the nature, frequency and supervision arrangements of the volunteering role.

Where a volunteer will be engaged in regulated activity, a DBS check must be carried out. This means that DBS disclosures will be sought for all volunteers at Edwards Hall, who regularly teach, train, instruct, care for or supervise children. The DBS sends the certificate to the potential volunteer. The school will receive an email stating either:

- The check is complete with 'no content' which means that the check is clear. If the check is clear, the volunteer can start and bring in the original disclosure certificate on their first day.
- The check is complete 'with content' which means that the check is not clear. The volunteer should bring in their DBS and the final decision will be at the discretion of the Headteacher.

The Volunteer will be expected to sign a volunteer agreement. Induction and training is provided to all volunteers and regular volunteers are all expected to complete safeguarding training which is recorded on the school training log. An entry will also be made on the school's Single Central Record and a file maintained with the confidential details of the volunteer which will be retained by school for 7 years after the volunteer resigns from their volunteering responsibilities.

Equal Opportunities and Diversity

This policy should be read in conjunction with the school's Equality Policy. Edwards Hall Primary School is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all stakeholders. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Insurance

Volunteers are covered by Edwards Hall Primary School's public liability insurance policy while engaged in approved volunteering opportunities at the school.

Data Protection

The volunteer's details and the date and details of voluntary work undertaken will be recorded on the school's volunteer record, and where appropriate on the school's Single Central Record. Records are held in a volunteer file which is managed by the school office team and is held in line with the school's GDPR Retention Policies. Volunteers must comply with the UK GDPR and Data Protection Act 2018. Personal information relating to pupils, staff and families must not be:

- Removed from site without authorisation;
- Stored on personal devices;
- Shared through email, messaging applications or social media.

Complaints Procedure

Any complaints made about a volunteer will be referred to a member of SLT for further investigation.

SLT reserves the right to take the following action:

- To speak with a Volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again;
- Offer an alternative placement for a Volunteer, e.g. helping with another activity or in another Class;
- Inform the Volunteer that the school no longer wishes to use them. The full Complaints Procedure is set out in the School Handbook (available from the School Office); where the volunteer is a student their school/ college will be informed.

Monitoring and Review

This Policy has been approved by the Headteacher and will be reviewed annually in response to changes in statutory guidance, including Keeping Children Safe in Education (KCSIE), Working Together to Safeguard Children, and DBS requirements.

All regular volunteers are required to complete an annual safeguarding refresher via a Flick Learning. The refresher will reinforce key safeguarding responsibilities, any updates to statutory guidance or school procedures, and remind volunteers of the school's expectations regarding safeguarding, professional conduct, confidentiality and online safety. Completion of the annual refresher will be recorded by the school as part of its safeguarding training records.

Appendix 1

Edwards Hall Primary School Volunteer Registration Form

Type of volunteer:	
Name (including title)	
Address	
Telephone	Home:
	Mobile:
E-mail address	
Date of Birth (required for a DBS check)	

Next of Kin Contact (please state relationship)

Name:

Address: (if different)

Telephone Number:

Training, Qualifications, Skills and Experience

Please state any training, qualifications, skills and/or experience you have which would help in your role as a volunteer.

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Reference: Please nominate two character referees (only one required for work experience students) who have known you for at least two years and who are willing to be approached by us. These can include employers, or previous employers, Headteacher/Course Tutor, or a person in a responsible position.

Name:
Address:

Telephone Number: E-mail Address:
Relationship to Applicant:

Name:
Address:
Telephone Number: E-mail Address:
Relationship to Applicant:

DBS: All volunteers are subject to an Enhanced Disclosure Check (if over 18) before commencing their volunteering role at Edwards Hall Primary.

Do you have a current Enhanced DBS Clearance? Yes/No/NA

Availability: At what times are you interested in volunteering? Please tick the boxes under which day/s you would be available.

Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

What areas are you interested in volunteering in?
Are there any particular age groups/classes you would like to work with?

Do you have any support needs, health conditions, disabilities or accessibility requirements that may require reasonable adjustments during training or while volunteering? (Please give details)

Signature:..... Date:.....

