

Policy	Visitor and Volunteer Code of Conduct
Responsibility of	Senior Leadership Team
Reviewed by	GH
This Review Date	July 2019
Next Review Due	July 2022
Ratified by Governing Body on	2.7.19

The school's volunteer policy is part of the school's safeguarding systems.

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.

Our Volunteers include:

- Members of the Governing Body
- Parents of pupils
- Ex-pupils
- Students on work experience
- Ex-members of staff
- Friends of the school
- Women's Institute Volunteers

The types of activities that Volunteers are engaged in include:

- Hearing children read
- Working with small groups of children
- Working alongside individual children
- Accompanying school visits

Becoming a Volunteer

Anyone wishing to become a volunteer, either for one off events such as a school visit or on a more regular basis, e.g. hearing children read, should speak to any member of staff, who will then discuss this with the Headteacher.

Volunteers should complete the *Volunteer Information Sheet (Appendix 1)* with their contact details, type of activities they would like to help with, and the times they are available to help.

Before starting to help in school, volunteers should read and complete the *Volunteer's Agreement (Appendix 2)* which sets out the school's expectations of volunteers and asks Volunteers to confirm they have received a copy of this policy.

The school will seek an enhanced DBS clearance for any volunteer before they come into school to protect the staff and children.

Initially during the induction period, a volunteer will be able to volunteer for one session a week. After they have settled in, if both the volunteer and the school are in agreement, this may be extended to more time in school.

Our School Aims

All adults who work in 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 aims and education purpose as identified below.

Child Protection/Confidentiality

Please remember for our children school is a safe place where some children get away from some of the difficulties they face. The welfare of our children is paramount.

Volunteers in school are bound by a code of confidentiality – it is important you maintain the confidentiality of all personal and administration information at all times.

All volunteers must be cleared by the Disclosure and Barring Service. A certificate is issued to the individual, known as a DBS. This must be shown to the school.

To ensure the safety of our children and yourself, it is important you follow the following procedures:

- If a child chooses to disclose information to you, you must tell them that you may have to share it with a staff member if you feel they are unsafe. You should listen to the child and not ask any leading questions. As soon as possible, talk to your supervisor and make notes (which remain in school) as soon as possible. These can be recorded on a 'Record of Concern' form.
- Any information a child shares with you should not be repeated outside of the school. You should not approach their parent/carer with the information given. This is also true for comments about their child's behaviour or learning. *Comments, 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.*
- All information must be passed to a SDSP (Designated Senior Person for child protection).

E-safety

- Mobile phones **MUST NOT** be used in the classrooms or communal areas where the children are. If you need to keep your phone on for emergency reasons, please speak to your supervisor. If you need to access the internet this must be done through the schools WIFI and not 3G, 4G or 5G mobile networks. These should be turned off on your phone or not used to protect yourself and the children.
- Information about the school and your voluntary work with us **MUST NOT** be publicised or mentioned on social networking sites.

Children's Behaviour

- We pride ourselves on the behaviour/attitudes of the children in our school. Working with you is a privilege for the children.
- The children should be polite, listen while others are speaking and be kind to each other.
- Encourage the children by praise and pointing out children who are behaving as you would expect them to.
- If a child is not behaving as expected or is not responding well to you, please let their class teacher know preferably verbally (please ensure other children are not listening) or if not, by leaving a little note.

- Should a child be disruptive to an activity or disrespectful to you, please send them immediately back to class.
- It is really important the children's effort and achievement is celebrated. When you feel a child works really well for you, please tell them. Also, inform the class teacher as they may receive a sticker/house point or even a mention in the Gold Book.

Supervision

- Volunteers work under the supervision of the teacher of the class you have been assigned to. If you are not working specifically with a class, you should report to the person who has introduced and met with you to establish what you will be doing.
- The teacher has overall responsibility for the child/children at all times. This includes the children's behaviour and activity they are partaking in with you. Please make sure any important information is passed on as soon as possible to the class teacher.
- The teacher you are working with should provide clear guidance about the activity you are carrying out. If you are unsure before starting, please ask. If, once the activity begins there is a problem/query regarding the children's understanding please seek further advice/guidance.

Health and Safety

- Please sign in (and out) at the main school office as you enter the building and ensure that you wear your visitors lanyard at all times. This is important in case of a fire.
- If a fire alarm sounds, please keep control of your group. Follow the fire exit signs and leave the building by the nearest exit. The children should be taken to the lower playground to join their class.
- The supervisor should make volunteers clear about any safety aspects associated with the particular task you are carrying out (e.g. design and technology equipment).
- We ask you to exercise due care and attention and report any obvious hazards or concerns to your supervisor or an office staff member.
- If a child you are working with feels poorly, please take the child back to their classroom and inform the class teacher/teaching assistant.

Comfort breaks

- The toilets are situated in the corridor outside the main office.
- Drinks (water/tea/coffee) are available in the staffroom. If you are taking your hot drink out of the staffroom, you must use a cup which has a lid i.e. a travel mug. Glasses are not to be taken into classes or communal areas unless permission is granted. This is essential for health and safety reasons. Mugs/cups are for anybody to use; we don't have designated ones.

Complaints Procedure

Any complaints made about a visitor or volunteer will be referred to the Headteacher/Deputy Headteacher for investigation. Any complaints made by a visitor or volunteer will be referred to the Headteacher/Deputy Headteacher.

The Headteacher reserves the right to take the following action:

- To speak with a visitor or volunteer about a breach of the Volunteer Agreement and seek reassurance that this will not happen again.
- Offer an alternative placement for a visitor or volunteer, e.g. helping with another activity or in another class.
- Inform the visitor or volunteer that the school no longer wishes to carry on working with them.

The full Complaints Procedure is available through the school office or via the website.

Volunteer Information Sheet – For new volunteers

Name of Volunteer:

Are you over 18?

Other names known by (including maiden names):

Address:

Phone:

What skills/areas would you like to help with in school?

Are there any particular age groups/classes you would like to work with?

Do you have any disabilities/other needs we need to take into account when working as a Volunteer in school? *(please give details)*

Are any of the pupils or staff known to you at the school?

Yes/No

If yes please name them and state what your relationship is to them.

Thank you for taking time to complete this Volunteer Information Sheet.
Please hand it in to the school office.
Your offer of help is appreciated and we will be in touch shortly.

Volunteer Agreement

Thank you for offering to help as a Volunteer at Woolenwick Junior School. Your offer of help is greatly appreciated. We hope you enjoy volunteering at Woolenwick Junior School and gain a lot from the experience.

Please read and sign this Volunteer Agreement Sheet and hand it in at school.

You are signing to say:

- I have received a copy of the School's Volunteer Policy
- I agree to support the School's Aims
- I agree to treat information I learn from being a Volunteer in school as confidential
- I understand that I am required to undergo a DBS check to advise the school of my suitability as a volunteer. (If you already have a DBS Certificate, formally known as a CRB, please speak to the school office).
- I have read the school's Safeguarding Policy and Keeping Children Safe in Education Document (Part 1).
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Signed: _____

Name: _____

Date: _____

You will receive a copy of these documents for your records.

**School Outings
Guidance for School Trip Helpers
(Volunteers and school employees)**

Thank you very much for offering/being able to help at a Woolenwick off-site school visit. It is very important that you take the time to read this guide and any other paperwork the Group Leader (teacher) gives you. This will ensure maximum safety and enjoyment for the children, the other adults and yourself.

Outing: _____

Date of Outing: _____

Your group leader is: _____

The children in your group are:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____

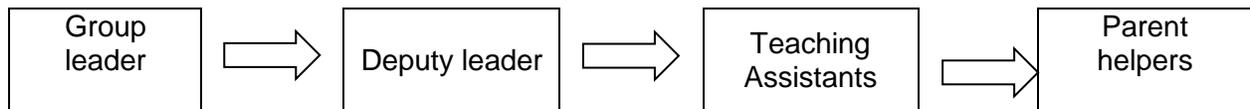
Information about any children with specific learning or behavioural difficulties/needs may be shared with you and must be kept confidential.

Woolenwick Junior School, Bridge Road West, Stevenage, Herts, SG1 2NU
Telephone number: 01438 215565 E-mail: admin@woolenwickjm.herts.sch.uk

Voluntary Helper Off-Site Visits Guide

Order of decisions and leadership

Every school outing will have a group leader, who is usually one of the school's staff. The deputy leader is usually the other responsible staff adult or nominated adult.



The group leader, together with the deputy may have planned:

- transportation
- the timetable of the day
- small groups with allocated adults
- lunchtime arrangements

They will also have completed risk assessments specific to the trip (look at safety, behaviour, emergency procedures, etc) and for necessary children, individual risk assessments.

Expectations of Helpers

PLEASE:

- Stick to the timetable of the day
- Support the staff member
- Ask the staff members before making any final decision
- Do not contact other children's parents whilst on the trip (i.e. if Child A hurts their self or falls ill, the class teacher will contact the school, who will contact the parent/carer of the child)
- If you are a parent, please detach yourself from your 'parental' role – you have volunteered to help, not to just be with your child
- Regularly head count your group (on and off the coach, in and out of toilets, moving around the buildings, etc)
- Have read and follow the procedures of the risk assessments where necessary.

Expectations of Children:

- To behave as they would in school
- To listen to adult instructions
- To remember their manners
- To walk in two's or in smaller areas, in a single line
- To remain in their groups with their assigned adult

Working with a small group

To ensure both you and the children have a good time, it would be prudent to:

- learning the children's names (children cannot wear a name tag on a trip)
- make sure they know your name
- regularly count the children (there is no such thing as over counting!)
- remind the children what to do if they get lost
- talk to them about any hazards they may encounter
- know when and where to meet with the rest of your group.

Emergency Procedure

- Your group leader will talk you through any plans prior to the trip.
- You should have an agreed meeting point for lost children/groups/adults
- It is the group leader's responsibility to contact the school if an incident arises, the school will then contact parents/carers.
- Under no circumstances should you talk to the press about an 'incident'. This will be dealt with by the Local Education Authority. Absolutely no names should be given to the press.
- If there is a fire drill at your location, it is essential that you keep your group together.
- In the event of an emergency, make sure all children are moved to a place of safety.
- Photographs should not be taken of the children and stored on your phone.

Mobile Phones

If you have a mobile phone, we ask that you bring it on the school trip with you, fully charged. This will enable communication between groups if necessary (i.e. one group is late to get to the bus).

- Please share your mobile number with the group leader.
- The group leader will share their mobile number with you.
- All mobile numbers should then be deleted and not used after the school trip.
- Mobile phones should not be used in front of the children for personal reasons (unless absolutely necessary).

For Your Safety

- Never be alone in a room with a child
- Do not follow the children into the toilets
- Do not allow a child to sit on your knee
- Do not give children any medication.

Thank you once again for taking the time to read all paper work associated with school outings. This will help us to ensure maximum safety and enjoyment for both children and adults taking part on a school trip. Without your help, we would be unable to provide children with extra learning experiences.