

Volunteers, Visitors, Work Experience and Students in School Policy

Policy Control	
Responsible Person:	Miss Charmaine Baines - Director
Approved by Directors:	April 2021
Date due for review:	April 2023

Our Alternative Education Provision policies are written with the objective of continuously improving the or provision in supporting young people:

Mission

Our Mission is to prepare students for their future by providing high-quality education in a safe, respectful, and inclusive environment that builds a foundation for life-long learning and achievements,

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

Introduction

Volunteers / work experience placements at It's What You Say CIC, bring with them a range of skills and experience that can enhance the learning opportunities of pupils. The Directors, therefore, welcomes and encourages all of these from the local community and previous students.

Our volunteers include:

- Core team members
- Parents of pupils
- Ex-pupils
- Students on work experience
- University students
- Ex-members of staff
- Friends of the provision

The types of activities that volunteers and work experience placements engage in, on behalf of the school, include:

- Hearing pupils read
- Working with small groups of pupils to assist them in their learning
- Working alongside individual pupils, as an additional tutor
- Accompanying school visits
- We also welcome visitors and students to our school.

Safeguarding

It's What You Say CIC, is committed to safeguarding pupils, young people and vulnerable adults and expects its volunteers, visitors, students, and those on work experience to share that commitment.

Volunteers

Anyone wishing to become a volunteer, either for a one off event such as a school visit or on a more regular basis, e.g. hearing pupils read, must approach the Class Teacher, Directors, or Senior members of Staff directly.

Process for **Volunteers who will be working frequently** (once a week or more often on an ongoing basis) **or intensively** (three or more occasions in a 30 day period):

1. The volunteer should attend the I.W.Y.S for an informal discussion to ensure that they are suitable to volunteer within our schools
2. An enhanced DBS check undertaken.
3. The volunteer will be made aware of the role and responsibilities they will be undertaking.
4. References should be sought where the volunteer arrangement will continue on a regular basis.
5. Induction- school policies and documentation will be explained. These to include Health and Safety, Behaviour Management Policies, Code of Conduct, Safeguarding and Whistleblowing Policy.
6. Volunteers must complete and sign all appendices 1,2 and 3 before they start at I.W.Y.S - CIC
7. Volunteer records to be kept in the I.W.Y.S - CIC office.

I.W.Y.S - CIC will seek DBS clearance for a volunteer before they come into school, to make an informed decision when accepting volunteers to work with children.

'If a volunteer is engaged in a **'one-off' activity** they are not required to have a DBS. However, any adult in this situation **MUST** be under the constant supervision of a member of staff and not be alone with a child / children at any time. Staff must be made aware of the volunteer's status.

All adults /young people who work in I.W.Y.S - CIC, whether a paid member of staff, or a volunteer are expected to work and behave in such a way as to actively promote our provisions Visions, Beliefs, Objectives and Values.

Visitors

Planned visitors to I.W.Y.S - CIC

All visitors to the school will be asked to provide formal identification at the time of their visit

- Where possible I.W.Y.S - CIC staff should be informed of all prearranged visitors to the building.
- All visitors must report to the **Gimson Street entrance** and press the intercom if parked in the carpark or the doorbell if parked in Gimson Street and should not attempt to enter the building via any other entrance;

- All visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification.
- All visitors will be asked to sign the Visitors' Record Book at our entrance points at all times), making note of their name, organisation, who they are visiting, car registration number and visitor badge number (where applicable);
- All visitors will be required to wear an identification badge; the badge must remain visible throughout their visit to I.W.Y.S - CIC
- All visitors should read the "[Safeguarding Information for Visitors](#)" sheet to ensure that they are aware of whom the designated lead is for child protection and that any safeguarding concerns must be reported to them. Regular Visitors such as peripatetic music teachers or volunteer helpers will be issued with the School "Safeguarding Information – guidance for adults visiting or working on our site" and asked to read it.
- Visitors will then be escorted to their point of contact OR their point of contact will be asked to come to the school office/ reception to receive the visitor. The contact will then be responsible for them while they are on site.
- On departing I.W.Y.S - CIC, visitors should leave via Gimson Street and:
 - Enter their departure time in the Visitors' Record Book alongside their arrival entry
 - Return the identification badge to staff

Please note: If a planned visitor fails to arrive with appropriate identification, they will not be permitted to have unsupervised contact with a child and may even be refused access.