Appendix 2

Edwards Hall Primary School Volunteer Agreement

Volunteers are an important and valued part of our school. We hope that you enjoy volunteering with us and feel a full part of our community.

This agreement tells you in brief what you can expect from the school and what the school would like from you.

This agreement is between:

(Volunteer name)

and

(School name) EDWARDS HALL PRIMARY SCHOOL

Volunteer

I agree to offer my services as a volunteer to the school and will do this from (date)

.....until either I or the school end this agreement. I am

willing to volunteer to (*please describe*):

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I will discuss my availability for volunteering with a member of the SLT.

I agree to provide the school with:

- Name, address, email (if appropriate) and telephone number.
- Next of kin and/or emergency contact names and contact details

and I will advise the school if these details change.

- I have read and agree to follow school policies and procedures relevant to my volunteering opportunity.
- I agree to follow the school's Safeguarding, Behaviour, Equal Opportunities, Whistleblowing, Online Safety and Health & Safety policies.
- I agree to maintain confidentiality as per the school's policy.
- I agree to not use any photographic devices or mobile phones.
- I will give the school as much notice as possible if I cannot be available for one of my sessions.
- I agree to let the Class Teacher know if I need any resources or support for my volunteering opportunity.
- I am aware that all my personal information is filed securely in a locked cabinet and is managed by the Business Manager.

Volunteer Agreement

- If at any time a disclosure is made by a child, I understand that I must not, under any circumstances, discuss the disclosed information with anyone other than my assigned teacher or the Headteacher (Designated Safeguarding Lead). The disclosed information should be taken to my assigned teacher in confidence, who will ensure the Headteacher is notified.

- In the event of the fire bell sounding I understand that I need to exit the building at the nearest FIRE EXIT clearly marked and assemble at the fire assembly point. If I am working with children I will ensure they accompany me to the assembly point where they will be handed over to their Class Teacher. I must then make myself known to the office staff who will have the volunteer signing in sheet.
- As a volunteer I am responsible for behaving in a safe manner while at Edwards Hall. I should not attempt to lift or carry heavy items, must act as a role model at all times and must ensure that I am confident to use equipment before attempting to do so.
- Edwards Hall is a no contact school and as such I understand that I must NOT pick up children, hug or cuddle or have them sitting on my lap undirected. I should also avoid holding hands with any children, unless directed by a member of staff. I must not attempt to restrain a child. I understand that this is to protect me under the safeguarding children policies.
- If a child is injured, I must inform the nearest member of staff. If appropriate, the child will be taken directly to the school office where qualified first aid staff will assess the needs. A record must be made of all accidents and emergencies.
- I understand that I will not be left on my own with children or be asked to deal with behaviour problems which will be managed by a member of staff.
- I agree to maintain confidentiality as per the school's policy both during my time at Edwards Hall and also once I have left Edwards Hall.
- I agree to take responsibility for my attendance, punctuality and behaviour throughout the placement and will ensure that I am well presented (appropriate dress, no jeans, trainers, short skirts etc.)
- I agree to sign in at the school office every day and wear a visitor badge.
- I understand that in line with school policy, telephones can only be checked at break times and should remain silent within the staffroom not within learning spaces.
- If I am expecting an urgent call this will be discussed with the Class Teacher.
- I understand that photographs must not be taken of children.
- I understand that personal possessions are left in Edwards Hall at my own risk and I have been advised not to bring valuables into school.
- I agree to volunteer within the role described. If I have any concerns about aspects of the role I will speak initially to the Class Teacher to seek clarification.

School Volunteer Support

On behalf of the school, we agree to:

1. Advise the volunteer of their named contact for all of their dealings with the school and provide them with contact details including in case of emergency (e.g. if they are unwell and cannot fulfil a commitment).
2. Organise orientation for volunteers: welcome, tour of school, advice regarding signing in/out and access to facilities, provision of school policies and procedures relevant to the volunteering role and location (e.g. fire procedures and exits).
3. Ensure that volunteers are introduced to office staff and to Class staff and pupils with whom they will be involved as part of carrying out their volunteering role.
4. Ensure that volunteering opportunities and roles are clearly defined, explained and supported e.g. ensuring that resources and materials are made available as appropriate.
4. Advise the volunteer how, and with whom, they can raise enquiries about carrying out the volunteering role to which they have been matched.
5. Advise the volunteer on the school's safeguarding procedures and behaviour support.
6. Recognise throughout the school the value added by involving volunteers, including benefits to the pupils, the school and the volunteer.

