

Volunteer Policy



**Queen's Park C.E./U.R.C.
Primary School**

September 2026

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Statement of intent

At Queen's Park Primary School, we recognise and value the effort taken by volunteers who contribute towards our school.

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.

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
- Data (Use and Access) Act 2025
- Children's Wellbeing and Schools Act 2026
- Crime and Policing Act 2026
- DfE 'Keeping children safe in education 2026'
- DfE 'Disqualification under the Childcare Act 2006'

This policy operates in conjunction with the following school policies and documents:

- Child Protection and Safeguarding Policy
- Allegations of Abuse Against Staff Policy
- Complaints Procedures Policy
- Safer Recruitment Policy
- Data Protection Policy
- Staff Code of Conduct
- Volunteer Induction Pack

Volunteer categories

For the purposes of this policy, volunteers are categorised as either “occasional volunteers” or “regular volunteers”.

Occasional volunteers are individuals who volunteer on an infrequent or one-off basis. This may include, for example, volunteering at a school event, accompanying pupils on a day visit, or supporting another one-off activity.

Regular volunteers are individuals who volunteer on an ongoing or frequent basis as part of the school's normal activities.

The categorisation of a volunteer as occasional or regular is for the purposes of managing volunteer arrangements. It does not determine whether the volunteer is undertaking regulated activity or the safeguarding and recruitment checks required.

The school will determine whether a volunteer is undertaking regulated activity, and therefore requires the appropriate pre-appointment checks, following an individual assessment of the role in accordance with current legislation and statutory guidance.

Regulated activity and pre-appointment checks

Defining regulated activity

From 1 September 2026, the supervision exemption for regulated activity with children no longer applies. This means that a volunteer may be undertaking regulated activity even where they are supervised by a member of school staff.

The school will assess each volunteer's role against the current statutory definition of regulated activity with children. This will take account of:

- the activities the volunteer will undertake;
- how frequently those activities will take place;
- whether the period condition is met;
- whether the role involves overnight activity;
- whether the role involves personal or healthcare care or another activity which is regulated without a period condition; and
- whether the role meets the criteria relating to a specified establishment.

Where a volunteer is undertaking regulated activity with children, the school will obtain an **Enhanced DBS check with Children's Barred List information** before the volunteer undertakes that regulated activity, subject to the applicable statutory arrangements.

Volunteers and Regulated Activity

Regular Volunteers

Volunteers who attend school:

- Weekly,
- For more than 3 days over a 30 day period,
- Or who support ongoing programmes (e.g., reading, phonics, interventions)

are **automatically in regulated activity**, even if supervised.

These volunteers must be issued a **green lanyard** (DBS + barred-list).

Occasional Volunteers

Volunteers who attend:

- Less than three times in 30 days,

- For one-off events,
- Under continuous supervision,
- With no opportunity for unsupervised contact

are **not** in regulated activity and may be issued a **red lanyard**.

They must **never** be left alone with pupils.

Residential Volunteers

Any volunteer attending a residential trip is **always** in regulated activity and must have a barred-list check.

Visitors and Regulated Activity

Most visitors (e.g., guest speakers, parents attending meetings, external professionals) are **not** in regulated activity.

However, a visitor becomes regulated if they:

- Deliver repeated sessions over time,
- Provide direct instruction or care,
- Work with children overnight,
- Or have unsupervised access.

Where regulated activity applies, the school will require an enhanced DBS with barred-list information.

Supervision Requirements

Supervision does **not** remove regulated-activity status under 2026 rules.

However, supervision remains essential for safeguarding:

- Non-DBS visitors must be supervised at all times.
- Red-lanyard volunteers must remain in line-of-sight of staff.
- Staff must ensure pupils are never left alone with an unchecked adult.

Recording and Monitoring

The school will record the following on the **Single Central Record**:

- Whether the individual is in regulated activity
- DBS type and date
- Barred-list check outcome
- Identity verification
- Safeguarding induction completion
- Supervision arrangements (if applicable)

The headteacher and DSL will review regulated-activity status regularly.

