

The Falmouth and Exeter Students' Union Volunteering Hub

Service Level Agreement

This document outlines the accountability and responsibilities for both The SU and any organisation that partners with us and recruits volunteers using our service. It ensures that a commitment is made to ensuring good practice when working with students.

What you can expect from The SU Volunteering

The SU Volunteering will:

1. Provide a free and professional brokerage service where The SU Volunteering advertises volunteering opportunities on behalf of the organisation to all current University of Exeter and Falmouth University students once the completed online Organisation Registration Form has been received and approved and the terms outlined in this document are agreed to.
2. Promote volunteering as an extra-curricular activity which complements a student's academic studies rather than constitutes a compulsory element of their course.
3. Notify organisations by email when we refer prospective volunteers.
4. Update information on organisation and opportunities on the The SU website when requested.
5. Invite you to The SU Volunteering Fairs and other student engagement events.
6. Advise you about the best way to promote your volunteering opportunities within the University of Exeter and Falmouth University and The SU.
7. Provide assistance in targeting specific University of Exeter and Falmouth University student groups or University of Exeter and Falmouth University academic Schools and departments where relevant and appropriate.
8. Contact organisations regularly throughout the year and keep you up-to-date with other news and events at the University of Exeter, Falmouth University and The SU.

What we ask of all organisations recruiting volunteers via The SU Volunteering

The organisation agrees to:

1. Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable alongside their studies and where voluntary activity will not replace the work of paid members of staff.
2. Within 4 weeks of a student starting placement, notify The SU Volunteering about all The SU students who have volunteered with you and to ensure you have systems in place to enable you to do so.
3. Send out emails to and communicate with The SU volunteers placed with you to inform them of support and services provided by your organisation and The SU Volunteering.
4. Maintain open and on-going communication with The SU Volunteering, regarding volunteer referrals and progress, and ensure that any issues and concerns are raised immediately.
5. To ensure The SU Volunteering are your first point of contact to promote volunteer opportunities at The SU or the University of Exeter and Falmouth University.
6. Take responsibility for ascertaining a The SU volunteer's suitability for the volunteer role, and accept that The SU Volunteering cannot guarantee an individual's personal or professional credibility.
7. Accept liability for all The SU volunteers placed with you, and to ensure that you are able to meet any liabilities through an adequate insurance policy or through other provision.
8. Have a health and safety policy and properly risk assess all volunteering activities and premises.
9. Have a named person who is responsible for the on-going supervision and support of volunteers.

10. Provide an induction covering a tour of the premises, introduction to colleagues, health and safety and explanations of tasks and role responsibilities.
11. Provide the necessary training for volunteers to carry out assigned tasks.
12. Have an equal opportunities statement or policy and to accommodate any support needs The SU Volunteers may have, as is reasonably practicable.
13. Reimburse The SU volunteers all reasonable out of pocket expenses in a timely fashion, upon receipt of the necessary documentation (please let us know the expenses which you are content to cover).
14. Keep The SU Volunteering notified of any changes in your project that should be recorded on our database, including contact details, application deadlines, changes in policy and procedures, and volunteer roles.
15. Promptly reply to enquiries from prospective volunteers.
16. Treat personal information about The SU volunteers confidentially and comply with General Data Protection Regulations.
17. Follow the organisations policies for dealing with any issues or concerns involving a volunteer, but to discuss with The SU Volunteering the nature of the problem as soon as possible and to determine action to be taken.
18. Hold responsibility for undertaking DBS checks or seek references on volunteers if this is a requirement for the volunteer role.
19. Follow your organisations policies for the protection of children and adults at risk, but to inform The SU volunteering as soon as possible if an allegation is made against a The SU volunteer placed with them. To also inform The SU Volunteering if an allegation is made by a The SU Volunteer in order for the Students' Union to support where required.

20. Ensure that all staff supporting student volunteers are made aware of this partnership agreement. If there is a change of staff, it is your responsibility to pass this information on or to ask them to get in touch with us

21. Provide The SU with any 'good news story' updates about our volunteers and exceptional work that they have completed.

22. Ensure the voluntary position is not a substitute for an employee and there is no payment in kind for the work.

Policy updated: December 2020.