

# Volunteering and Work Experience Policy

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<b>1.0</b>	<b>SCOPE</b>
	<b>Purpose</b>
1.1.	This document sets out whg's policy towards the placement of volunteers and work experience students whilst meeting the requirements of the Equality Act 2010.
	<b>Legal and regulatory framework</b>
1.2.	whg must comply with the requirements of the Equality Act 2010 and the General Data Protection Regulations (GDPR) in relation to volunteer and work experience data.
1.3.	In accordance with the Health and Safety at Work Act 1974 and Children's Act 2004, whg has a duty to safeguard and protect volunteers and students on work experience placements hosted by the organisation.
1.4.	We will adhere to Disclosure and Barring Service (DBS) regulations where necessary.
<b>2.0</b>	<b>POLICY STATEMENT</b>
	<b>General</b>
2.1.	whg believes that good quality volunteering opportunities make a significant contribution to improving the prospects and wellbeing of our customers and communities, provide a benefit to existing colleagues and teams and where applicable can support whg's recruitment and selection methods.
2.2.	We believe that good quality work experience opportunities provide academic students with relevant industry exposure to make informed choices about their future and, where applicable, can support recruitment and succession planning.
2.3.	whg expects colleagues to engage positively with volunteers and those on work experience placements to support their development and utilise their skills and

	experience. whg recognises that those on placement have different experiences and strengths. Through the provision of diverse opportunities, whg aims to recognise the varied developmental and personal needs of each volunteer or work experience student.
2.4.	whg is committed to Equality, Diversity and Inclusion in principle and practice. By monitoring diversity data in relation to work experience students and volunteers, whg will ensure access to equal opportunities for placements.
2.5.	<p>whg defines a volunteer as an individual who undertakes or supports whg's work on an unpaid basis and is not a whg colleague. whg defines the following three broad areas as volunteering:</p> <ul style="list-style-type: none"> <li>• Volunteering Works (via Employment and Training)</li> <li>• Voluntary Placement (via HR which covers 'work experience')</li> <li>• Customer Involvement (for Customer Scrutiny Panel and Customer Network)</li> </ul>
2.6.	<p>We define a work experience student as an individual who undertakes or supports whg's work on an unpaid basis and is not a whg colleague. Work experience placements will only be offered where there is capacity to support and supervise an individual. There are two broad areas of work experience placements:</p> <ul style="list-style-type: none"> <li>• Current students and school leavers</li> <li>• Colleagues' relatives</li> </ul>
2.7.	To support managers and colleagues, specific processes and responsibilities for each of these areas are identified and explained in the attached guidelines.
2.8.	Volunteers are entitled and encouraged to apply for any advertised vacancies within whg. However, they will not be entitled to apply for any vacancies which are only advertised to internal colleagues.
2.9.	Anyone previously dismissed by whg for misconduct will not be permitted to volunteer with the organisation.
2.10.	All documentation relating to volunteers and work placement students will be treated confidentially in accordance with the General Data Protection Regulations (GDPR). Both will have the right to access any documentation held on them in accordance with GDPR. Any data we process relating to placements will be retained for 12 months and then destroyed.
	<b>Values and Behaviours</b>

2.11.	whg expects volunteers and those on work experience placements to conduct themselves in a professional manner and to represent whg positively. Volunteers and work experience students are expected to demonstrate whg's Corporate Values and adhere to the principles of the Colleague Code of Conduct.
2.12.	If a volunteer or work experience student's behaviour falls below whg's expectations, appropriate action will be taken to support an improvement. Where there is insufficient improvement or behaviour is deemed serious enough, the placement will be terminated. whg's Disciplinary Policy will not be used in these circumstances, although some principles may be adopted.
	<b>Volunteer and Work Experience Placement Agreement and Requirements</b>
2.13.	A young persons risk assessment will be completed for all volunteers and work experience students under the age of 18 in accordance with legislation identified in 1.3. This is a mandatory requirement.
2.14.	A placement risk assessment will be completed for all volunteers and work experience students over the age of 18. This is a mandatory requirement.
2.15.	whg will not accept work experience students or volunteers who are under the age of 16.
	<b>Volunteers</b>
2.16.	A volunteer does not have a contract of employment, so they do not have the same rights as an employee or worker. However, they will be provided with an agreement. The agreement sets out what the volunteer can expect from whg which will include who their contact person is, the responsibilities of that contact person and what training they will receive. In turn, it will also set out what whg expects from the volunteer during the placement
2.17.	Whilst managers are encouraged to identify volunteering opportunities within their own team or functional areas, they should not engage in any placements without prior consent of the HR team.
2.18.	The duties a volunteer will perform will be provided purely on a voluntary basis, they will not receive remuneration or payment for work. Therefore, managers should not ask or expect a volunteer to provide cover for a vacant post or during busy periods when workload increases. Volunteers will only be reimbursed for out of pocket expenses via the process detailed in the Expenses and Car Mileage Policy and will not be paid in advance of any potential expenses. Volunteers are not expected to accrue any expenses on behalf of whg, and therefore claims should only be made in exceptional circumstances.