Pre-appointment checks

Before a volunteer is appointed, the school will determine whether the role constitutes regulated activity by carrying out an individual assessment of the proposed role, taking account of the nature of the activities to be undertaken, the frequency of the role, the opportunity for contact with children, and whether the role involves any activities that are always regulated.

All volunteers engaging in regulated activity will be required to obtain an enhanced DBS check with children's barred list information before commencing their role. This requirement applies regardless of whether the volunteer will be supervised.

Where a volunteer is not undertaking regulated activity, the school will determine, following an individual assessment of the role, whether an enhanced DBS check is appropriate in accordance with current legislation, statutory guidance and the school's Safer Recruitment Policy.

Volunteers will not commence their role until all required pre-appointment checks have been completed and the school is satisfied that it is appropriate for them to do so.

All pre-appointment checks will be recorded and retained in accordance with the school's Safer Recruitment Policy.

Application to be a volunteer

Anyone wishing to volunteer at the school will be required to complete the school's Volunteer Application Form unless the headteacher determines that this is not necessary for an occasional volunteer undertaking a one-off activity.

Occasional volunteers

Occasional volunteers may be appointed at the headteacher's discretion. The school will determine the appropriate recruitment process and whether any pre-appointment checks are required in accordance with [Section 3](#) of this policy.

Regular volunteers

Regular volunteers will be required to complete the school's volunteer recruitment process, which includes:

- Completion of a Volunteer Induction Pack.
- An informal discussion with a member of the SBM.
- Provision of references where appropriate.
- Completion of the relevant pre-appointment checks.

Supervision

Volunteers will be appropriately supervised by school staff in accordance with the nature of their role and the needs of pupils. Supervision supports safe practice and effective safeguarding but will not affect whether a volunteer is undertaking regulated activity for the purposes of DBS eligibility.

When determining what supervision is reasonable, 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 with whom the volunteer is working
- Whether there are other staff members present during the activity
- The nature of the volunteer's work and the opportunity for contact with pupils
- Whether the pupils are considered vulnerable
- How many volunteers would be supervised by each member of supervising staff

Induction

Volunteers will be required to read and agree to the Staff Code of Conduct and Part One of KCSIE before starting their role at the school. All volunteers must comply with this Staff Code of Conduct.

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
- Allegations of Abuse Against Staff Policy
- Staff Equality, Equity, Diversity and Inclusion Policy
- Health and Safety Policy
- Behaviour Policy
- Anti-bullying Policy
- Whistleblowing Policy
- Disciplinary Policy and Procedure
- Complaints Procedures Policy
- Online Safety Policy
- Data Protection Policy
- Social Media Policy

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

Volunteers will receive safeguarding information appropriate to their role, determined using a proportionate, risk-based approach. For those working in regulated activity, this will include a requirement to read at least 'Part one' of KCSIE and completing safeguarding induction as a minimum.

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.

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, they will adhere to the following process:

- 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 volunteering

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 Allegations of Abuse Against Staff Policy.

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.

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.

Failure to inform the school on more than three instances may result in the volunteer being unable to attend the school on any further occasions.

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.

Confidentiality

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. If concerns relate to safeguarding, volunteers must follow the guidance in the Child Protection and Safeguarding Policy and inform the DSL.

If concerns are related to whistleblowing, volunteers must follow the guidance in the Whistleblowing Policy.

Complaints

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

The school's privacy notice for volunteers explains what information will be collected about volunteers and why the school collects this. The school will retain records relating to volunteers in line with the school's records retention schedule.

Details of volunteers will be removed from the SCR once they are no longer volunteering at the school.

Monitoring and review

The headteacher will review this policy on an annual basis 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 September 2027.

**Queen's Park C.E/URC
Primary School**



**Queen's Park C.E./U.R.C.
Primary School**

**Volunteer
Handbook**

Welcome

Thank you for your interest in volunteering at Queen's Park CE/URC Primary School. Volunteers play a vital role in enriching our curriculum, supporting pupils and strengthening our community. This handbook explains how we work, what we expect, and how we will support you throughout your placement.

