



Policy Document	
Subject	Volunteer Policy & Code of Conduct
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Volunteer Policy & Code of Conduct

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Volunteer Policy & Code of Conduct

Statement of intent

Thank you for volunteering to assist at our school.

At Ashwell Primary School, we recognise and value the effort taken by volunteers who contribute towards our school.

We value the contribution you can make to our pupils' learning. This Code of Conduct sets out the guidelines that we expect all our volunteers to follow. Please read through them carefully before signing at the end to say you understand and agree to abide by the Code, then return the signed copy to the school office for our records. We will take a photocopy to give back to you.

Volunteers who feel they cannot fully abide by the guidelines within this Code should withdraw their offer of help.

This policy sets out the practices and procedures which will be followed when appointing, managing, and supervising volunteers, as well as a code of conduct which all volunteers are required to comply with.

1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- The Childcare (Disqualification) and Childcare (Early Years Provision Free of Charge) (Extended Entitlement) (Amendment) Regulations 2018
- The Childcare Act 2006
- UK General Data Protection Regulation (GDPR)
- The Data Protection Act 2018
- DfE (2024) 'Keeping children safe in education 2024'
- DfE (2018) 'Disqualification under the Childcare Act 2006'

This policy operates in conjunction with the following school policies:

- Child Protection and Safeguarding Policy
- Low-level Safeguarding Concerns Policy
- Complaints Procedures Policy
- Safer Recruitment Policy
- Data Protection Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Behaviour Policy

2. Definitions

The following definitions apply for the purposes of this policy. For the purposes of this policy:

"Volunteers" are individuals who engage in an activity which involves spending time, unpaid (except for travel and other approved expenses), doing something which aims to benefit some third party, i.e. the school, and not a close relative.

"Occasional volunteers" are individuals who only accompany staff and pupils on one-off trips that do not involve overnight stays, or who volunteer at specific one-off events, such as sports days.

“Regular volunteers” are individuals who volunteer at the school:

- Three or more times in a 30-day period
- Once a month or more
- On an overnight stay.

A volunteer will be engaging in **“regulated activity”** if they:

- Will be responsible, on a regular basis in school, for teaching, training, instructing, caring for or supervising children.
- Will be working on a regular basis in a specified establishment, such as a school, or in connection with the purposes of the establishment, where the work gives opportunity for contact with children.
- Engage in intimate or personal care or healthcare or any overnight activity, even if this only happens once.

Safeguarding checks

Under no circumstances will a volunteer on whom no checks have been obtained be left unsupervised or allowed to work in regulated activity. The school will conduct a risk assessment and use its professional judgement to decide what checks are required. The risk assessment will consider:

- The nature of the work with children, especially if it will constitute regulated activity, including the level of supervision.
- What the school knows about the volunteer, including formal or informal information offered by staff, parents and other volunteers.
- Whether the volunteer has other employment or undertakes voluntary activities where referees can advise on their suitability.
- Whether the role is eligible for a DBS check, and if it is, the level of check required.

Details of the risk assessment will be recorded, and any DBS checks applied for will be recorded on the school's Single Central Record.

If a volunteer will be working in regulated activity, an enhanced DBS check with children's barred list information will be required. The school will not request barred list information on a volunteer if they are supervised, as they are not considered to be engaged in regulated activity.

For volunteers who are not in regulated activity, but who have the opportunity to come into contact with pupils on a regular basis, it is at the discretion of the school to decide whether or not a DBS check is required.

Volunteers will not be re-checked if they have already had a DBS check; however, the school will consider obtaining a new DBS check, at the level appropriate to the role, if there are concerns about a volunteer.

All checks will be conducted in line with the school's Safer Recruitment Policy.

3. Supervision

If a volunteer is required to be supervised when undertaking an activity, who would otherwise be in regulated activity if not supervised, the school will ensure that:

- There is supervision by an individual who is in regulated activity.
- The supervision is regular and day-to-day.
- The supervision is reasonable in all the circumstances to ensure the protection of the pupils.

When determining what supervision is reasonable so that the volunteer would not be in regulated activity, the school will take the following factors into consideration:

- The ages of the pupils, including whether there is a large gap in their ages
- The number of pupils that the volunteer is working with
- Whether or not there are other staff members present during the activity
- The nature of the volunteer's work and the opportunity for contact with pupils
- How vulnerable the pupils are
- How many volunteers would be supervised by each member of supervising staff

Parents of pupils will normally be asked to volunteer in a class other than that attended by their child. If, however, a parent assists in their child's class and a conflict of interest arises, e.g. giving undue attention and support to your own child or using the time to discuss your child's progress with the class teacher, then the class teacher and/or the headteacher may ask the parent to reconsider their offer of help.

