

Leicester Students' Union Service Level Agreement

This document is an agreement between University of Leicester Students Union (ULSU) Volunteering and the organisations wishing to recruit student volunteers through this service. It details the specific roles and responsibilities which should be adhered to in order to ensure an effective partnership between these two parties.

What you can expect from ULSU Volunteering

1. Provide a free and professional brokerage service where ULSU Volunteering advertises volunteering opportunities we deem suitable, on behalf of the organisation to all current ULSU students interested in Volunteering opportunities; 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 that complements a student's academic studies rather than constitutes a compulsory element of their course.
3. Invite you to ULSU Volunteering Fairs and other student engagement events relevant to our engagement.
4. Advise you about the best way to promote your volunteering opportunities within ULSU and our partners.
5. Maintain an open line of communication. Be available for your organisation and the volunteer throughout the duration of a volunteer's involvement, offering ongoing support, opportunity for feedback and assistance in resolving any pertinent issues.
6. Comply with the provisions of the General Data Protection Regulations (2018) and treat personal information about your organisation and your volunteers confidentially.

What we ask of all organisations recruiting volunteers

The organisation agrees to:

1. Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable and where voluntary activity will not replace the work of paid members of staff.
2. Verify all the students who have volunteered with you through the ULSU volunteering.
3. Be clear as to whether there are necessary requirements, and whether you provide these or not, e.g. whether a DBS is required and if you will provide this, or if it must be sourced externally.
4. Maintain open and ongoing communication with ULSU Volunteering, regarding volunteer referrals and progress, and ensure that any issues and concerns are raised immediately.
5. To ensure ULSU Volunteering are your first point of contact to promote volunteer opportunities at ULSU or the University of Leicester.
6. Take responsibility for ascertaining a ULSU volunteer's suitability for the volunteer role, and accept that ULSU Volunteering cannot guarantee an individual's personal or professional credibility.

7. Accept liability for all ULSU 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. Provide the necessary training for volunteers to carry out assigned tasks.
10. ULSU has a zero-tolerance policy to discrimination and acts with equality and diversity at its core, and we expect all providers to uphold this standard. This includes engaging fully with every student that wishes to find out more about volunteering opportunities.
11. Reimburse ULSU volunteers all reasonable out of pocket expenses in a timely fashion, upon receipt of the necessary documentation.
12. Ensure that information about your organisation and opportunities on the ULSU website are accurate and up to date, including but not limited to: contact details, insurance document, application deadlines, changes in policy and procedures, and volunteer roles.
13. Contact any student who has expressed an interest in your opportunity promptly after receiving a notification.
14. Do your best to encourage ULSU Student volunteers to record their volunteering achievements, including hours, skills and training courses on ULSU's online volunteering platform (Volunteering Hub).
15. Treat personal information about ULSU volunteers confidentially and in accordance with GDPR.
16. Follow the organisation's policies for dealing with any issues or concerns involving a volunteer, but discuss with ULSU Volunteering the nature of the problem as soon as possible and determine action to be taken.
17. Follow your organisation's policies for the protection of children and adults at risk, but inform ULSU volunteering as soon as possible if an allegation is made **against** a ULSU volunteer placed with them. Similarly, inform ULSU Volunteering as soon as possible if an allegation is made **by** a ULSU Volunteer in order for the Students' Union to support where required.
18. Respect our decision to withdraw a volunteer at any stage if we deem the work to be unfit or exploitative.
19. To abide by senate regulation 4 of the University of Leicester's senate regulations, the total number of hours a full-time student spends volunteering should not exceed 15 hours per week during term time. Volunteering must not have a negative impact on students completing their degree programme in full.