Headteacher: Miss J. Bolan

Our Commitment to You

As a valued volunteer, we will provide:

- A friendly, supportive working environment
- Enthusiastic and respectful pupils
- A named mentor and link staff member
- Clear guidance and training
- Recognition for your contribution
- A reference where appropriate

Your Commitment to Us

We appreciate that your time is freely given. Most volunteers attend weekly for at least half a term, but we understand circumstances may change.

We ask that you:

- Follow all guidance in this handbook and the Volunteer Agreement
- Inform us promptly if you cannot attend
- Communicate with your mentor, link staff member and the Volunteer Coordinator (Mrs Campbell) if you wish to end your placement

Setting Up a Placement

All volunteers are coordinated by **Mrs Jan Campbell**, Student & Volunteers Coordinator.

You will be asked to provide:

- Name and contact details
- Reason for volunteering
- Preferred year group (if applicable)
- Days/times you can attend

Pre-Visit Induction

Before starting, you will attend a safeguarding induction where you must provide:

- Proof of ID
- DBS certificate (if applicable)
- Evidence of name and address

Your details will be recorded on our secure StaffSafe system. A photograph will be taken and you will be issued a lanyard:

- **Green lanyard** – DBS + barred-list checked (regulated activity)
- **Red lanyard** – supervised volunteer (non-regulated activity only)

You must wear your lanyard at all times.

During induction, you will receive:

- Child Protection & Safeguarding Policy
- Whistleblowing Policy
- Volunteer Handbook
- Key safeguarding contacts
- Fire and emergency procedures

Safeguarding Requirements (KCSIE 2026)

Safeguarding is everyone's responsibility. All volunteers must:

- Read **Keeping Children Safe in Education 2026 – Part One**
- Read the school's Child Protection & Safeguarding Policy
- Know how to report concerns
- Understand safe working practice
- Never be left alone with pupils
- Never use children's toilets
- Maintain professional boundaries at all times

Designated Safeguarding Leads (DSLs)

- **Mrs Leadbetter – DSL**
- **Miss Bolan – DSL**
- **Mrs Kennedy – Deputy DSL**
- **Miss Burke – Deputy DSL**

If a child discloses a concern:

- Listen without interrupting
- Do not promise confidentiality
- Report immediately to your link staff member or a DSL
- Do not discuss the disclosure with anyone else

Regulated Activity (Updated for 2026)

Under KCSIE 2026, supervision no longer removes volunteers from regulated activity if they meet the **period condition** or **overnight condition**.

You are in **regulated activity** if you:

- Volunteer **more than 3 days in any 30-day period**, or
- Attend **any overnight/residential activity**, or

- Work with pupils **unsupervised**, or
- Provide teaching, instruction, care or transport

Regulated-activity volunteers must have:

- **Enhanced DBS**
- **Children's barred-list check**

These volunteers wear **green lanyards**.

Occasional, supervised volunteers wear **red lanyards** and must remain in line-of-sight of staff at all times.

Signing In and Out

For safeguarding and fire safety, all volunteers must:

- Enter via the main entrance
- Sign in using the visitor system
- Wear their lanyard visibly
- Sign out and return their lanyard when leaving

Where Can I...?

Park? Use the staff car park at the back or side of school.

Leave belongings? Your link staff member will show you a secure area.

Work? Your link teacher will provide a suitable space.

Go during the day? You will usually remain in your linked classroom or shared spaces. You may use the staff room at break times. Work experience students should not use the staff room at lunch.

Use the toilet? Staff toilets only. Never children's toilets.

Working With Children

To help you succeed:

- Be friendly, calm and encouraging
- Introduce yourself clearly
- Use your professional name (e.g., *Mrs Smith*)
- Maintain boundaries—friendly, not familiar
- Support behaviour positively but do not issue sanctions
- If a child is not engaging, politely redirect them
- If difficulties continue, return the child to class and inform the teacher
- Reflect on the session and praise effort
- Model respectful behaviour with other adults

If you feel unsure, observe your mentor or ask for support.

