

Service Level Agreement

This document is an agreement between Queen Mary Students' Union (QMSU) Volunteering and the organisations wishing to recruit student volunteers through its service. It details the specific roles and responsibilities to adhere to in order to ensure an effective partnership between these two parties.

What you can expect from QMSU Volunteering

Once your online registration has been approved, QMSU Volunteering will:

- provide a free and professional brokerage service where QMSU Volunteering advertises volunteering opportunities on behalf of the organisation to all current Queen Mary University of London (QMUL)
- promote volunteering as an extracurricular activity which complements a student's academic studies rather than constitutes a compulsory element of their course
- update information about your organisation and opportunities on the QMSU website when requested
- invite you to QMSU Volunteering Fairs and other student engagement events
- advise you about the best way to promote your volunteering opportunities within QMUL
- provide assistance in targeting specific QMSU student groups or QMUL academic schools and departments where relevant and appropriate
- contact you regularly throughout the year and keep you up-to-date with other news and events at QMSU and QMUL
- maintain regular contact with your organisation and the volunteer throughout the duration of a their involvement, offering on-going support, opportunity for feedback and assistance in resolving any pertinent issues

What we ask of all organisations recruiting volunteers through QMSU Volunteering

By registering with QMSU Volunteering, your organisation agrees to:

- 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
- notify QMSU Volunteering about all Queen Mary students who volunteer with you and ensure you have systems in place to do so
- communicate with QMUL students volunteering with you, informing them of support and services your organisation provide
- maintain open and ongoing communication with QMSU Volunteering regarding volunteer referrals and progress, and ensure that any issues and concerns are raised immediately
- ensure QMSU Volunteering is your first point of contact to promote volunteer opportunities at QMSU or QMUL
- take responsibility for ascertaining a QMSU volunteer's suitability for the volunteer role and accept that QMSU Volunteering cannot guarantee an individual's personal or professional credibility

- accept liability for all QMUL students volunteering with your organisation, and ensure that you are able to meet any liabilities through an adequate insurance policy
- maintain a comprehensive health and safety policy
- risk assess all volunteering activities and premises
- allocate a supervisor to volunteers
- provide an induction which includes a tour of the premises, an introduction to colleagues, health and safety information and an explanation of volunteer responsibilities
- provide the necessary training for volunteers to carry out assigned tasks
- have an equal opportunities statement or policy and accommodate any support needs QMSU volunteers may have, as is reasonably practicable
- reimburse QMSU volunteers all reasonable out-of-pocket expenses in a timely manner upon receipt of the necessary documentation
- notify QMSU Volunteering of any changes in your project that should be recorded on our database including contact details, application deadlines, changes in policy or volunteer roles
- reply to enquiries from prospective volunteers within five working days
- consider personal information about QMSU volunteers confidential
- follow the organisation's policies for dealing with any issues or concerns involving a volunteer, but discuss with QMSU Volunteering the nature of the problem as soon as possible to determine appropriate action
- be responsible for undertaking DBS checks or seeking references for volunteers if this is a requirement of the volunteer role
- follow your organisation's policies for the protection of children and adults at risk, but inform QMSU Volunteering as soon as possible if an allegation is made against a QMSU volunteer placed with them
- inform QMSU Volunteering if a QMUL volunteer makes an allegation in order for the Students' Union to support where required
- ensure that all staff supporting student volunteers are aware of this partnership agreement

Policy updated: May 2018