4. Induction

Volunteers will be required to read and agree to the Volunteer Code of Conduct and Staff Code of Conduct before starting their role at the school.

All volunteers will be required to make themselves familiar with school procedures as part of their induction, including the following:

- Child Protection and Safeguarding Policy
- Low-level Safeguarding Concerns Policy
- Health and Safety Policy
- Fire Safety Policy
- Behaviour Policy
- Anti-bullying Policy
- Whistleblowing Policy
- Complaints Procedures Policy
- Online Safety Policy
- Data Protection Policy
- Staff ICT and Electronic Devices Policy

Volunteers will be provided with access to the above documents upon their induction.

Volunteers will be required to read Part 1 of 'Keeping children safe in education' as part of their induction.

All volunteers will be provided with a point of contact within the school who they can go to if they have any questions or issues they need to discuss.

5. Safeguarding

Volunteers will be provided with safeguarding information as determined by the governing board, using a proportionate, risk-based approach.

The school will ensure that activities are planned properly and safely, and that volunteers are informed of these plans. The school will ensure that volunteers have access to a member of school staff, should they wish to discuss difficulties or report on issues that may arise.

All volunteers are required to be identified and located at all times. For this reason, the following process will be adhered to:

- Volunteers will sign in and out of the building at the school office
- Volunteers will wear a visitor's badge at all times
- The headteacher will be made aware of where the volunteer is working

Volunteers will be made aware that they must report any safeguarding concerns in line with the school's Child Protection and Safeguarding Policy. The identity of the school's DSL and any deputies will be made known to all volunteers.

Any safeguarding concerns or allegations raised regarding a volunteer will be dealt with in line with the Low-level Safeguarding Concerns Policy and/or the Whistleblowing Policy.

6. Health and safety

Volunteers will be required to read the Health and Safety Policy prior to undertaking any activity on behalf of the school.

Volunteers will ensure that they are familiar with emergency procedures, e.g. evacuation, and of any health and safety procedures relating to the activity they will be undertaking, e.g. whilst in a cookery class.

If a volunteer notices any potential hazard which may put another individual at risk of harm, they will report this immediately to the class teacher or a senior member of staff.

7. Conduct & Relationships

Professional Relationships

At all times volunteers should maintain a 'professional' relationship with all pupils and staff. This will minimise the risk of any allegations of inappropriate behaviour.

Permission should be sought from a pupil before physical contact is made. Even if you know some of the pupils very well you should limit physical contact with pupils, ensuring physical contact is only ever in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender and ethnicity.

Do not share inappropriate personal information about your views, beliefs, sexual relationships or lifestyle.

Never give or exchange contact details with pupils, including email or home addresses, phone numbers or social networking identities. Avoid any communication with a child or young person that could be interpreted as sexually suggestive or provocative. Volunteers are in a position of trust with children and young people under 18 at the school and are reminded that it is an offence to engage in sexual activity with or in the presence of a child or young person.

Volunteers should use the staff toilet, never the pupils' toilets. On educational visits and outings when public toilets or changing areas may need to be used, you should exercise caution and avoid placing yourself in a position where your actions might be open to criticism or misinterpretation. Male volunteers should use a cubicle in public toilets.

If a pupil tells you something or you see something that concerns you this should be reported to the class teacher immediately. If you feel what has been disclosed and/or witnessed is of a safeguarding nature which may be putting a pupil's welfare at risk, then this should be reported to:

**Mr Simon England (Designated Safeguarding Lead), or in their absence
Mrs Katie Andrews (Deputy Designated Safeguarding Lead).**

Remember that you must not try to investigate the matter any further yourself, for example by asking the pupil questions, and that you should never promise to keep any disclosure by a pupil a secret.

Behaviour management of the children is the responsibility of members of school staff (headteacher, teachers, and teaching assistants) and should not involve volunteer helpers. If you are working with pupils who are misbehaving, please refer this to the class teacher as soon as possible. Never try to reprimand or allocate punishments yourself.

Volunteers should act appropriately towards all pupils, parents, carers, staff and other volunteers, whatever their socio-economic background, age, gender, sexual orientation, disability, race, religion or belief. If you witness or experience bullying, harassment or discrimination, no matter who is the victim or perpetrator, you should raise this with the headteacher.

If volunteers have any concerns about following this guidance or are aware of any incidents that occur that may be misconstrued or give rise to concern, please talk to the headteacher.