Training and Development

We want you to feel confident and supported. If you wish to pursue further training (e.g., TA qualifications), we can advise you.

Health & Safety

Volunteers must:

- Follow the school's Health & Safety Policy
- Avoid actions that could cause harm
- Report hazards to a senior leader immediately

Equal Opportunities

We do not tolerate discrimination of any kind. Volunteers must treat all pupils and adults with respect and uphold our equality, diversity and inclusion values.

Safe Practice

To protect pupils and yourself:

- Work only in public areas
- Stay close to staff or other volunteers
- Avoid physical contact
- Keep conversations friendly but professional
- Never accompany children into toilets

Confidentiality

You must not discuss:

- Pupil information
- Staff matters
- Anything seen or heard in school outside the school environment.

Insurance

Volunteers are covered by the school's insurance when following this handbook and relevant policies. If transporting children in your own vehicle (other than your own child), check your insurance policy.

Dealing With Problems

If difficulties arise, please speak to your mentor or link staff member. Examples include:

- Conflict with staff or volunteers
- Feeling unsuited to a task
- Struggling with a particular age group
- Feeling undervalued
- Personal commitments affecting attendance

We want to resolve issues quickly and support you.

Ending Your Placement

If you decide to stop volunteering, please inform:

- Your mentor
- Your link staff member
- Mrs Campbell (Volunteer Coordinator)

We will thank you properly for your contribution.

Taking It Further

If you wish to be more involved:

- Join the PTFA
- Support school events
- Consider becoming a parent governor

Volunteer Agreement

All volunteers must sign the Volunteer/Student Agreement confirming they have:

- Read this handbook
- Read KCSIE 2026 Part One
- Read the Safeguarding Policy
- Understood their responsibilities

Please give details of why you wish to volunteer and the activities you want to undertake

Name		Date of birth	
Postcode		Telephone	

Address	
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Is your application in connection to an educational course? (please circle)	Yes / No
--	-----------------

If you answered 'yes' to the above, please fill out the table below			
Name of educational setting		Postcode	
Address			
Course details			
Qualification		Length of course	
Link tutor		Telephone	

Please fill out the sections below, providing accurate details of when and how long you are available for

I wish to volunteer on the following school days (please tick):

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday

I wish to volunteer (please tick):

- ☐ A full day (8:30am – 3:30pm)
- ☐ Mornings
- ☐ Afternoons

Please list any other requirements in terms of availability (e.g. specific times):

If accepted, I understand that I will need to attend an induction meeting and will need to be aware of, and follow, all school policies

Signature of volunteer

Date

Pre-visit

Mrs Campbell will make a mutually convenient time for you to attend school to go through our protocols for volunteering at Queen's Park. You will need to complete a 'Volunteer agreement form and sign a 'Volunteer Code of Conduct'

During this visit, Mrs Campbell will ask for the following information:

- Proof of ID
- DBS
- Evidence of name and address

Volunteer agreement form

This agreement form must be completed before you undertake any volunteer work at our 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 website](#). 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 (to be reviewed after one month)	

Please tick the appropriate box once you have read and understood the following documents	
Part One of KCSIE 2026	
Behaviour Policy	
Anti-bullying Policy	
Child Protection and Safeguarding Policy	
Health and Safety Policy	
Staff Equality, Equity, Diversity and Inclusion Policy	
Data Protection Policy	
Online Safety Policy	
Social Media Policy	
Allegations of Abuse Against Staff Policy	
Whistleblowing Policy	
Disciplinary Policy and Procedure	
Complaints Procedures Policy	

I understand that I am a volunteer and will therefore not receive payment for my duties, other than agreed travel and other out-of-pocket expenses			
Signature of volunteer		Date	
Signature of supervisor		Date	
I have read and understand Part One of KCSIE 2026			

Signature of volunteer		Date	
Signature of supervisor		Date	

The information will be collated and stored on our Single Central Register. A photograph will be taken and a lanyard will be issued. This is part of our safeguarding procedures and you must wear the lanyard at all times.

