



Volunteers Policy

Canary Wharf College, Trust

December 2025 – March 2027

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0. Document Control

The table below contains the changes made between the different final editions of this document set for approval. This is to help provide information to those reviewing and approving the document of the changes being made.

Document Edition	Section	Details of change
December 2025	All	New policy



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1. Definitions

The "Trust" refers to the company known as the Canary Wharf College, and all Trustees and Staff who work within it.

A "School" refers to an individual academy within the Trust, as denoted by their Unique Reference Number. As such a 'school' may span one or several phases of education to the individual academies within the Trust. Depending on the context, the term "School" may refer to a singular school or to all schools within the Trust but as separate entities.

"Staff" refers to any individual who is employed by the Trust or who operates on the Trust's behalf, e.g. Trustees, and those working in a voluntary capacity.

A "Parent" includes the natural or adoptive parent of a pupil as well as any non-parent / carer who has parental responsibility including being involved in the day-to-day care of a pupil.

A "Pupil" includes any incoming or current pupil at any School within the Trust who is 16 and under. It also includes any individual who was previously a pupil at any School within the Trust and who has left within the appropriate timeframe for consideration as necessary, e.g. complaints. The term pupil is used as standard by CWC in its policy documents but can be replaced with the term "student" or "child" with no change of definition.

"Child" and "Youth" includes everyone aged 18 and under.

The "Principal" is defined as the individual who has ultimate responsibility for a school in line with CWC strategy, approach, ethos and values. Individual schools may have alternative titles for this position such as Executive Principal or Principal.

"Volunteers" are individuals who engage in an activity which involves spending time, unpaid (except for travel and other approved expenses), doing something which aims to benefit some third party, i.e. the school, and not a close relative.

"Occasional volunteers" are individuals who only accompany staff and pupils on one-off trips that do not involve overnight stays, or who volunteer at specific one-off events, such as sports days.

"Regular volunteers" are individuals who volunteer at the school:

- Three or more times in a 30-day period
- Once a week or more
- On an overnight stay.



2. Regulated Activity

A volunteer will be engaging in **regulated activity** in relation to children if they undertake any of the following:

2.1. Personal and Health Care

Providing personal care, including help with:

- Washing, dressing, or toileting.
- Eating, where assistance is needed due to illness or disability.
- Providing health care, delivered by or under the supervision of a health care professional.

2.2. Teaching, Training, or Supervision

Teaching, training, or instruction of children, unless:

- It is incidental to teaching adults, and
- It is carried out only on a regular basis under day-to-day supervision of someone already engaging in regulated activity.

Care for or supervision of children, unless:

- It is incidental to care for adults, and
- It is carried out only on a regular basis under day-to-day supervision.

Advice or guidance provided wholly or mainly for children, where it relates to their physical, emotional, or educational well-being.

2.3. Frequency and Timing

Activity is considered regulated if:

- It is carried out frequently by the same person,
- Occurs on more than three days in any 30-day period, or
- Takes place between 2 a.m. and 6 a.m., where face-to-face contact with children may occur.

2.4. Other Specific Activities

Moderating a public interactive communication service likely to be used mainly by children.

Driving a vehicle used only for transporting children (and their supervisors/carers).

2.5. Workplaces and Roles

An activity is also regulated if:

- It is carried out in:
A school, academy, pupil referral unit, nursery school, children's home, or childcare premises.
- It is performed as:
Paid work, except where temporary or occasional and not listed above.

Voluntary work, except where temporary, occasional, or supervised as described above.

It is undertaken for or in connection with the establishment, and it allows the person to have contact with children.



3. Links to Legislation and Guidance Documents

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
- DfE 'Keeping children safe in education 2025'
- DfE 'Disqualification under the Childcare Act 2006'

This policy operates in conjunction with the following school policies:

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

4. Application to be a volunteer

Anyone who wishes to become a volunteer at the school, either on an occasional or more regular basis, will be required to submit a [Volunteer Application Form](#)

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4.1. Occasional volunteers

Occasional volunteers will be appointed at the Principals discretion and will not be required to go through the application process. A written risk assessment will be conducted to determine what checks, if any, are required.

An occasional volunteer will always be supervised by a member of staff unless the appropriate DBS checks have been obtained.

