



University of Chester Volunteers

Volunteer Agreement

Volunteers are those who carry out unpaid work typically for a charity, voluntary organisation, or fundraising body. Volunteers should have access to appropriate training and development, and usually will have a role description rather than a job description.

Volunteers are not entitled to the national minimum wage as they are not paid other than some expenses and therefore will not be classed as a worker. Volunteers do not have a contract of employment but often have a volunteering agreement.

This document outlines the services that students who access the website can expect from the Volunteering and Mentoring Team, and what the Volunteering and Mentoring Team would expect of students who utilise the website services that are available.

What you can expect from The Volunteering and Mentoring Team:

1. To source a variety of volunteer opportunities within the local community, for all teaching sites including Chester campuses, University Centre Shrewsbury, and University Centre Warrington.
2. To provide you with the means to browse and apply for these volunteer opportunities.
3. To enable you to record your volunteering hours and skill examples and keep a copy of these for your records.
4. To enable you at different stages of your volunteering to apply for awards. The UCV Silver, Gold, Platinum, Platinum + will be listed on the Undergraduate HEAR document.
5. To support volunteers to reflect on their skills and personal development through their skills record and UCV award applications. Volunteers will be able to download and keep a copy of their skills record to refer to after they have completed their studies at the University.
6. To offer support throughout your volunteering and offer regular contact with you including updates on our service, provide the opportunity for feedback and offer support for any issues that arise.
7. To offer mediation between you and your volunteering organisation if requested by both you and the organisation.
8. To respond to any complaints or concerns you may have related to your volunteering experience.



University of Chester Volunteers are expected to:

1. Represent the University in a mature and sensible manner upholding the University's values.
2. To only apply for activities on the platform for which they have a genuine interest in, and to respond to the organisation delivering this activity as soon as possible once they have contacted the student.
3. To inform the organisation they have applied to as soon as possible if they are no longer interested in the volunteering opportunity or no longer have availability.
4. To familiarise themselves with relevant health and safety policies, any other procedures and guidance in place at the organisation they volunteer with and follow reasonable instructions.
5. To undertake a DBS check and provide references if this is required as part of the application process for the role.
6. To maintain confidentiality according to the organisation's policies.
7. Respect staff and fellow volunteers at the organisation
8. To report any change in circumstances which may affect your volunteering to the opportunity supervisor as early as possible.
9. Provide the organisation with at least 24 hours' notice if you are unable to attend an opportunity after having committed to it where possible.
10. Travel to and from opportunities using own mode of transportation or public transport.
Unfortunately, no University of Chester transport is available to volunteers.
11. To only record volunteer hours for activities that meet our definition of volunteering, specifically, that the volunteering should be with a not-for-profit organisation, not provide monetary (other than some expenses) or academic credit, and should not directly benefit family or friends.
12. To feedback information about your voluntary experience to the Volunteering and Mentoring Team if requested.
13. To ensure that your volunteering does not impact on your University studies.

If you have any questions about this Volunteer agreement please contact the Volunteering and Mentoring Team by emailing volunteering@chester.ac.uk