A. Volunteer code of conduct

All volunteers are expected to maintain high standards of behaviour and conduct when undertaking any activity at the school.

Volunteers will:

- 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 positive role models for pupils.
- Adhere to all school policies, including the Child Protection and Safeguarding Policy, Health and Safety Policy, Data Protection Policy, Anti-bullying Policy, and Behaviour Policy.
- Maintain confidentiality of personal information at all times, unless there is a need to report an issue to a member of staff.
- Treat all pupils and members of staff equally.
- Report any incident of challenging behaviour to the class teacher or a senior member of staff immediately.
- Dress appropriately and behave in a manner which promotes healthy and safe working practices.
- Accept and follow directions from the supervisor and seek guidance through clarification where uncertain of tasks or requirements.
- Observe safe working practices which avoid unnecessary risks, apply reasonable instructions given by supervisors, and report any potential hazards in the workplace to the supervisor.
- Make proper use of the resources.
- Conduct work in a cooperative manner.
- Turn off mobile phones while on school premises.

Volunteers will not:

- Discipline pupils; if there are any problems, the class teacher or a senior member of staff will be informed immediately, and they will manage the situation.
- Shout at, hit, threaten or handle a pupil.
- Take photographs in school without the prior permission of the headteacher.

- Develop 'personal' or sexual relationships with pupils.
- Work with pupils when not in the proper physical or emotional state to do so, e.g. under medication which causes drowsiness, or under extreme stress which may impair judgement.
- Behave in an illegal, improper or unsafe manner, e.g. smoking or drinking alcohol.
- Share personal contact details with pupils or make personal arrangements to meet pupils outside school.
- Express any extremist or discriminatory views, or any views that would offend others.
- 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 the headteacher, e.g. giving an outgrown sports kit, football boots or uniform to a pupil.

I, _____, have read the code of conduct and agree to abide by the rules outlined in this policy.

Signed: _____

Date: _____

Key Contacts

Mrs Campbell will provide the name of your link teacher at the initial stage of this process. Whilst you are working at Queen's Park, your contacts will be; Jan Campbell - Volunteer Co-Ordinator and Business Manager; the school administrators – Gill Ryan & Carla Jaigirdar; the Headteacher – Justine Kellett.

Signing In and Out

It is important for security and fire regulations that all volunteers working in the school can be identified and located at all times. We ask you to follow this simple routine every time you visit the school: only enter the school via the front entrance; sign the visitor's system and make sure you are wearing your volunteer lanyard.

Child Protection

Because of the school's duty of care to all pupils and adults in the school, we must ensure that your volunteering does not put anyone at risk. The school's designated officers are Mrs Leadbetter and Mrs Kellett; the deputy designated officers are Miss Hughes and Miss Bailey. It is possible that children may tell you (or try to tell you) things relating to some form of abuse. If this happens, let your link staff member know immediately, and allow them to deal with it. While you cannot promise confidentiality to the child, (i.e. you must make it clear to the child that you'll have to tell someone), you must ensure that once you have passed the matter on you do not discuss it with anyone else. If you are in any doubt about the safety of a child, immediately tell your link staff member, Mrs Leadbetter or Mrs Kellett.

You must never be left to supervise children on your own! This includes supervising children around the building. If this happens, please inform Mrs Campbell or Mrs Leadbetter. This is to protect you and our children

Where can I...?

This section is designed to answer some of the common questions new volunteers/students ask. If you have other questions, do ask your link staff member.

Where can I park?

If you do drive to school, please park in car park at the back or side of school.

Where can I leave my belongings?

It's not a good idea to bring too many personal belongings and valuables to school with you. However, your link staff member will let you know where you can leave your coat and bag, etc.

Where can I work?

The teacher with whom you are working with will give you a suitable space to work in.

Where can I go?

Most of the time, you will be working in your link staff member's classroom or shared spaces. If you need to visit other classrooms, please be as discreet as possible while lessons are taking place. At break times, we want you to feel relaxed and comfortable and therefore you are welcome to use the staff room for somewhere to sit or alternatively you could sit quietly in the classroom where you have been based. You may use the staff room at break times but work experience students are asked not to use the staffroom at lunch times. Work experience students are also asked not to go onto the playground at lunch times. You are free to go home at lunch time.