Unknown/ unplanned visitors to the school

- Any visitor to the I.W.Y.S - CIC site who is not wearing an identity badge should be challenged politely to enquire who they are and their business at I.W.Y.S - CIC I;
- In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Directors (or the Teacher-in-Charge) should be informed promptly and consider the situation and decide if it is necessary to inform the police;
- If an unknown / uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the building, police assistance will be called for.

Students

Students will have their DBS checked by the office and a copy stored. They should wear their badge at all times and also sign appendices 2 and 3 as volunteers plus appendix 4 (ICT)

Work experience placements

If the student is under 16 then a DBS is not possible. If the student is going to be at I.W.Y.S - CIC more than a one-off then they should sign appendices 1,2, and 3 and have a DBS check if old enough.

Data Protection and Information Security

All Visitors to I.W.Y.S - CIC must have due regard to confidentiality and data protection. The Data Protection Act 2018 applies to everyone connected to I.W.Y.S – CIC.

Confidentiality

Volunteers / visitors will see children they know outside school in a different light. They may see different behaviour. They will see the range of ability in the class and what individuals can and cannot do. They will realise that some children learn quicker than others do. They will realise that some children have special needs and need more help. Some of this will come as a surprise. All of this must be kept confidential.

It is essential to never talk about your work in I.W.Y.S - CIC in any detail, as other parents can probe you as to how their child is getting on compared to others, behaviour in the class etc. It is important that these things are not discussed at home with a partner especially when children are present. These have all caused problems at schools in the past.

Volunteers/ visitors / work experience and students in I.W.Y.S - CIC are bound by a code of confidentiality. Any concerns that volunteers have about the pupils they work with/come into contact with should be voiced with the designated supervisor and NOT with the parents of the child/persons.

Volunteers who are concerned about anything at I.W.Y.S – CIC, which may affect their work should raise the matter with the appropriate senior member of staff. Any information gained at I.W.Y.S - CIC about a child or adult should remain confidential.

Supervision

All volunteers/ students/ work experience placements work under the supervision of a teacher or full time member of staff. Teachers retain ultimate responsibility for pupils at all times, including the pupils' behaviour and the activity they are undertaking.

Volunteers / work experience should have clear guidance from the designated supervisor as to how an activity is carried out/what the expected outcome of an activity is. In the event of any query/problem regarding the pupil's understanding of a task, behaviour or their welfare, volunteers must seek further advice/guidance from their designated supervisor.

For Student teachers the supervision should be in line with their university protocol.

Health and Safety

I.W.Y.S - CIC has a Health & Safety Policy and this is made available to all working in the I.W.Y.S - CIC. An appropriate member of staff will ensure that those in school are clear about emergency procedures (e.g. Fire Alarm Evacuation) and about any safety aspects associated with particular tasks (e.g. using D/T equipment/accompanying pupils on visits). Care and attention is needed by all and it is everybody's duty to report any obvious hazards or concerns to the designated Supervisor/Director. Volunteers are covered by the I.W.Y.S - CIC indemnity and Public Liability Insurance.

Child Protection

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

- All volunteers/ students / work experience placements are given a copy of the Volunteer Policy and asked to sign a Volunteer Agreement (Appendix 2) and safeguarding (Appendix 3)
- All of our regular volunteers/ work experience (if old enough) and students must have been cleared by the Disclosure and Barring Service (DBS). There may be a charge for this check.
- Where a volunteer is engaged in a 'one-off' activity e.g. helping supervise a group of pupils as part of a class visit, no formal checks are required, but they must never be left alone with a child / group of children and staff will be alerted that they are not DBS checked.
- Any concerns a volunteer has, about child protection issues, should be referred to the designated supervisor or Director.

Dress Code

Everyone working in I.W.Y.S - CIC with children are asked to adopt the same dress code as the teacher, which is smart/casual for everyday wear, (except when helping with a P.E. lesson). No inappropriately skimpy clothes. If you are going on a school trip, please discuss the clothing with your class teacher.

