

ATTAIN ACADEMY PARTNERSHIP



Policy for Volunteer Helpers

For

Bocking Primary School



June 2025

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1. Introduction

- 1.1 Volunteers at the academy bring with them a range of skills and experiences that can enhance the learning opportunities of all pupils. The academy therefore welcomes and encourages volunteers and visitors from the local and wider community.
- 1.2 The academy would like to encourage parents and other adults to help in the academy in a variety of ways. We believe that parents and carers can add enormous value to children's learning opportunities. However, our overriding concern is for the safety and security of the children in our care. This document sets out our academy's policy, which is to ensure that the children benefit from as much help and support as possible, and are provided at the same time with the best possible security.
- 1.3 The academy has a variety of adults working on the premises at any one time. They can be categorised as follows:
 - 1.3.1 Paid full- or part-time staff employed by the academy:
 - Teachers
 - Teaching assistants
 - SEN assistants
 - Caretaker
 - Cleaners
 - Dinner supervisors
 - Librarian
 - Administrators
 - 1.3.2 Adult workers employed by another organisation:
 - Peripatetic music teachers
 - Trainee teachers
 - LA advisers and inspectors
 - Health visitors
 - Grounds maintenance staff
 - Contract workers (e.g. an electrician, heating engineer, IT technician, Cleaners)
 - 1.3.3 Volunteer helpers, such as:
 - Parents, carers, guardians, elder siblings or grandparents of pupils
 - Students on work experience or placement
 - Members of the governing body or trust board
 - Ex-members of staff
 - University students
 - Local residents
 - Staff family members
- 1.4 This policy sets out the principles, practices and procedures, which the academy will follow in the appointment, management and supervision of volunteers.

2. Volunteer helpers

- 2.1 Volunteer helpers support the academy in a number of ways, including:
- Supporting individual pupils within classrooms
 - Hearing pupils read;
 - Helping with classroom organisation;
 - Helping on academy trips to support academy staff;
 - Helping with group work;
 - Helping with art or other practical subjects (such as cooking etc.).
- 2.2 Volunteer helpers are not allowed to do the following activities:
- Take responsibility for all or some of the whole class;
 - Change very young children, supervise them changing or provide intimate care;
 - Supervise children engaged in PE or other specialist activities;
 - Take children off the academy site without a teacher in charge.

The responsibility for the health and welfare of the child remains with the class teacher at all times.

3. Signing in

- 3.1 When any helper arrives in the academy, they must sign in by completing the visitors' e-book (Inventry™). They will be given a name sticker, which they should wear at all times in academy. They must also sign out using the e-book (Inventry™) before they leave.

4. Safeguarding

- 4.1 The welfare of our pupils is paramount. To ensure the safety of our pupils the following procedures have been adopted:
- 4.1.1 All volunteer helpers are required to complete a volunteer's registration form, a self-declaration form (SD2a), a fitness declaration form and DBS consent form. Where relevant to the post, volunteer helpers will also need to complete a childcare disqualification declaration form.
- 4.1.2 Volunteers with unsupervised access to children or assisting with regulated activities, such as swimming, must be cleared through the Disclosure and Barring Service (DBS). Supervision in this context means:
- By a person who is in regulated activity relating to children
 - Regular and day to day; and
 - Reasonable in all the circumstances to ensure the protection of children

Regular visitors to the academy will be asked to consent to a DBS check. Those without a DBS check, or awaiting one, will not be asked to carry out 'regulated activity' in terms of DBS Regulations.

4.1.3 The following volunteers will not require a DBS check

- Volunteers or parents who accompany staff and children on one-off outings or trips that do not involve overnight stays and who are under the constant supervision of a teacher.
- Where a supervised volunteer is not in regulated activity, a DBS enhanced certificate may be undertaken and a risk assessment will be completed.

4.2 All details about regular volunteer helpers will be kept on the Single Record.

4.3 All volunteers are expected to adhere to the academy's child protection, safeguarding, online safety, behaviour, data protection and ICT acceptable use policies.

4.4 All volunteers are expected to comply with the PREVENT Duty and to exemplify British values.

4.5 All volunteers are expected to agree and adhere to the code of conduct for volunteers (See appendix 1 and the volunteer's handbook).

4.6 All volunteers have a responsibility to report any concerns that they may have regarding child safeguarding or child protection, to the designated supervisor or a member of the designated safeguarding team (Head of School, assistant headteacher, pastoral manager). It is not the role of the volunteer to investigate concerns.

4.7 The academy reserves the right to request a volunteer leaves the academy site at any time.

5. Induction

5.1 All volunteer helpers will receive an induction and a copy of the Volunteers Handbook. This will provide volunteers with appropriate information on academy policies, procedures, online Safety, ICT Acceptable Use, health & safety and safeguarding information. Volunteers must sign to say they have read and understood the information provided.