Where can I go to the toilet?

There are staff toilets around school which you are welcome to use, but please do not use the children's toilets.

Working with Children

Whether you have previous experience of working with children or not, here are some guidelines to help you be successful in your voluntary work.

- Be friendly and encouraging with the children, especially when working with them for the first time.
- Expect them to be a little nervous – introduce yourself and explain that you will be helping them with their reading/spelling etc.
- Remember that though we need to be friendly, we are not making friendships, and it is important that the children give you the same amount of respect as other adults in the school.
- Expect children to use your 'grown up' name, e.g. Mrs Smith.

Our children are usually enthusiastic and co-operative. You are **not responsible** for managing their behaviour beyond making a reasonable attempt to help the child focus on their task. Be positive and clear in your explanations, and remember you are not there to negotiate about what the children have to do.

If a child is over-enthusiastic and silly, ask them politely to settle down to help them and others concentrate. If a child is not engaging at all with their work, remind them of the purpose of the activity and that you are there to help them.

If your reasonable attempts to help the child engage with their task are not working, use a final reminder, e.g. 'If you can't settle down you will have to go back to see your teacher.' Please don't get into arguments with the children, make threats or issue punishments. If you have any concerns at all, go and get help from a member of staff immediately. The children know you are not a teacher, so don't feel embarrassed or disappointed if you need to seek extra support.

Simply ask the child to return to class and explain to their teacher why they have been sent back. You should check later on that they did so. When you have finished working with a child, it is good to reflect on how the activity has gone. Praise the children when they have done well with their learning and attitude; when they haven't use phrases like 'Next week you should think about...' and 'I think it would help your learning if...'

Remember that the children are always watching – it's good to let them see you interacting respectfully and co-operatively with other adults in the school.

For more information you can read the school's behaviour policy. If you are apprehensive about this area, the best advice is to watch your mentor or other adults working with children, even for the first few weeks. If it just isn't working with a particular child or group, don't be ashamed to let someone know.

Training and Development

Your voluntary work is important to us – so we want to help you do it to the best of your ability

Further Training

For some jobs you might like to consider more formal training for which you gain certificates or accreditation. This could be especially valuable to you if you want to learn new skills to use in our school or elsewhere. Many volunteers find that they would like to work as teaching assistants (or even as teachers) in the future. While we can't promise to employ any of our volunteers, we can advise you about how you might achieve your goals.

Health and Safety

You must comply with the school's health and safety policy (available on the school's website or paper copy on request), observing any specific requirements whilst volunteering. Do not take part in, or ask anyone else to take part in, any action that might cause you or another person to be put at risk of injury or harm. You should always advise a member of the school's senior leadership team of any potential hazard or situation that you feel puts people at risk. They will then report this as necessary.

Equal Opportunities

At our school we do not tolerate discrimination on the grounds of age, disability, race, ethnic background,

colour, religion, gender, sexual orientation, history of illness, non-relevant criminal records or your marital, employment, financial or social status. As a volunteer you must treat people with respect at all times and ensure that there is no unlawful discrimination, abuse, harassment or bullying in your dealing with children, colleagues or others at the school. If you feel that you have been unfairly discriminated against, please discuss this with the Volunteer Co-ordinator. You can also contact your local Volunteer Centre or Volunteer Bureau listed in the local telephone directory. Our equal opportunities policy is available on our website.

Checks

The type of work you will be allowed to undertake is restricted. This means that you must not be left unsupervised with a child at any time.

Safe Practice

To protect the children you are helping and yourself from any false accusation, follow these simple steps:

- only work in public areas such as classrooms and corridors;
- always work close to where other volunteers or staff members are working; avoid any physical contact with the children;
- try to ensure that your conversation with children is friendly but not over-familiar; never accompany children into the toilets.