Signed by:

Volunteer:

School representative:

Position:

Date:

Appendix 3

Edwards Hall Primary School Volunteer Induction – Checklist and Manager's Guide

Name

First Date

Position

Line Manager

Action required	✓ Once Completed	Notes
Welcome from Receptionist and Line Manager		
Check in with SBM/Office that we have all necessary HR documents on file including DBS certificate details		
Familiarise new volunteer with their environment , consider any facilities they may find useful: • Contact Numbers – internal school extensions • Toilets • Printers and photocopiers – assistance from other staff		
Safeguarding: • Designated Safeguarding Leads • Discuss Safeguarding policy and procedures • Confirmation that the Safeguarding policy and Keeping Children Safe in Education Part 1 has been read and understood.		
Security: • Ensure ID lanyard is worn (distributed from office) • Work Day timings: breaks, session times, lunch • Building security information including opening and closing times		
Health and Safety: • Discuss Fire and other emergency evacuation/invacuation procedures • Location of Assembly Point, fire exits and the role of staff during an evacuation • Discuss the Health and Safety Policy (On school website)		

First Aid: • Discuss the Medical Room and identity of First Aiders • Reporting an accident to the Office in the first instance		
School Website: School specific policies, including Whistleblowing and Safeguarding policies		

Volunteer Signature:

Line Manager Signature:

Date:

Appendix 4

Edwards Hall Primary School

Guidance for Parent Helpers on School Trips

Thank you for coming to help on our school trip - we are delighted that we are able to use your time, skills and patience to the benefit of children at our school.

We hope that you have an enjoyable time while on the trip with us – please read the guidance notes below to help ensure everybody involved on the trip has a safe, enjoyable and worthwhile trip.

- The teacher will give parent helpers a list of children for whom they are responsible.
- Parents may not always have their own child in their group.
- If the trip involves a coach journey, please help the children in your group fit their seatbelts correctly.
- The class teacher or LSA has sick bucket/bags, if needed.
- You will be given any medication such as inhalers that may be needed by a child in your group to keep with you for the duration of the trip.
- The class teacher leads the rules, routines and expectations for the day. Please help the teacher by ensuring your group follows all instructions e.g. when to eat and drink. If you need to leave your group for any reason, e.g. to take a child to the toilet, please inform another adult.
- Parent volunteers are asked to keep the same degree of confidentiality as in school - like all other people working in school you will have to keep such information strictly confidential and we ask all parents to respect the private nature of certain discussions and information. **Under no circumstances should you talk about specific children other than with the staff employed at this school.**
- If you have any queries or problems concerning the trip, please direct these in the first instance to the lead teacher.
- If there is a medical or other emergency, let the class teacher know immediately. The teacher is responsible for contacting the school and associated parents in emergency situations.
- Please do not take any photos of the children on your mobile phone.
- Under no circumstances should any social media sites be used to share images or information related to the trip.

We do appreciate your help on school trips – we hope you have a great time!

Appendix 5

Edwards Hall Primary School Adult Volunteer Reference

CONFIDENTIAL

NAME:

Post applied for: Adult Volunteer in school

Name of Company / Personal referee:

Signature:

Position if applicable:

Telephone number:

Date:

Questions Answers

How long have you known the applicant and in what capacity?

Do you consider the applicant to be

- (a) Honest? Yes ☐ No ☐
- (b) Punctual? Yes ☐ No ☐
- (c) Capable? Yes ☐ No ☐
- (d) Reliable? Yes ☐ No ☐
- (e) Able to get on well with others? Yes ☐ No ☐

Suitability of the applicant for this role

Are you aware of any child protection allegations or investigations in relation to the candidate? Yes ☐ No ☐

Are you completely satisfied that the candidate is suitable to work with children? Yes ☐ No ☐

If not, please provide specific details of your concerns and the reasons why you believe the applicant may be unsuitable.

Do you know of any reason why we should not employ this person?