



RPT Volunteer Policy

Approved	
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With Reference to Keeping Children Safe in Education – September 2025

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1. Mission Statement

To pursue educational excellence, innovation and research offering the most effective teaching and learning opportunities to our pupils, parents, staff and community

2. Aims of policy

- To ensure that Rise Partnership Trust pupils benefit from working with volunteers.
- To ensure that volunteers benefit from their experience of working with RPT schools.
- To clarify expectations of RPT in regard to volunteer placements

3. Introduction

Volunteers at RPT schools bring with them a range of skills and experience that can enhance the learning opportunities of children at both The Avenue School and Manor School. We welcome and encourage volunteers from our local and wider community.

4. Community of volunteers

Our volunteers include:

- Parents of pupils
- Students on work experience
- Friends of the School

Volunteers completing a college or university course are invited to stay for the duration of their placement.

All other volunteers are welcome to work with us for a maximum duration of 1 term.

RPT schools welcome parents/relatives of our pupils who want to become volunteers. However, placements will only be given with the understanding that they will not be working in the same class as their relative, as this may not be beneficial for the child in their school environment.

5. Activities a volunteer can engage in

The types of activities that Volunteers are engaged in include:

- Working with small groups of pupils
- Working alongside individual children
- Working with children on computers
- Undertaking art and craft activities
- Accompanying school visits
- Providing positive role models and one to one support
- Supporting independence skills such as eating at lunchtime
- Supporting children to play during playtimes.

6. Becoming a volunteer

Anyone wishing to become a volunteer, either for a one off event or on a more frequent basis should approach HR either in writing, by telephone or email. **Contact details are included in Appendix 1.**

Volunteers will be asked to complete a **Volunteer Application Form (Appendix 2)** with their contact details, dates that they would like to volunteer and the times they are available to help.

Before starting in one of our RPT schools, volunteers should complete the **Volunteer Agreement (Appendix 2)** which sets out the expectations of volunteers and asks volunteers to confirm they have received a copy of this policy.

7. Confidentiality

Volunteers may have access to personal information about some individuals, or other information which may be confidential. RPT needs to be able to trust its volunteers to protect the privacy of the pupils and their families. Any volunteer who breaks this confidentiality and trust will be asked to leave. Any concerns that volunteers have regarding the pupils they work with/ come into contact with should be shared with Headteachers.

- Penny Doswell – The Avenue School Tel: 0203 829 4690
- Steve Thompson – Manor School. Tel: 0208 968 3160
- Andrew Chaplin – Wembley Manor School Tel: 0204 631 0888

Concerns should not be shared with any persons outside school including the parents of individual children.

8. Absence

Volunteers are expected to telephone and inform their respective school, prior to 8.30am if they are unable to come into school so that staff can be informed and adjustments can be made to support our pupils.

9. Working hours

- The hours of volunteer work will be discussed and mutually agreed between the volunteer and school. The volunteer must be committed to and adhere to the voluntary placement and allocated working hours. Please remember to sign in and sign out. Upon signing in you will be issued with a visitor's lanyard which you should wear at all times when on the school site.

We value having volunteers working in our schools and we want you to feel successful and welcomed. Please don't hesitate to ask for advice if you are not sure about something or feel that something you are doing is not working well. We'll do whatever we can to ensure that your time with us is rewarding. Volunteers may claim a school lunch that will be paid for by the school. If you would like to do this please see the office staff.

10. Safeguarding and Child Protection

The Rise Partnership Trust (RPT) is committed to safeguarding and promoting the welfare of children and young people and expects all volunteers to share this commitment.

Safeguarding is everyone's responsibility. All volunteers have a duty to protect pupils from harm and to act in accordance with the school's safeguarding procedures at all times.

Safeguarding induction

Before starting their placement, all volunteers will:

- Complete a safeguarding induction appropriate to their role and sign that this has been completed
- Be made aware of:
 - The school's **Safeguarding and Child Protection Policy**
 - The **Code of Conduct**
 - The identity of the **Designated Safeguarding Lead (DSL)** and any deputies
- Be required to read **Part 1 of Keeping Children Safe in Education (KCSIE)** (or Annex A, where appropriate)
- Sign to confirm that they understand and will comply with safeguarding expectations

Records of safeguarding induction and confirmations will be retained by the school.