4.2. Regular volunteers

Regular volunteers will always go through the following application process:

- The individual will be asked to have an informal discussion with a member of the SLT to ensure they are suitable for the role
- The appropriate safer recruitment checks will be undertaken
- The individual will be made aware of the roles and responsibilities they will be undertaking
- References will be sought where appropriate



5. 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, the following process will be adhered to:

- Volunteers will sign in and out of the building at the front desk
- Volunteers will wear a visitor's badge at all times
- The Principal 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 Low-level Safeguarding Concerns Policy and/or the Allegations of Abuse Against Staff Policy.

Under no circumstances will a volunteer on whom no checks have been obtained be left unsupervised or allowed to work in regulated activity.

All engagements to participate in an activity will be conditional upon the completion of an enhanced DBS check (if appropriate) and other appropriate safeguarding and recruitment checks, and relevant training. The Headteacher reserves the right to terminate a placement at any time.

The school will conduct a risk assessment and use its professional judgement to decide what checks are required. The risk assessment will consider:

- The nature of the engagement with children, especially if it will constitute regulated activity, including the level of supervision.
- What the school knows about the volunteer, including formal or informal information offered by staff, parents and other volunteers.
- Whether the volunteer has other employment or undertakes voluntary activities where referees can advise on their suitability.
- Whether the role is eligible for a DBS check, and if it is, the level of check required.

Details of the risk assessment will be recorded, and any DBS checks applied for will be recorded on the school's Single Central Record.

If a volunteer will be working in regulated activity, an enhanced DBS check with children's barred list information will be required.

The school will not request barred list information on a volunteer if they are supervised, as they are not considered to be engaged in regulated activity.



Enhanced DBS checks for volunteers working at the school through other organisations will be conducted by the relevant organisation if needed. The school will ask for written confirmation that enhanced DBS checks have been carried out before a volunteer is allowed to start work at the school.

For volunteers who are not in regulated activity, but who could come into contact with pupils on a regular basis, it is at the discretion of the school to decide whether or not an enhanced DBS check is required.

Volunteers will not be re-checked if they have already had a DBS check; however, the school will consider obtaining a new DBS check, at the level appropriate to the role if there are concerns about a volunteer.

All checks will be conducted in line with the school's Safer Recruitment Policy.

6. Supervision of Volunteers

If a volunteer is required to be supervised when undertaking an activity, who would otherwise be in regulated activity if not supervised, the school will ensure that:

- There is supervision by an individual who is in regulated activity relating to children.
- The supervision is regular and day-to-day.
- The supervision is reasonable in all the circumstances to ensure the protection of the pupils.

When determining what supervision is reasonable so that the volunteer would not be in regulated activity, 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 that the volunteer is working with
- Whether or not there are other staff members present during the activity
- The nature of the volunteer's work and the opportunity for contact with pupils
- How vulnerable the pupils are
- How many volunteers would be supervised by each member of supervising staff

7. Induction of Volunteers

Volunteers will be required to read and agree to the Volunteer Code of Conduct and Staff Code of Conduct before starting their role at the school. All volunteers must comply with this 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
- Low-level Safeguarding Concerns Policy
- Staff Equality, Equity, Diversity, and Inclusion Policy
- Health and Safety Policy
- Fire Safety Policy



- Behaviour Policy
- Anti-bullying Policy
- Whistleblowing Policy
- Disciplinary Policy and Procedure
- Complaints Procedures Policy
- Allegations of Abuse Against Staff Policy
- Online Safety Policy
- Data Protection Policy
- Data and Cyber-Security Breach Prevention and Management Plan
- Social Media Policy
- Staff ICT and Electronic Devices Policy
- Staff Confidentiality Policy
- Photography and Images Policy

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

Volunteers will be required to read Part 1 of 'Keeping children safe in education' and will receive safeguarding training as part of their induction.

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.

8. 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.

9. 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.



10. Confidentiality

All volunteers will be required to act in line with the Staff Confidentiality Policy.

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 Sharing Safeguarding Information Policy and inform the DSL.

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

11. 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.



12. Appendix 1 – Volunteer Code of Conduct

12.1. 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 Principal.
- 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 Principal, 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: _____



13. Appendix 2 – Volunteer Agreement Form

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14. Appendix 3 – Volunteer Application Form

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