2.19.	All volunteers will be asked to complete a Volunteer Agreement. The agreement will establish the type of placement, the duration of the placement and the named colleague responsible for supporting the volunteer.
2.20.	All volunteers will be assigned a named contact person. Volunteers are encouraged to discuss any concerns with their named contact person in the first instance. If this is not possible, volunteers should contact a member of the HR team.
2.21.	Volunteers are required to complete the necessary documentation including a Declaration of Interest Form. Details will be held and retained on the HR System (CIPHR) in accordance with GDPR.
2.22.	Managers must complete an induction checklist with the volunteer upon the commencement of their placement.
<b>Work Experience</b>	
2.23.	Managers are encouraged to identify work experience opportunities within their own team or functional areas, they should not engage in any work experience placements without prior consent of the People Services Team.
2.24.	On commencement of the placement, all work experience students will be asked to sign a commitment agreement and confidentiality agreement.
2.25.	Managers must complete an induction checklist with the work experience student upon the commencement of their placement.
2.26.	<p>A work experience student does not have a contract of employment, so they do not have the same rights as a colleague employed with whg. However, the student and educational institution will be provided with a commitment statement.</p> <p>The statement sets out whg's commitment to the placement, including responsibilities of the Placement Supervisor and whg. In turn, it also sets out what whg expects from the student during the placement.</p>
2.27.	whg expects Placement Supervisors to plan and prepare a schedule of work activity to support and guide student learning. Occasionally, educational institutions will require students to complete a work experience booklet during placements.
2.28.	Students are always expected to be supervised by their Placement Supervisor or a member of their team.

2.29.	The duties a work experience student will perform will be provided purely on a voluntary basis; they will not receive remuneration or payment for work. Therefore, Placement Supervisors should not ask or expect work experience students to provide cover for a vacant post or during busy periods when workload increases. Work experience students are not expected to accrue any expenses on behalf of whg. A claim should only be made in exceptional circumstances, in line with whg's Expenses Policy.
2.30.	All work experience students will be assigned a named contact person, usually a member of the People Services Team. Students are encouraged to discuss any concerns with their Placement Supervisor in the first instance; if the concern relates to their support and care during the placement, the student can discuss it with the named contact person.
<b>3.0</b>	<b>PERFORMANCE MEASURES</b>
3.1.	Individual teams will measure and report the success of work experience placements and volunteering arrangements. Data pertaining to the number of placements will be produced annually. Any data produced within reports will be anonymised.
<b>4.0</b>	<b>EQUALITY AND DIVERSITY</b>
4.1	Volunteers and Work Experience Students will be treated equally and fairly in line with the Equality Act 2010.
<b>5.0</b>	<b>TRAINING AND DISSEMINATION</b>
5.1.	This policy will be communicated to all colleagues using the intranet and a briefing note to the Senior Leadership Team to cascade.
<b>6.0</b>	<b>MONITOR AND REVIEW</b>
6.1	This Policy will be reviewed every three years or immediately in the event of any significant and relative legislative and regulatory change.
<b>7.0</b>	<b>ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES</b>
7.1	Documents, policies and procedures associated with this policy are: <ul style="list-style-type: none"> <li>• Voluntary Placement guidelines</li> <li>• Customer Involvement guidelines</li> <li>• Volunteer Agreement</li> <li>• Work Experience Risk Assessment</li> </ul>

	<ul style="list-style-type: none"> <li>• Work Experience Parental Consent Form</li> <li>• Work Experience Confidentiality Agreement</li> <li>• Work Experience Commitment Agreement</li> <li>• Colleague Code of Conduct</li> <li>• Disciplinary Policy</li> <li>• Board Succession Planning, Recruitment and Retention Policy</li> <li>• Expenses and Car Mileage Policy</li> </ul>
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<b>Document author</b>	Learning and Development Manager
<b>Document owner</b>	Director of People Services
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<b>Consultation</b>	n/a
<b>Approved by</b>	Policy Group – April 2023
<b>Review Date</b>	April 2026
<b>Corporate Plan aim</b>	Be an exceptional place to work that attracts, develops and retains talent
<b>Equality Assessment</b>	20/04/2023
<b>Key changes made</b>	The Volunteering and Work Experience policies existed in their own right, this amendment combines these into one overarching policy. There have been no major amendments to either policy in combining them.