

Service Standards 2021-22

Thank you for expressing an interest in promoting your opportunities through our service. We (the Volunteering Service) are keen to promote organisations where volunteers are well supported. We also want to be upfront about what you can expect from us. Please read the points below and confirm that your organisation is able to comply in full to what we expect from you.

What you can expect from the Volunteering Service:

- To promote your volunteering opportunities that we approve on our [opportunities directory](#).
- To notify your designated main contact on our database by email when we refer prospective UCL student volunteers to your active opportunities on our directory.
- To provide support if you have any problems or questions about UCL student volunteers placed with you.
- To mediate in any dispute between you and any current UCL student volunteer(s) placed with you if requested by both you and the volunteer.
- To review updated information about your project that you provide on our directory when requested and to keep your information secure and compliant with the [General Data Protection Regulation](#).
- To invite you to our Volunteering Fairs, partners events and our end-of-year Awards.
- To keep you and other named contacts at your organisation up-to-date with other news and events from the Volunteering Service, and relevant opportunities from UCL and Students' Union UCL.
- To circulate specific volunteering opportunities within UCL academic departments and Students' Union UCL clubs, societies and student networks where appropriate.

What the Volunteering Service expects from you:

- To accept liability for all volunteers placed with you, and to ensure that you are able to meet any liabilities through an adequate insurance policy or through other provision.
- To notify staff in the Volunteering Service about UCL students that have volunteered at your organisation, and to ensure you have the systems in place to enable you to share at least their full name and email address on request.
- To treat personal information about UCL volunteers confidentially and compliant with the key themes outlined by the [General Data Protection Regulation](#).
- To lead and conduct a fair recruitment and selection process for all opportunities advertised through our service.
- To be able to send through your organisation's governing document on request.
- To properly risk assess all in-person and virtual volunteering activities and premises.
- To have a health and safety policy that complies with relevant legislation in the UK.
- To be able to tell us about the steps your organisation has taken to support and safeguard volunteers in the wake of the coronavirus outbreak.
- To provide an induction covering all necessary aspects of health and safety (including safe use of equipment, information about risks and how to minimise risks, and emergency procedures) – and to follow up in writing to your volunteers with this when they start to ensure they understand their responsibilities and can undertake their role safely.
- If working with children and young people, to have an adequate child protection policy.
- If working with vulnerable adults, to have an adequate vulnerable adults policy.
- To notify us if any UCL student volunteer has been disciplined or dismissed.
- To deal with sexual harassment seriously and in-line with Students' Union UCL's [Zero Tolerance Policy](#).
- To have an equal opportunities statement or policy.
- To have a named person who is experienced at and responsible for the supervision and support of volunteers.
- To reimburse volunteer travel expenses, and lunch expenses (if volunteering a full day) – and to notify all volunteers of how they can do this when they start. Please note that we may be able to cover these expenses for one-off events that we agree to promote.
- To provide the training and checks necessary for volunteers to carry out their assigned tasks.
- To promptly reply to enquiries from prospective volunteers.
- To keep your records with us up-to-date – for example; contact details for roles, application deadlines, staff changes, revisions to volunteer roles.
- To refrain from contacting UCL departments and Students' Union UCL clubs, societies and student networks directly and instead send us any targeted opportunities for circulation.