

Volunteer policy

1. Policy Statement

The Volunteer Tutors Organisation (VTO) is a charity whose purpose is to have a positive impact on the lives of children and young people in Scotland who face significant social and economic barriers to their education. We will inspire achievement and build confidence by engaging trained volunteer tutors to work with children and young people on a one-to-one basis so that they can fully harness the benefits of the education system.

Volunteers make a large contribution to the charity's ability to meet its mission through tutoring young people and management of the charity. We are grateful for the support of our volunteers and aim to provide volunteers with a rewarding and enjoyable experience of volunteering.

2. Volunteer Tutors Organisation Volunteers – Definition

The VTO volunteers support the charity in achieving its aims by giving their time, expertise, and efforts of their own free will on an unpaid basis. No payment other than out of pocket expenses in line with the volunteer expenses policy is made by the Volunteer Tutors Organisation to their volunteers.

The roles of salaried staff are clearly defined to ensure they work closely with volunteers and support them to undertake their voluntary role.

VTO volunteers support the charity in several ways including:

- Tutoring young people who experience barriers educationally, socially, and economically.
- Contributing to the management of the organisation by being trustees and directors of the charity.
- Providing administrative support to the staff team.
- Raising funds and promoting the charity within the wider community.

3. Vision for Volunteering.

We believe that the contribution of volunteers is vital to the Volunteer Tutors Organisation achieving its aims and goals. We are committed to providing the best volunteer experience possible and continuously taking on volunteer feedback to improve the volunteer experience for everyone involved.

4. Recruitment of Volunteers

In promoting equal opportunities VTO offers the opportunity of volunteering to adults from all sections of the community who meet the requirements of the role. Volunteers also need to be able to provide two acceptable references and a satisfactory PVG scheme record check that will be submitted through VTO.

All prospective volunteers will be invited to attend a volunteer interview to discuss the role and the volunteer's motivation for signing up. Volunteer interviews are not considered competitive but will consider a potential volunteer's suitability for the role according to the selection criteria.



Volunteers are recruited in accordance with the Volunteer Tutors Organisation Equal Opportunities/Anti-Discrimination Policy. Volunteers are assigned an appropriate staff contact for the role who is responsible for supporting and guiding the volunteer throughout their volunteering journey.

5. Equality, Diversity, and Inclusion.

The Volunteer Tutors Organisation's commitment to equal opportunities is outlined in the Equal Opportunities/Anti-Discrimination Policy.

6. Training and Support.

Volunteers must undergo the appropriate induction and training process before they start their role. Additional training will also be made available to volunteers where appropriate. Some of this training may be considered compulsory and volunteers will be informed if this is the case in respect of a specific training module. Volunteers will have an assigned staff member to support them while undertaking the role and can discuss their training needs with this member of staff.

We continuously assess the quality of the volunteer experience through both formal and informal feedback. Feedback is collected after training sessions to help improve our training provision. We seek to celebrate the achievements of our volunteers and their contribution to the charity.

7. Health & Safety and Insurance.

We work to provide a safe environment for all volunteers. Volunteers must report any incidents/ accidents that occur while volunteering including any near misses. Volunteers should adhere to the Safeguarding Policy Statement and the online tutoring policy if there has been a disclosure of information relating to the safety of a child. A risk assessment will be carried out by the charity when necessary and volunteers are expected to take reasonable care of themselves while volunteering.

All Volunteers are covered by the VTO's Employer's Liability Insurance policy while on VTO premises and while engaged in volunteering on behalf of the VTO. Volunteers who use their own vehicles for VTO activities, should contact their insurance company to ensure they are covered as VTO is unable to provide car insurance for volunteering purposes.

8. Expenses.

VTO covers reasonable expenses, and these should be agreed with the volunteers assigned contact beforehand. Volunteers are not expected to use their own funds to support their involvement in volunteering and VTO will work to reduce financial barriers to volunteering.

Expenses can include:

- Reasonable travelling expenses.
- Training costs.
- Expenses for lunch if Volunteers work a minimum of 5 hours per day.
- Other pre-agreed expenses that are required for the volunteer role.

9. Confidentiality.

All members of VTO must exercise strictly the requirements for confidentiality both verbal and written set out within the Privacy Policy (Use of Information). Sensitive information must be divulged only appropriately on a need-to-know basis. Volunteers using the tutor forum should refer to the VTO Tutor Forum Policy with regards to maintaining privacy whilst using the forum. Failure to maintain confidentiality may result in a volunteer being removed from their role.

10. Problems, Difficulties, Discipline.

Concerns can be raised through informal and formal mechanisms set out in the Complaints, Grievances and Concerns policy. The process of making a formal complaint is dependent on who has made the complaint to allow for an impartial view of the case.

11. Photography

Volunteers should not take photographs or videos while volunteering unless a VTO staff member has confirmed that this is allowed. Photographs or videos should not be taken or stored on personal devices. Some children or their parents/ carers may not be comfortable with images being taken and so it is important that we establish written consent beforehand.

12. Moving On

Volunteers are free to stop volunteering at any time and we would ask that volunteers let a member of staff know if they wish to stop volunteering. We will invite volunteers to an exit interview and the results of this are used to further improve the volunteer experience. We also ask that volunteers give as much notice as possible to help us to make alternate arrangements.

Approved by Board:

Signed:



Designation: Chair

Date: 11/03/2021

Policy Review History				
Version number	Author	Role	Approval Date	Review Date
Version 3	Emma Shotter	Volunteer Recruitment and Engagement Coordinator		March 2022