5.2 Induction will ensure that volunteers are clear about

- Emergency procedures (e.g. fire alarm evacuation) and about any other safety aspects associated with a particular task (e.g. accompanying children on visits, using DT equipment).
- Safeguarding procedures, including responsibilities under Keeping Children Safe in Education (KCSIE).
- Where to access key policies, including health, safety & welfare, code of conduct, data protection, safeguarding, child protection, Keeping Children Safe in Education (part 1), behaviour policy and ICT acceptable use policy (where regular access to the academy's computer network is necessary

6. Deployment of parent helpers

- 6.1 Parent helpers will be asked to support wherever there is the greatest need, as decided by the academy. However, we recognise that particular challenges sometimes arise when a parent is helping in their own child's class. These may be experienced by the parent, the teacher, or the child. We do feel it is important that parents are able to involve themselves in their own child's learning, and encourage this contact whenever appropriate, but this must be in a manner that is the most beneficial to all concerned. If a volunteer who is a parent / carer would rather not help in their child's class, we will of course support that request.

7. Confidentiality

- 7.1 Volunteers in academy are bound by a code of confidentiality. Volunteers are not permitted to discuss issues related to pupils, parents or staff with those outside of the organisation.
- 7.2 If volunteers have any concerns they should raise these with the appropriate member of staff. They should not discuss them with pupils or parents/carers or any persons outside of the academy. This does not prevent volunteers from adhering to the academy's child protection and safeguarding policies (with regard to reporting safeguarding concerns or disclosure). Comments regarding child's behaviour or learning can be highly sensitive, and if taken out of context can cause distress to the parents/carers of a child if they hear about such issues through a third party rather than directly from the academy.
- 7.3 If concerns relate to safeguarding, volunteers must follow the guidance in the child protection and safeguarding policies and inform the Designated Safeguarding Lead. If concerns are related to whistleblowing, volunteers must follow the guidance in the Trust's whistleblowing policy and raise the matter with the senior leaders in the academy

8. Supervision

- 8.1 All volunteers work under the supervision of a teacher or full-time member of staff. Teachers retain ultimate responsibility for pupils at all times, including the pupil's behaviour and the activity they are undertaking.
- 8.2 Volunteers should have clear guidance from the designated supervisor as to how an activity is carried out or what the expected outcome of an activity is. In the event of any query or problem regarding the pupil's understanding of a task, behaviour or their welfare, volunteers must seek further advice and guidance from their designated supervisor.
- 8.3 Teachers will be made aware of this policy and their responsibilities within it.

9. Code of Conduct

- 9.1 Volunteers are expected to adhere to the Volunteers Code of Conduct outlined in Appendix 1 when working in the academy or when working on behalf of the academy outside of the academy.

10. Complaints Procedure

- 10.1 Any complaints made about a volunteer helper will be referred to the Head of School or appropriate senior member of staff. Any complaint made by a volunteer will be dealt with in the same way.
- 10.2 The Head of School or designated member of staff reserves the right to take the following action:
- To speak with a volunteer 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 academy no longer wishes to use them;
 - Report the person to an appropriate authority e.g. police, social services etc.;
 - Provide the volunteer with a copy of the academy's full Complaints Procedure.

11. Equal Opportunities

- 11.1 The academy recognises that the activity of volunteering can provide an individual with experience and opportunities for self and career development. In accordance with trust's equality Policy, volunteer placements will therefore be open to individuals irrespective of race, gender, disability, sexuality, age or marital status. Where a prospective volunteer demonstrates hostility to, or a clear lack of support for equal opportunities, they will be deemed automatically unsuitable for a volunteer position. All volunteers are required to make a commitment to this policy.

12. Data Protection and Record Keeping

- 12.1 Data will be processed in line with the requirements and protections set out in the UK General Data Protection Regulations.
- The Trust's data protection policy explains how the academy intends to ensure that personal information is dealt with correctly and securely and in accordance with the Data Protection Act 1998
 - The Trust's [privacy notice for volunteers](#) explains what information we collect about volunteers and why we collect it.
- 12.2 The academy will:
- Retain records relating to volunteers in line with the Trust's data retention policy

- Remove details of volunteers from the single central record (SCR) once they no longer work at the academy

13. Monitoring and review

- 13.1 The day-to-day monitoring of this policy is the responsibility of the Head of School, who will report to the local governors annually, stating the number of adult volunteer helpers in the academy, and summarising their value and impact in supporting children's learning.
- 13.2 This policy will be reviewed every two years, or earlier if considered necessary.

13. Linked Policies and Documents

- Equality policy
 - Child Protection Policy
 - Safeguarding Policy
 - Procedures for dealing with allegations against adults
 - Health & Safety Policy
 - Acceptable Use Policy
 - Complaints Policy
 - Whistleblowing policy
 - Confidentiality Policy
 - Induction Policy
 - Volunteers and Student Handbook
 - Visitors Management Policy
 - Parental Engagement Policy
- All documents are available on the website or on request.