Reporting concerns

All volunteers must:

- Be vigilant to signs of abuse, neglect, exploitation or radicalisation
- Immediately report **any safeguarding or child protection concern** to the Designated Safeguarding Lead (DSL) or a Deputy DSL
- Understand that it is **not the role of a volunteer to investigate concerns**

If a volunteer is concerned about the conduct of another adult, including staff or volunteers, this must be reported to the Headteacher or DSL without delay and will be managed in line with the school's **Low-Level Concerns Policy**.

Low-level concerns

Low-level concerns are behaviours that do not meet the harm threshold but may indicate inappropriate conduct. Volunteers are expected to:

- Share any low-level concerns about adults working in school
- Understand that concerns will be recorded, reviewed and managed appropriately to promote a safe culture

Professional boundaries

Volunteers must:

- Act in a professional manner at all times
- Avoid physical contact with pupils unless it is appropriate, proportionate and necessary
- Never engage in behaviour that could be misinterpreted
- Never exchange personal contact details with pupils or communicate via social media

Essential guidelines

- Volunteers must not attempt to lift a child or restrain them. However, if a child appears to be in immediate danger, common sense should prevail and proportionate action taken.
- Volunteers should not work one to one or have responsibility for any pupil who has severe or unpredictable behavioural issues; such as kicking, biting or hitting.
- In the event of a child having an accident or injury whilst with a volunteer, the volunteer must report the incident immediately to a first aider to ensure that necessary procedures take place with regard to treatment, communication with families and incident reporting.
- Volunteers must not administer first aid treatment unless monitored.
- Volunteers must inform their Headteacher if they may be pregnant as we do not want to put any of our volunteers at risk.

11. DBS Checks and Safer Recruitment

RPT schools follow safer recruitment practices in line with *Keeping Children Safe in Education (2025)*.

DBS requirements

All volunteers are subject to appropriate Disclosure and Barring Service (DBS) checks **before starting their placement**.

The level of DBS check required depends on the nature of the volunteer role:

- **Volunteers in regulated activity** (e.g. those who work frequently, unsupervised, or provide one-to-one support) must have: An **Enhanced DBS check with a barred list check**

Supervision will be:

- Planned and risk-assessed
- Regular and reasonable
- Carried out by a member of school staff who is in regulated activity

Volunteers will **not be permitted to work in RPT schools** unless the appropriate DBS clearance has been obtained.

Recording and verification

- DBS certificate details will be verified and recorded by the school
- Where applicable, volunteers may use the **DBS Update Service**

- Identity checks will be completed prior to DBS submission
- Relevant checks will be recorded in line with trust procedures

References

All volunteers must provide at least **two suitable references**, one of which should be from a professional source where possible. References will be obtained and considered prior to the volunteer starting their placement.

Online searches

In line with KCSIE 2025, the school may carry out **appropriate and proportionate online searches** as part of safer recruitment. These searches:

- Are safeguarding-focused, **proportionate**, and recorded.
- Do not seek to unfairly discriminate
- Are conducted and recorded in accordance with trust guidance

12. Supervision

All volunteers work under the supervision of the class teacher to which they are assigned. Although teachers retain responsibility for volunteers placed in their class, this does not require volunteers to be in their direct supervision at all times. For example during playtimes many support staff are outside supporting pupils. In this situation and many others, volunteers would be expected to work alongside other adults employed by the school. Volunteers cannot work unsupervised unless DBS-checked and in regulated activity.

If a volunteer is unsure as to how to carry out the directions they have been given they are encouraged to seek further advice or guidance.

13. Dress Code

Volunteers and staff must wear clothing that is suitable for the job they do. Clothes must not reveal intimate parts of the body. Clothes and shoes need to be comfortable and suited to the task. It is advised not to wear jewellery that can be pulled such as necklaces or hoop/dangling earrings. Where volunteers choose to wear jewellery for personal presentation or religious reasons it is their own responsibility to ensure that it is safe. RPT Schools will not accept responsibility for broken or lost jewellery or injury caused because jewellery has been worn.