Mobile phones

Mobile phones must not be used or seen in I.W.Y.S - CIC unless during a lunchtime away from children. On no account can mobile phones be used for taking photos.

Complaints Procedure

Any complaints made about a volunteer will be referred to the Director or appropriate senior member of staff, for investigation. Any complaints made by a volunteer will be dealt with in the same way.

The Director or designated member of staff 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.
- Based upon the facts identified in the investigation it may be necessary for I.W.Y.S - CIC to inform the volunteer that the I.W.Y.S - CIC no longer wishes to use them.
- Provide the volunteer with a copy of the I.W.Y.S - CIC full Complaints Procedure.

APPENDIX 1 - Volunteer Application Form

Applicant Details

First Name

Surname

Date of Birth

Address

Contact Information

Home Tel. No.

Mobile Tel. No.

Email Address

Reference Contact Information (Must be previous employer or someone with a recognised professional standing in the community)

Reference 1

Home Tel. No.

Mobile Tel. No.

Email Address

Reference Contact Information

Reference 2

Home Tel. No.

Mobile Tel. No.

Email Address

Other Information

What activities/ areas of I.W.Y.S - CIC would you like to help with?

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

Do you have any particular skills that you could offer?

Do you have any disabilities/other needs we need to take into account or adjustments we need to make to allow you to work as a Volunteer in School? (Please give details)

Thank you for taking time to complete this Volunteer Application Form. Please hand it to the director/senior member of staff, marked for the attention of Senior director. Your offer of help is greatly appreciated, and we will be in touch as soon as possible.

APPENDIX 2 - Volunteer Agreement

Thank you for offering your services as a volunteer at school. Your offer of help is greatly appreciated, and we hope that you will gain much from your experience.

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

You will receive a copy of it for your records.

I have received and read a copy of the I.W.Y.S - CIC
Volunteer / visitor / work experience and student Policy YES/NO

I have received a copy of the I.W.Y.S - CIC confidentiality Policy YES/NO

I agree to support the I.W.Y.S - CIC Vision/Beliefs/Objectives/Values
YES/NO

I agree to treat all information obtained from being a volunteer in I.W.Y.S - CIC as
Strictly Confidential

I understand that an enhanced Disclosure and Barring Service (DBS) check will be undertaken and I may be required to pay for this.

If you already have a DBS Certificate, please hand it to I.W.Y.S - CIC, the number will be recorded, and checks made with the issuing body. A new enhanced DBS check must be taken.

I have been made aware of who is my designated supervisor e.g. Class Teacher, Year Teacher, Head of Department

Signed:

Name:

Date:

APPENDIX 3 - Safeguarding

If you have ANY concerns about a child's welfare or well being or have a concern about the behaviour of any adult within the school towards a child:

- discuss your concerns without delay with the Designated Safeguarding Lead or the directors or a member of the safeguarding team.
- Remember it is important to share your concerns even if you are unsure.

If a child makes a disclosure to you:

- Avoid being shocked or embarrassed.
- Listen to the child without interrupting them.
- Do not promise to keep a secret.
- Do not ask the child any leading questions.
- Reassure them that 'it is not their fault and they have done the right thing to tell you'.
- Immediately following the disclosure report your concerns to the Designated Safeguarding Lead (see above) and write down what the child said using the child's own words and phrases. Sign and date this document and hand it to the Designated Safeguarding Lead.
- Consider how best to manage your own feelings.
- Following reporting your concerns remember that the disclosure and the child's identity should remain confidential.

The school has a full code of conduct to encourage safer working practices for all adults working with young people, including advice regarding 'e-safety'. I have read and understand the above

Signed Name

Date

Appendix 4

Visitors Wi-Fi Acceptable Use Policy 2020- 2021

As a professional organisation with responsibility for children's safeguarding it is important that all members of the school community are fully aware of the I.W.Y.S - CIC boundaries and requirements when using the school Wi-Fi systems, and take all possible and necessary measures to protect data and information systems from infection, unauthorised access, damage, loss, abuse and theft. This is not an exhaustive list and all members of the school community are reminded that ICT use should be consistent with the school ethos, other appropriate policies and the Law.