14. Document Version Control

Version	Date Issued	Author	Update Information
	October 2016	K Ellwood	Issued originally as an appendix within the safeguarding policy
2019-1	March 2019	K Ellwood	
2021-1	December 2021	K Ellwood	No changes. Minor amendment to recognise the document on dealing with allegations against adults in schools and to reflect amendments to safeguarding checks in the updated KCSIE
2025-1	June 2025	K Ellwood	No procedural changes. Minor amendment to clarify the academy's safeguarding (section 4), induction (section 5), confidentiality (section 7) and data protection arrangements (Section 12)

Appendix: Volunteer's Code of Conduct

Volunteer's Code of Conduct for Bocking Primary School

The academy highly values parents and others who volunteer to help out with academy activities. We hope to encourage your support, contributions and assistance. Many academy activities would be at risk if it wasn't for your generous offer of help and so many of our pupils benefit greatly from it.

It is our duty to ensure that whilst you are engaged in voluntary activities for the academy that we care for you and ensure your safety. We will provide you with the necessary information for each of their planned events. The academy office or teacher involved will provide you with the information required for all academy activities. We also of course, have a duty of care to ensure that our pupils' welfare is promoted, they are cared for appropriately and they are safeguarded from harm.

We have a responsibility to ensure that all adults working for the academy are suitable people to work with children. Adults working with children **MUST** complete a self-declaration form (SD2) and Volunteers registration form. An enhanced criminal record check through the Disclosure and Barring Service is required if you are helping with regulated activities, such as swimming.

To assist the academy in providing a safe environment and a positive educational climate, volunteers are asked to comply with the Code of Conduct for Volunteers. This code of conduct has been formulated to clarify the type of conduct that is expected of volunteers when participating in activities in or on behalf of the academy (including academy trips, residential visits and out of academy activities).

You should

- Observe similar standards of behaviour and ethical conduct to that required of staff. For example, you are expected
 - to act within the law
 - be honest and fair,
 - not to volunteer if under the influence of alcohol or drugs
 - not to volunteer under the influence of medication, which may cause drowsiness
 - to respect other people (including pupils) and make them feel valued,
 - to provide a good example and a positive role model to the children
 - to exemplify British values
 - to wear appropriate/professional clothing for a children's working environment
 - to work to the best standard of your ability
 - not to behave in a way that could lead a reasonable observer to question your conduct.
 - be approachable and pleasant

- Appreciate that teachers have a special duty of care for pupils that cannot be delegated or transferred to others. Appreciate also that the Head of School is the spokesperson for the academy.
- Sign in at the academy office (Inventry™) and display your visitors badge clearly whilst on site.
- Accept and follow the directions and instructions from the Head of School or teacher and seek guidance through clarification where you may be uncertain of tasks or requirements. You will need to familiarise yourself with the academy's policies and guidelines on particular issues.
- Adhere to the academy's policies and guidelines, in particular the PREVENT Duty and the Child Protection, Safeguarding, Behaviour, photography, Online Safety, ICT Acceptable Use Policy, and Health and Safety policies. (Available on the website)
- Observe confidentiality in respect of all information gained through your participation as a volunteer. Do not discuss with parents or other people in the community any information you may become privy to in the course of working in the academy. All information held by the academy should be handled with care. Some information is especially sensitive. Sensitive and/or personal information requires additional caution in the way it is treated. For example, volunteers should not discuss nor disclose personal information about pupils, staff or pupils' parents/carers to others.
- Treat all children and members of staff equally, with dignity and respect. Appreciate that all children have rights and aspirations.
- Observe safe work practices which avoid unnecessary risks, apply reasonable instructions given by teachers and report to the teaching staff and academy administration any hazard or hazardous practice in the workplace.
- Report any problems as they arise to the teacher, including bad behaviour, incidents, injury or property damage.
- Report any concerns that they may have regarding child safeguarding or child protection, to the designated supervisor or a member of the designated safeguarding team
- Report any difficulties you experience or any unacceptable behaviour of another adult to the Head of School
- Avoid waste or extravagance and make proper use of the resources of the academy.
- Conduct your work in a co-operative manner.
- Turn your mobile phone off or switch onto silent mode while you are on academy premises.

You should never:

- Tell a child off. As a volunteer, you are not expected to discipline a child. If there are any problems, tell the class teacher immediately and they will deal with the situation.
- Shout, hit or manhandle a child.
- Take photographs in the academy without prior permission of the Head of School. This applies also when assisting on off site visits.
- 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, volunteer under the influence of drugs or alcohol, smoke on the academy premises.
- Share your personal contact details with pupils or make personal arrangements to meet children outside the academy. This includes all social media, e.g. 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 academy into disrepute when representing the academy.
- Give or receive gifts, unless arranged through the academy, for example, outgrown sports kit, football boots or uniform. These would be given to the academy, for the academy to distribute accordingly.