Setting an example

All volunteer helpers at our school should be positive role models to the children, so we expect you to:

- Dress appropriately for the school setting and the tasks and role you will undertake.
- Talk politely and calmly to all pupils. Avoid sarcasm, demeaning or insensitive comments.
- Never use inappropriate, offensive or abusive language whilst on the school premises, even in the staffroom.
- Never smoke in the school building or grounds as it is strictly prohibited to do so.
- Offer encouragement and praise to the children, both verbally and in written comments, e.g. a comment in their reading record. Never show favoritism to a particular child or group of children nor give rewards which are outside of the school's agreed policy.
- Promote and follow the classroom rules.
- Never discuss subjects that are inappropriate for the age of the pupils to participate in, or listen to, including references of a sexual nature or 'gossip'/ sharing of information about staff, parents or pupils.
- Never be under the influence of drugs or alcohol when assisting as a volunteer.

Use of mobile phones, cameras and computers

Use of personal IT devices and mobile phones is prohibited, except under exceptional circumstances where the prior agreement of the headteacher has been obtained. If you need to use your mobile phone in an emergency whilst on the school premises, please go to the school office. Using the video or camera features of your mobile phone whilst on the school premises is strictly prohibited.

The school's ICT equipment and mobile phones may only be used in accordance with the school's Acceptable Use of ICT and Mobile Phones Policy and should normally be used for school purposes only.

The school's photographic and video equipment may only be used by volunteers with the prior approval of the headteacher.

Gifts and rewards

Personal gifts must not be given to pupils. Neither should you give pupils any rewards not covered by school policy. Nor should you accept gifts from pupils (other than small tokens at Christmas or as a 'thank you') without first seeking permission in writing from the headteacher.

Transporting pupils

If you are asked and agree to transport children to an event or other location in your own vehicle you should ensure that the vehicle is roadworthy, appropriately insured and that the maximum capacity is not exceeded.

All passengers must wear seat belts and car seats must be used for children in accordance with current legislation (including the requirement that children must normally use a child car seat until they're 12 years old or 135cm tall, whichever comes first).

It is inappropriate for adults to offer lifts to a child or young person outside their normal duties, unless this has been brought to the attention of the headteacher and has been agreed with the parents/carers.

Medical issues

The class teacher you are supporting should inform you of any pupils who have severe medical needs, so that you are aware of any symptoms to look out for. All medical information about pupils is strictly confidential and therefore only very limited information will be provided.

If a pupil requires medical attention inform a member of staff immediately. They will get a qualified first aider to attend to the pupil. **Volunteers should not administer first aid except in an emergency.**

8. Educational Trips and outings

Volunteers who are accompanying pupils on educational trips or outings must be approved by the school and be subject to the normal checks and arrangements as outlined in the school's Educational Visits policy. Volunteers who are working with children on a school trip overnight between the hours of 2am and 6am, who may have face-to-face contact with a child, must have a valid DBS check.

Volunteers should take particular care when supervising children and young people on trips and outings, where the setting may be less formal than the school environment. Adults remain in a position of trust and need to ensure that their behaviour remains professional at all times and stays within clearly defined professional boundaries.

Volunteers should **NOT** communicate with other parents while on the trip via any means including mobile phone, texts or any other social media for example Facebook, WhatsApp, snapchat etc. **All communications** to parents must go via the visit group leader and the school office.

Volunteers should not discuss any matters regarding the trip with others before, during or following the visit.

9. Absence

Volunteers are required to inform the school office by 8:00am on the day they were due to attend if they are unable to attend at the agreed time.

If a volunteer is called away in the event of an emergency while volunteering, they will inform the class teacher or senior leader, and will sign out of the building before leaving the premises.

10. Confidentiality

All information you may hear or see about a pupil is of a confidential nature. You should not discuss any pupil outside of school that you have been working with directly or indirectly. This includes speaking to other parents about their child or other pupils, speaking to family and friends and posting messages online about your experiences in our school, e.g. on Facebook or via email. If other parents approach you for information, always explain that you are not allowed to discuss school matters with them and ask them to speak with the class teacher or headteacher if they require further information.

Volunteers should **NOT** communicate with other parents while working in school via any means including mobile phone, texts or any other social media for example Facebook, snapchat etc. **All communications** to parents must go via the class teacher or the school office.

Volunteers should not discuss any matters regarding their time working in school with other parents. If they have a concern, it should be taken to the SLT.

Volunteers will not be permitted to discuss any confidential information regarding a pupil or member of staff with any other individual.

Information will be shared with volunteers on a need-to-know basis, and they will not have access to the school's records unless access is required to fulfil their role.

Any volunteer who breaches the confidentiality rules will be asked to leave the premises and will not be able to return to undertake any further activity.

There may be instances where a volunteer is required to pass information to a member of staff, such as if they notice a pupil being bullied or subjected to harm. Volunteers will report any concerns to a member of staff and are instructed not to notify the parents.

Breaches to this Policy and Code of Conduct

If the headteacher believes that any of the above guidance and expectations has been breached, then it is at their discretion to decide either to give a warning to the volunteer concerned or to instruct the individual to cease attending the school as a volunteer.

We want all the people who work within our school to maintain the high standards of personal conduct outlined in these guidelines whilst they are on our school site. If the headteacher is concerned that events in your private life may affect the reputation of the school and/or impact on the effectiveness and safety of those who work and attend our school, they will instruct you to cease your support as a volunteer.

11. Complaints

Any complaints made in relation to a volunteer will be managed in line with the school's Complaints Procedures Policy.

12. Monitoring and review

The headteacher will review this policy every two years and will communicate any changes to all members of staff, existing volunteers and relevant stakeholders.

All volunteers will be required to read this policy prior to their attendance at the school.

The next review date for this policy is June 2026.



Appendix 1

Code of conduct for volunteers

Volunteers are expected to maintain high standards of behaviour and conduct while involved in activities at school. The following is a guide to appropriate conduct while working in or on behalf of a school (including school trips, residential visits and out of school activities).

You should:

- Observe the high standards of behaviour and ethical conduct mandated by the school.
- Respect other volunteers, members of staff and pupils, and make them feel valued.
- Be approachable, pleasant and be a positive role model for pupils.
- Adhere to all school policies. Child Protection, Health and Safety, Anti-Bullying, Behaviour Policy etc.
- Maintain confidentiality of personal information at all times, unless there is a need to report something.
- Treat all children and members of staff equally.
- Report any incident of bad behaviour to the class teacher immediately.
- Dress and behave in a manner which promotes healthy and safe working practices.
- Accept and follow directions from your supervising staff member and seek guidance through clarification where you may be uncertain of tasks or requirements.
- Observe safe working practices which avoid unnecessary risks, apply reasonable
- instructions given by supervisors, and report to the supervising staff member any
- potential hazard in the workplace.
- Avoid waste or extravagance and make proper use of the resources of the school.
- Conduct your work in a co-operative manner.
- Turn your mobile phone off while you are on school premises.
- Sign an E-Safety Agreement form.

You should never:

- Tell a child off. As a volunteer, you are not expected to discipline children. If there are any problems, tell the class teacher straight away.
- Communicate with parents or others while on a trip/visit including the use of mobile phones to text or call. This includes the use of any form of social media.
- Take photographs in school without the prior permission of the headteacher.
- Develop 'personal' or sexual relationships with pupils.
- Work with children when you are not in the proper physical or emotional state to do so. For example: under medication which makes you drowsy, or under extreme stress which may impair your judgement.
- Behave in an illegal, improper or unsafe manner. For example: smoking or drinking alcohol.
- Share your personal contact details with pupils or make personal arrangements to meet children outside school. This includes **all** social media, eg Facebook and Instagram.
- Discriminate favourably or unfavourably towards a child.
- Make inappropriate jokes or remarks of a sexual, racial, intimidating, discriminatory or offensive nature.
- Behave in a manner which may bring the school into disrepute when representing the school.
- Give or receive (other than 'token') gifts, unless arranged through your Headteacher, for example, outgrown sports kit, football boots or uniform. These would be given to the school, for the school to distribute accordingly.

I, _____ have read Ashwell Primary School's Code of Conduct and Volunteer Policy and agree to abide by the safe code of conduct.

Signed _____ Date _____

Volunteer agreement form

This agreement form must be completed before you undertake any volunteer work at Ashwell Primary School. In the first section, please write each piece of information in the relevant box on the right. In the second section, please tick each box on the right once you have read the corresponding policy – these policies can be accessed via the school office.

Please sign and date the first row of the third section.

Name	
Name of staff member to whom you will report	
Number of times that you will volunteer in the school	
Dates that you will volunteer between	

Please tick the appropriate box once you have read and understood the following documents	
Behaviour Policy	
Anti-bullying Policy	
Child Protection and Safeguarding Policy	
Health and Safety Policy	
Data Protection Policy	
Online Safety Policy	
Fire Safety Policy	
Whistleblowing Policy	
Complaints Procedures Policy	