1. I.W.Y.S - CIC provides Wi-Fi for the school community and allows access for educational purposes within the confines of the school premises. Anybody requiring access to the Wi-Fi must contact the DSL (Online Safety) to set up access and on leaving the school have it removed again.
2. Please be aware that I.W.Y.S - CIC will not be liable for any damages or claims of any kind arising from the use of the wireless service. I.W.Y.S - CIC takes no responsibility for the security, safety, theft, insurance and ownership of any device used within the I.W.Y.S - CIC premises that is not the property of I.W.Y.S - CIC.
3. The use of ICT devices falls under I.W.Y.S - CIC Acceptable Use Policy, online safety (e-Safety) policy and behaviour policy which all students/staff/visitors and volunteers must agree to, and comply with.
4. I.W.Y.S - CIC reserves the right to limit the bandwidth of the wireless service, as necessary, to ensure network reliability and fair sharing of network resources for all users.
5. Fenton Town Hall owned information systems, including Wi-Fi, must be used lawfully and I understand that the Computer Misuse Act 1990 makes the following criminal offences: to gain unauthorised access to computer material; to gain unauthorised access to computer material with intent to commit or facilitate commission of further offences or to modify computer material without authorisation.
6. I will take all practical steps necessary to make sure that any equipment connected to the Fenton Town Hall service is adequately secure (such as up-to-date anti-virus software, systems updates).
7. Fenton Town Hall service is not secure, and the school cannot guarantee the safety of traffic across it. Use of the Fenton Town Hall wireless service is done at my own risk. By using this service, I acknowledge that security errors and hacking are an inherent risk associated with any wireless network. For that reason, I expressly agree that I knowingly assume such risk, and further agree to hold the school harmless from any claim or loss arising out of, or related to, any such instance of hacking or other unauthorized use or access into my computer or device.
8. I.W.Y.S - CIC accepts no responsibility for any software downloaded and/or installed, e-mail opened, or sites accessed via the school's wireless service's connection to the Internet. Any damage done to equipment for any reason including, but not limited to, viruses, identity theft, spyware, plug-ins or other Internet-borne programs is my sole responsibility; and I indemnify and hold harmless the I.W.Y.S - CIC from any such damage.

9. I.W.Y.S - CIC accepts no responsibility regarding the ability of equipment, owned by myself, to connect to the Fenton Town Hall wireless service.
10. I will respect system security and I will not disclose any password or security information that is given to me. To prevent unauthorised access to systems or personal data, I will not leave any information system unattended without first logging out or locking my login as appropriate.
11. I will not attempt to bypass any of the school's I.W.Y.S - CIC security and filtering systems or download any unauthorised software or applications.
12. My use of the I.W.Y.S - CIC Wi-Fi will be safe and responsible and will always be in accordance with the school Acceptable Use Policy and the Law including copyright and intellectual property rights. This includes the use of email, text, social media, social networking, gaming, web publications and any other devices or websites.
13. I will not upload, download, access or forward any material which is illegal or inappropriate or may cause harm, distress or offence to any other person, or anything which could bring the school into disrepute.
14. I will report any online safety (e-Safety) concerns, filtering breaches or receipt of inappropriate materials to the Designated Safeguarding Lead or the DSL and Online Safety (e-Safety) Coordinator and/or the designated lead for filtering as soon as possible.
15. If I have any queries or questions regarding safe behaviour online, then I will discuss them with the Online safety (e-Safety) Coordinator or the Headteacher.
16. I understand that my use of the Fenton Town Hall Wi-Fi will be monitored and recorded to ensure policy compliance in accordance with privacy and data protection legislation. If I.W.Y.S - CIC suspects that unauthorised and/or inappropriate use or unacceptable or inappropriate behaviour may be taking place, then I.W.Y.S - CIC terminate or restrict usage. If I.W.Y.S - CIC suspects that the system may be being used for criminal purposes, then the matter will be brought to the attention of the relevant law enforcement organisation.

I have read and understood and agree to comply with the Wi-Fi Acceptable Use Policy.

Signed	Print name	Date
Accepted by	Print name	Date