Confidentiality

The information we hold about you and your volunteering is confidential, and as such, will not be shared with any third parties without your consent. We ask that you respect the confidentiality of staff and pupils at Queen's Park CE/URC Primary School by not discussing things you have seen and heard while volunteering, especially when sensitive information about pupils is involved.

Insurance

You will be insured for the same activities as teachers. As long as you follow the guidelines in this booklet and in the relevant policies, you will be covered by the school's insurance for most occurrences. If you use your own vehicle to transport children other than your own on school activities, you need to check your insurance policy.

Dealing with Problems

Though we expect your experience of voluntary work at Queen's Park CE/URC Primary School to be very enjoyable and rewarding, it is possible that some problems may occur. Lines of communication are always open, and we would much rather hear about things quickly, so that they can be resolved quickly. Here are some of the possible problems, with possible solutions.

I'm in conflict

Some activities might bring volunteers into conflict with paid employees, who feel their toes are being stepped on. Alternatively, you may find you disagree with other volunteers about how work is being carried out. If this occurs and you haven't been able to resolve it between yourselves, please speak to someone outside the situation. For example, if you have fallen out with your mentor, speak to your link staff member, and vice versa.

I'm in the wrong job

You may have volunteered for something which has turned out to be unsuitable. It may be that you need further training and support or could move to a different task. Or it may be that you just need time to get used to what you're doing. Just talk to your mentor or your link staff member if you are feeling like this.

I'm not getting on with the children

Working with children is never easy, and even the professionals can find it challenging to build good working

relationships with the children. Also, it is quite common for volunteers to find it difficult working with a particular age group, and it's easy enough to move to another team. Give yourself some time, and remember you can always watch other volunteers at work, to see how they handle particular situations.

I'm no good at this

It's common when taking on a new challenge like volunteering in school to feel daunted, and to find things difficult at first. If you feel you really can't do it, you aren't the first, and won't be the last. Talk to your mentor and do as many tasks as possible together – it's what they're there for. Be patient with yourself and persevere – you may be surprised how good a volunteer you will eventually be.

I'm having trouble with my own child

Sometimes, when mum or dad come to help in the class, their own child can react badly. This may take the form of being extra clingy and jealously guarding their parent or being over enthusiastic about it. Talk to your child and explain that you're there to help all the children. If it isn't working, talk to your link staff member about whether you'd be better off helping in another class.

I'm bored

If you've been hearing readers for a while, you may be fed up with the Biff and Chip books. Talk to your link staff member about what else you might do. There are also some ideas on the next page about how you can take your volunteering further.

I'm not appreciated

If no-one has said thank you to you for a while, it can be disheartening; if you spent three hours tidying the library only to find it a tip the next day, it can be frustrating. Please tell someone if it's getting to you – the last thing we want is for our volunteers to feel undervalued, because it's really not true.

I'm too busy this week

We understand that time is often short, and we appreciate that sometimes you will not be able to come in and help. If so, please let the school know as soon as possible. If you find that clashes are happening regularly, you may wish to review the situation with your mentor and try to find a better time.

I'm leaving

Everyone gets to the point where, for whatever reason, they have to stop volunteering at Queen's Park CE/URC Primary School. We understand this, and don't put any pressure on you to carry on. All we ask is that you let us know when and why you are leaving, so we can thank you properly.

Taking it Further

By simply volunteering at Queen's Park CE/URC Primary School you are already making an excellent contribution. We would never expect you to give any more time and energy than you do, but if you feel really keen to be involved in the life of the school, here are some other ideas:

PTFA

We have a very active and effective Parent Teacher Association, but they could always use more help whether it's helping at a disco, going to meetings, or running a stall at the Christmas Fayre, there's lots you can do.

Governors

Occasionally there is a vacancy for a parent governor. The governors are responsible for overseeing the running of the school and being a parent governor is an excellent way to contribute to this aspect of school life. It is also one way of parents' and carers' voices being heard.

And Finally...

Your induction training is now complete and you're ready to get started! We would like to thank you again for volunteering at our school. We hope you will enjoy being part of our team and have a happy and fulfilling time with us.

