



Stirling

School of English SCIO

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Volunteer Policy

Aims and Objectives

The aim of the Stirling School of English SCIO is to advance the education of persons whose first language is not English, regardless of ability, gender, ethnic origin or political or religious beliefs, by providing them with high quality small group or individual tuition AND to provide support for tutors in order to enhance the tuition of English to Speakers of Other Languages (ESOL).

The Stirling School of English is a voluntary organisation. Volunteers are engaged to

- deliver English language teaching tuition which meets the needs of our clients
- provide new skills and perspectives to our learners
- a range of support services, e.g., administration, crèche, IT
- make decisions about service delivery
- provide regular feedback to improve service delivery
- Volunteers are engaged in the governance of the organisation and appointed to the Board of management at the AGM

The Stirling School of English is committed to

- support volunteers in the delivery of services

- be responsive to the needs of volunteers
- provide different skills and perspectives
- offer opportunities for participation by people who might otherwise be excluded
- provide initial and ongoing training and support for volunteers

Principles

The Stirling School of English

- believes that voluntary work should be of benefit to volunteers as well as to service users
- will ensure that volunteers are at the centre of the decision-making process
- will ensure that volunteers are given satisfying work and personal development to meet their needs
- believes that volunteers should receive the support to enable them to carry out their functions
- adopts flexible working practice

Recruitment and Selection

Recruitment of volunteers will be from all sections of the community and be in line with the Equal Opportunities Policy of the Stirling School of English.

People interested in becoming volunteers with the Stirling School of English will be selected in the following way:

- They will be invited for an informal talk with the Volunteer Manager.
- They will be asked to complete a simple registration form and supply two written references.
- They will also be given the opportunity to talk to other volunteers and students and to observe classes.
- Depending on qualifications and experience, volunteers may be asked to complete initial ESOL training.

All volunteers will be expected to take part in the Continuous Professional Development Programme and in the Volunteer Feedback/Review session at the end of each term.

Some volunteers, INCLUDING ALL CRECHE VOLUNTEERS may come in contact with ADULTS AT RISK OR CHILDREN. They will therefore be asked to go through a 'Disclosure' check provided by Volunteer Scotland Disclosure Services and to provide information about any criminal convictions. This information will be dealt with in the strictest confidence, and it will not necessarily prejudice the person being accepted for voluntary work.

Volunteer Agreement

Each volunteer will be given a role description and a Volunteer Tutor Agreement containing full information about their chosen area of work and a clear idea of their responsibilities as well as the responsibilities of the Stirling School of English towards them.

Neither of these documents is a contract and will not lead to paid employment.

Expenses

Travel expenses will not be paid automatically but only in cases where non-payment of travel expenses would prevent the volunteer from volunteering. Other expenses may be reimbursed provided they are approved by the Volunteer Manager or a Board Member beforehand.

Induction and Training

All volunteers will be able to have a chat with the Volunteer Manager and see the Stirling School of English in action as well as talk to other volunteers and students before committing themselves to volunteering and observing some classes. Depending on qualifications and experience, initial ESOL

training may have to be completed. All volunteers are expected to attend the continuous professional development programme and take part in the end of semester review/feedback sessions.

Support

All volunteers will have regular access to the Volunteer Manager who will receive regular feedback, provide support and discuss future development. He/she will also be the first contact point if problems arise. Support sessions can be arranged outside of teaching hours.

All volunteers are encouraged to express their views at the regular review/feedback meetings, both regarding their own needs as well as those of the service users.

Training needs can be addressed through the continuous professional development programme.

Insurance

All volunteers are covered by the indemnity insurance taken out by the Stirling School of English. This will cover them whilst they are on the premises and engaged in the work of the Stirling School of English.

Health and Safety

Volunteers should adhere to the Health and Safety Policy of the Stirling School of English AND to the Health and Safety Policy of level One (Baptist Church). All volunteers should take part in the regular fire drills and inform the Volunteer Manager immediately of any perceived risks. Faulty electrical equipment should not be used but handed in to the Volunteer Manager or Administrative Assistant.

Equal Opportunities

The Stirling School of English operates an equal opportunities policy in respect of both volunteer tutors and service users. Volunteers are expected to have an understanding of and commitment to the equal opportunities

policy

Confidentiality

Although there is generally no requirement for confidentiality, volunteer tutors should aim to provide a supportive environment for all learners. Knowledge of volunteers' personal details is restricted to those who need it and passed on only with the volunteer's consent.

Regard is taken to storage of confidential documents.

If the work of a volunteer is emotionally demanding and stressful, he/she should use the opportunity to make an appointment with the Volunteer Manager outside of teaching hours to receive additional support.

Problems

In line with the Complaints procedure, volunteers may discuss any concerns they have at any time with the Volunteer Manager.

If a problem arises with the Volunteer Manager, the volunteer may go directly to the chairperson

If the Volunteer Manager is unable to resolve the problem, he/she will refer the matter, with the permission of the volunteer, to the Board of Management.

Endings

Volunteers are very much appreciated and the Board of the Stirling School of English can learn from their experiences. Therefore, all volunteers are asked to fill in an 'exit' form and submit it to the Volunteer Manager.

The Stirling School of English would be pleased to provide a reference for any volunteer if requested.

Volunteers will be supported to move on to other options.

Review of Policies

This Volunteer Policy and all policies that impact on volunteering will be reviewed annually by the Board of Management before the AGM in June. If a need for change is identified, this will be discussed at the AGM or the next Volunteer Meeting/Volunteer Training session and if possible, implemented before the beginning of the new school year in August. Amendments and/or changes to policies are ratified by the Board of Management

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