

## **Volunteer Charter**

### **Aston University commits to:**

- Supporting all volunteers to fulfil personal and professional aims connected to volunteering.
- Offer support, information and feedback that is clear and useful, from initial registration of interest, throughout the placement and after a placement ends.
- Provide training to establish, develop and maintain skills needed for each voluntary role.
- Never pressurise Students to take a volunteering placement or commit more time than they feel comfortable giving.
- Never passing on personal information to a third party without prior consent.
- Respect, value and listen to the needs of all volunteers.
- Provide information on organisations that offer volunteer placements.
- Ensure that all partner organisations meet Health and Safety requirements and have adequate insurance cover.
- Continually evaluate the scheme and placements in order to offer volunteers the best possible experience.
- Support volunteers through any problems or concerns they may have regarding a voluntary placement.

### **Volunteers commit to:**

- Complete the Volunteer Code of Conduct Form and the Volunteering Registration form indicating you have read and agreed to the terms of the Volunteering Charter.
- Be clear about availability and give notice if this changes or if you will not be able to attend a session, wish to withdraw from a voluntary placement or from the scheme in general.
- Attend training where possible.
- Carry out placements within Health and Safety & Risk Assessment guidelines as specified by the voluntary organisation and/or Aston University.
- Report accidents, incidents and problems to the designated person at the placement and to the Volunteering team at Aston University, Baljinder Rana (Volunteering Activities Officer) TBC (Outreach Assistant) Louise Richardson (Outreach Officer).
- When working with young people and vulnerable adults not to enter into personal friendships that extend beyond the placement dates/times or exchange personal details.
- Address any complaints about a placement or the Volunteering Scheme to Baljinder Rana Volunteering Activities Officer or if inappropriate to Louise Richardson, Outreach Officer.
- Maintain confidentiality procedures: Discuss information of a confidential nature only with the designated person at the organisation.