14. Volunteer Code of Conduct

(RPT) schools are expected to maintain the highest standards of professional conduct and behaviour at all times. This Code of Conduct sets out the expectations for volunteers in order to safeguard pupils and promote a safe, respectful and positive learning environment.

Professional behaviour

Volunteers must:

- Act as positive role models and uphold the values and ethos of RPT
- Treat all pupils, staff, parents and visitors with respect, dignity and fairness

- Behave in a manner that is professional, responsible and appropriate to the school setting
- Follow all school policies, procedures and reasonable instructions given by staff

Safeguarding responsibilities

Volunteers must:

- Place the welfare of children above all other considerations
- Remain vigilant to signs of abuse, neglect or exploitation
- Report **all safeguarding concerns immediately** to the Designated Safeguarding Lead (DSL) or a Deputy DSL
- Never investigate safeguarding concerns themselves
- Understand that failure to report concerns may place a child at risk

Appropriate relationships and boundaries

Volunteers must:

- Maintain appropriate professional boundaries with all pupils at all times
- Avoid being alone with a pupil unless this has been formally agreed, risk-assessed and authorised
- Never engage in behaviour that could be misinterpreted or compromise professional integrity
- Never develop personal, social or online relationships with pupils

Physical contact

Volunteers must:

- Avoid unnecessary physical contact with pupils
- Only use physical contact where it is appropriate, proportionate and in line with school guidance
- Never use physical punishment or restraint unless to prevent immediate harm and in accordance with school procedures

Use of technology and mobile phones

Volunteers must:

- Refrain from using personal mobile phones or smart devices in the presence of pupils unless authorised by a member of staff
- Never take photographs, videos or audio recordings of pupils using personal devices
- Never access, store or share images or information relating to pupils outside of school systems

Confidentiality and information sharing

Volunteers must:

- Treat all information relating to pupils, families and staff as strictly confidential
- Share information only with appropriate school staff and never with external parties, including parents of other pupils

- Understand that confidentiality does not override safeguarding and child protection responsibilities

Equality, respect and conduct

Volunteers must:

- Promote equality, diversity and inclusion
- Challenge discrimination, bullying or harassment appropriately and report concerns
- Avoid behaviour or language that could be considered offensive, discriminatory or inappropriate

Low-level concerns and whistleblowing

Volunteers must:

- Report concerns about the behaviour or conduct of any adult working in school, including low-level concerns
- Understand that raising concerns in good faith will be supported and taken seriously
- Cooperate with any safeguarding or disciplinary processes as required

Compliance

Failure to adhere to this Code of Conduct may result in:

- Additional supervision or training
- Review or termination of the volunteer placement
- Referral to external agencies where safeguarding concerns arise

All volunteers are required to sign to confirm that they have read, understood and agree to comply with this Code of Conduct.

15. Complaints

The Rise Partnership Trust (RPT) is committed to ensuring that concerns, complaints and allegations involving volunteers are handled fairly, consistently and in line with statutory safeguarding guidance.

Concerns about a volunteer's conduct or practice

Where there are concerns about the conduct, behaviour or practice of a volunteer that do **not** relate to safeguarding:

- The concern should be raised with the supervising member of staff or Headteacher
- The matter will be discussed with the volunteer and appropriate support, guidance or training will be provided
- Where necessary, the volunteer placement may be reviewed or ended

Safeguarding concerns

Any concern that a volunteer:

- May have harmed a child
- May pose a risk of harm to children
- Has behaved in a way that indicates they may be unsuitable to work with children

must be reported **immediately** to the Headteacher or Designated Safeguarding Lead (DSL).

Such concerns will be managed in line with:

- The school's **Safeguarding and Child Protection Policy**
- Statutory guidance set out in *Keeping Children Safe in Education (2025)*

Where appropriate, the Local Authority Designated Officer (LADO) and other relevant agencies will be consulted.

Low-level concerns

Low-level concerns refer to behaviour that does not meet the threshold for an allegation but may indicate that professional boundaries have been crossed.

Examples may include:

- Inappropriate language or tone
- Breaches of the Code of Conduct
- Use of personal devices near pupils
- Failure to follow supervision arrangements

All low-level concerns about volunteers must be reported to the Headteacher and will be:

- Recorded in accordance with trust policy
- Reviewed to identify patterns or emerging risks
- Used to support a culture of openness and safeguarding

Complaints raised by volunteers

Where a volunteer has a complaint about:

- A member of staff
- Another volunteer
- Their placement or supervision arrangements

They should raise this with the Headteacher in the first instance. Complaints will be:

- Taken seriously
- Investigated fairly and promptly
- Managed in line with trust procedures

Volunteers will not be treated unfavourably for raising concerns in good faith.

16. Equal Opportunities

RPT recognises that the activity of volunteering can provide an individual with experience and opportunities for self and career development. In accordance with the Equal Opportunity Policy, volunteer placements will be open to individuals irrespective of age,

disability, gender reassignment, marriage or civil partnership, pregnancy, race, religion or belief, sex or sexual orientation. Where a volunteer demonstrates hostility to, or a clear lack of support for equal opportunities, they will be deemed automatically unsuitable for a volunteer position. A copy of the Equal Opportunities Policy can be given on request.

17. Data protection and record keeping

Our privacy notice for volunteers explains what information we collect about volunteers and why we collect it.

We will:

- Retain records relating to volunteers in line with our records retention schedule
- Remove details of volunteers from the single central record (SCR) once they no longer volunteer at our school

18. End of placement

It is very important that your respective school is aware when your placement is due to end. Please ensure that you make an appointment for an Exit Interview with either

- Penny Doswell – The Avenue School
- Steve Thompson – Manor School
- Andrew Chaplin - Wembley Manor School

An exit interview will provide an opportunity to obtain final feedback that may be used to write a reference. (Appendix 4)

Without an exit interview we will not contribute to references for future employees or applications for courses.

It is expected that if you wish to use the school as a referee that you seek permission to do so.

Appendix 1

CONTACT INFORMATION

Manor School Chamberlayne Road LONDON NW10 3NT 0208 968 3160	The Avenue School Christchurch Avenue LONDON NW6 7BH 0203 820 4690	Wembley Manor School 163 London Road LONDON HA9 7EU 0204 631 0888
Headteacher Steve Thompson	Headteacher Penny Doswell	Headteacher Andrew Chaplin

VOLUNTEER Application Form – FOR NEW VOLUNTEERS

PERSONAL DETAILS	
Name:	
Date of birth:	
Telephone number:	
Email address:	
Home address:	

DISCLOSURE AND BARRING SERVICE (DBS) INFORMATION	
<p>The [school/trust] is legally obligated to process an enhanced Disclosure and Barring Service (DBS) check with a barred list check on volunteers who undertake regulated activity, e.g.:</p> <ul style="list-style-type: none"> • Regularly (for more than 3 days in a 30-day period) support pupils 1-on-1 unsupervised • Regularly (for more than 3 days in a 30-day period) support groups of pupils unsupervised • Provide personal care on a one-off basis • Supervise or accompany groups of pupils on overnight residential visits <p>The Rise Partnership Trust is also obligated to process an enhanced DBS check before volunteers can undertake certain other activities. This requirement will be determined solely by the Trust</p> <p>The enhanced DBS check will reveal both spent and unspent convictions, cautions, reprimands and final warnings, and any other information held by local police that's considered relevant to the role. Any information that is "protected" under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 will not appear on a DBS certificate.</p> <p>Any data processed as part of the DBS check will be processed in accordance with data protection regulations and the trust's privacy notice.</p>	
Do you have a DBS check? (please circle)	Yes/No
If yes, what type of check do you have? (please circle)	Basic DBS / Standard DBS / Enhanced DBS / Enhanced DBS with barred list information

DISCLOSURE AND BARRING SERVICE (DBS) INFORMATION

Date of check:

Certificate number:

AVAILABILITY

	Monday	Tuesday	Wednesday	Thursday	Friday
AM					
PM					
Before school					
After school					
Lunchtimes					
How many hours per week/month can you volunteer?					
Can you commit to at least 1 term?					

EXPERIENCE AND QUALIFICATIONS

Do you have experience in volunteering, especially with children? If yes, please include details in the box below.

Why would you like to volunteer at [school name]?

EXPERIENCE AND QUALIFICATIONS

Do you have any particular skills, employment experience or hobbies you would like to share with the school? (For example, languages spoken, sports, scouting, etc.)

Do you have any relevant qualifications?

REFERENCES

Your placement as a volunteer may be subject to satisfactory references. Please give the details of 2 referees who can comment on your suitability (e.g. employers, colleagues, teachers, etc.).

Name:	Name:
Relationship to you:	Relationship to you:
Address:	Address:
Telephone number:	Telephone number:
Email address:	Email address:

DISABILITY AND ACCESSIBILITY

The Rise Partnership Trust is committed to ensuring that applicants with disabilities or impairments receive equal opportunities and treatment.

If you have a disability or impairment, and would like us to make adjustments or arrangements to assist you, please state the arrangements you require:

I have read and will adhere to the Safeguarding and Child Protection Policy.

I understand that an online search will take place to support safer recruitment processes.

Signature.....

Date:.....

Thank you for taking time to complete this volunteer Application Form.

Your offer of help is appreciated and we will be in touch shortly

Appendix 3

VOLUNTEER AGREEMENT

Thank you for offering your time as a volunteer at Rise Partnership Trust (RPT) schools. Your contribution is greatly valued.

This agreement sets out the expectations for your role and ensures that all volunteers understand their responsibilities, particularly in safeguarding and professional conduct.

Volunteer Commitment

I confirm that I have:

1. **Read and understood the Volunteer Policy** and the Volunteer Code of Conduct.
2. **Received a safeguarding induction** and read Part 1 of *Keeping Children Safe in Education (2025)* (or Annex A, where appropriate).
3. Agreed to **follow all RPT policies and procedures**, including Safeguarding, Health & Safety, Equality and Behaviour policies.
4. Understood that my **role is voluntary** and does not replace the duties of paid staff.
- 5.

Safeguarding and Child Protection

I understand that:

1. I have a duty to **protect and safeguard pupils** at all times.
2. I must **report any safeguarding concerns immediately** to the Designated Safeguarding Lead (DSL) or Deputy DSL.
3. I must never investigate concerns myself or attempt to resolve issues involving pupils without guidance.
4. I must maintain **confidentiality** and not share information about pupils, families, or staff with anyone outside the school.

DBS and Recruitment Requirements

I acknowledge that:

1. I must provide a valid **DBS certificate** before undertaking any volunteer work.
2. The level of supervision I receive will depend on my DBS status and role.
3. I have provided or will provide at least **two referees** for verification.
4. I understand that **online searches may be conducted** as part of safer recruitment procedures.

Professional Conduct

I agree to:

1. Act professionally and respectfully at all times.

2. Maintain **appropriate boundaries** with pupils, staff, and other volunteers.
3. Follow all instructions given by supervising staff.
4. Avoid using personal devices for photos, videos, or communication with pupils.
5. Wear a visitor/volunteer badge or lanyard at all times on school premises.

Commitment to the Placement

1. I will inform the Headteacher of my **start and end dates** and participate in an **exit interview** at the end of my placement.
2. I will **seek advice or support** from staff if I am unsure about any aspect of my role.
3. I understand that failure to comply with this agreement may result in **review or termination of my placement**.

Acknowledgement

By signing this agreement, I confirm that I have read, understood, and agree to abide by all the points outlined above.

Volunteer Name:

Signature:

Date:

Headteacher/DSL Name:

Signature:

Date:

Appendix 4

Exit Interview

Name of volunteer	
Address	
Dates of placement	
Class details	
Experience gained	
Other opportunities	
Skills observed	
Aspiration	

Signed:

Name:

Date: