



W24_ VOLUNTEERS POLICY

Revision No.:	1.1
Effective:	October 2014, updated October 2016 (Next revision October 2018, March 2020)
Owner:	HR

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Policy

Doha College has established a policy in support of parents (and other adults) wishing to work as volunteers in Doha College. There are two main ways of helping:

a) Occasional support e.g. at sports events or Doha College trips. These are individual events and generally parents/volunteers only commit themselves to one or two occasions.

b) Regular support. This is when parents or helpers offer regular weekly support to the college for a period of time. Usually the commitment will be for a term and will consist of one or two timetabled weekly sessions.

Doha College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our commitment is underpinned by robust processes and procedures that seek to maximise opportunity, minimise risk and continuously promote a culture of safeguarding amongst our workforce and school community.

Volunteers at the college bring with them a range of skills and experiences that can enhance the learning opportunities of pupils. We welcome and encourage volunteers from the local community.

Our volunteers may include:

- Members of the Governing Body.
- Parents of pupils.
- Ex-Pupils.
- Students on work experience.
- University students.
- Ex-members of staff.
- Friends of the school.

The type of activities that volunteers engage in, on behalf of the school include;

- Hearing pupils read.
- Working with small groups of pupils to assist with learning.
- Supporting special day activities e.g. 'Green Day'.
- Assisting with art/craft/cooking/drama/sport/DT activities.
- Assisting in the library.
- Leading/supporting an ECA
- PCGE/ staff training exchanges

All adults/young people who work in our setting, whether a paid member of staff, or a volunteer are expected to work and behave in such a way as to actively promote the College aims and educational purpose.

Vision: To enable personal growth, instil a passion for learning and create aspirational minds.

1 Welcome to Doha College

- 1.1 Thank you for your interest in volunteering in college. Before you can begin to volunteer the attached documentation must be completed and submitted to the college.
- 1.2 Volunteering can take many forms and we appreciate the help that our volunteers give us to support the work of the college.
- 1.3 We value our volunteers and we hope that you will enjoy working with us. We have produced this guide to help you feel comfortable working in college and we hope that you will also feel able to any questions as they arise.
- 1.4 The points of contact for volunteers in college are as follows:
 - The class teacher/member of staff you work with.
 - The college office.
 - HR
- 1.5 It is important for college security and fire regulations that all staff, visitors and volunteers to the college can be identified and located at all times and we ask you to follow the simple routine of:
 - Signing in and out when coming into and leaving the premises.
 - Wearing the visitor badge we give you at all times whilst in college.

2 How much time should I give?

- 2.1 Another short answer — it's up to you! We appreciate all the time you choose to offer. All we ask is that you let us know if you have made an arrangement with the college but find that you cannot attend.
- 2.2 Your work in college is valuable and the teacher may have been counting on you to help with an activity that cannot go ahead without your help. Let us know if you cannot come - just give us a call or send us an email so that we can avoid disappointing the children.
- 2.3 The college is a workplace and you will be supporting children's learning and joining a committed team of staff and volunteers.

3 Where can I go in the college?

- 3.1 As a volunteer you will be expected to work with the teacher/s whom you have decided to help. For most of the college day, therefore, you will be sharing the classroom with the teacher/s concerned.

The teacher will be responsible for you and if you are in any doubt about your role, where you should be working or questions about the college please ask your teacher.

- 3.2 Apart from moving about the college in the normal course of the day, we would expect you to stay with the teacher who will supervise your activities.

4 Extra-curricular activity volunteers

- 4.1 If you are volunteering at Doha College to run an Extra-Curricular Activity (ECA), you will be allocated a classroom or appropriate area. The point of contact for you will be the Curriculum Enhancement Co-Ordinator (ECA Co-ordinator).
- 4.2 You can use the toilets that the staff use. Please do not use the children's toilets.

5 What should I do if I have a problem whilst working in Doha College?

- 5.1 We expect all members of the college community to be polite, courteous and self-disciplined. Pupils watch us and follow our example. The same rules apply to staff, children and volunteers working in college.
- 5.2 Please discuss problems with the designated point of contact. The teachers in college are expected to act "in loco parentis" — this means in place of the parents. They are responsible for the children whilst they are at college.
- 5.3 Never get into an argument with children or adults. Teachers are trained to deal with problem situations and they are paid to take responsibility.
- 5.4 Never tell a child off. The college has a behaviour code which children are expected to follow. As a volunteer you are not expected to discipline children. If there is a problem — tell the teacher straight away.
- 5.5 The only time we would expect any adult to intervene is to prevent a child hurting themselves or another child. Do this by telling them quietly and firmly to stop. Avoid physically restraining a child unless they will damage another child or themselves and do this with great care.
- 5.6 Never shout at a child.
- 5.7 Never hit a child.
- 5.8 Never threaten to hit or manhandle a child.
- 5.9 Never be left in sole charge of a child / children.

6 What about confidentiality

- 6.1 It is very important that all staff, parent volunteers and other adults working in the college adhere to a strict policy of confidentiality. Any concerns that volunteers have about the pupils they work with/come into contact with should be voiced with the designated supervisor and NOT with parents of the child/children.
- 6.2 It is vital that you do not share anything about specific children with friends or family or a child's parent if you know them. The teachers here have the responsibility of informing parents of any concerns about a child.
- 6.3 Volunteers who are concerned about anything in the college, which may affect their work should raise the matter with the Head of Primary or Secondary or appropriate senior member of staff. Any information gained at the college about a child or adult should remain confidential.

7 Supervision

- 7.1 All volunteers work under the supervision of a teacher or full-time member of staff. Teachers retain ultimate responsibility for pupils at all times, including the behaviour and the activity undertaken.
- 7.2 Volunteers should have clear guidance from the designated supervisor as to how an activity is carried out/what he expected outcome of an activity is. In the event of any problem/query regarding the pupil's understanding of a task, their behaviour or welfare, volunteers should seek immediate advice/guidance from their designated supervisor.

8 Child Protection

- 8.1 The welfare of all students at Doha College is paramount. To ensure the safety of our pupils we adopt the following procedures;
- All volunteers are given a copy of the Volunteer Policy and asked to sign a Volunteer Agreement (Appendix 1)
 - Where a volunteer is engaged in a one-off' activity e.g. helping supervise a group of pupils as part of a one-off activity volunteers will be under the constant supervision of college staff
 - Any concerns a volunteer has, about child protection issues, should be referred to the Designated Senior Practitioner or the Head of Primary or the Head of Secondary.

- If you are volunteering for an extended period of time, on a residential, may be one on one with a child, or not under supervision of a staff member you will need to complete safeguard training and police clearance check. This can either be from the campus DSL or online.

9 Thank you

9.1 We would like to thank you for offering to volunteer to help at our college. We have a professional duty to you - just as we have to all who work within the college - to make your time with us happy and fulfilling.

9.2 Together we make a great team!

10 Guidelines for staff

10.1 We all agree that volunteers in college can make a great difference to children's work. It also gives parents a chance to be involved in the life of the college. The following points should be followed so that all helpers are aware of their role and the college can make maximum benefit of their help for the pupils.

10.2 Voluntary helpers are given a copy of the college's guidelines for such helpers, this includes notes about confidentiality and references to the college behaviour policy. A record is kept of volunteers who have received the guidelines, so that we know if people have received a copy in the past.

10.3 A register of voluntary helpers is kept in the college office. In this way we can keep track of guidelines etc. It is very important that all staff inform the office of any "new" helper.

10.4 All volunteers should be reminded to sign in and out of college, and to wear a visitors badge for the duration of their visit.

10.5 Make sure that you take time to explain the learning objectives and outcomes so that helpers feel confident about what they are doing.

10.6 Don't ask helpers to do things they are not happy with. Some parents prefer to help with practical tasks while others do not. Take time to find out what they are happy doing, it makes the working relationship much more productive and means that they will keep coming back!

10.7 The staff in charge will explain the importance of safeguarding and the importance of your role in safeguarding children. If as a volunteer, you have any concerns regarding the wellbeing of a child you must report it to your designated staff member immediately who will log it on CPOMS.

10.8 If you have a concern about a helper, in the first instance a quiet word may resolve the issue – usually it is just a case of not knowing. For more serious issues teachers should inform the SVP Head of Primary or SVP Head of Secondary.

11 Record of revisions to policy

Revision Date	Description	Sections Affected
October 2016	Policy statement updated	Policy
October 2016	Confidentiality section updated	6
October 2016	Thank you section added	7
March 2020	Policy statement updated and wording added to section 8 and section 10. Added wording to Appendix 2	8

Appendix 1 Volunteer Application Form – For new volunteers

VOLUNTEER HELPERS IN DOHA COLLEGE

Name

Address
.....
.....

Telephone Number/s

E-Mail Address

Qatar ID Number

Please submit a passport sized photograph

What activities/areas of the college’s work would you like to help with?

Are there any particular age groups/classes you would like to work with?

Do you have any disabilities/other needs we need to take into account or adjustments we need to make in order to allow you to work as a volunteer?

Thank you for taking the time to complete this Volunteer Application Form.
Please hand it to the school office, marked for the attention of the SVP – Head of Primary.
Your offer of help is greatly appreciated and we will be in touch as soon as possible.

Appendix 2 Volunteer Agreement

Thank you for offering your services as a volunteer at school.

Your offer of help is greatly appreciated and we hope that you will gain much from your experience.

Please read and sign this Volunteer Agreement Sheet and hand it in at school to the HR department. It will be stored with HR along with other relevant documents such as police checks, qualifications and safeguarding certificate as requested.

You will receive a copy of it for your records.

- I have received a copy of the School's Volunteer Policy.
- I agree to support the School's Aims.
- I agree to treat information obtained from being a Volunteer in School as Strictly Confidential.
- I have been made aware of who is my designated supervisor e.g. Class Teacher, Year Teacher, Head of Department.

Signed:

Name:

Date: