



Service Level Agreement

Introduction and Definitions

This document is a signed agreement between Kent Union Volunteering and the volunteer placement. It constitutes a commitment to ensuring good practice in working with Kent Union Volunteering student volunteers.

Terms of the Agreement

Kent Union Volunteering will ensure that:

- 1) Every volunteer is made aware of the placements activities and that every volunteer is given the opportunity to get involved in the activities of the organisation should they request to
- 2) No single placement will be promoted in favour of, or in competition with, another placement
- 3) Kent Union Volunteering will offer a CRB checking service if necessary
- 4) It meets the fundamental needs of the placement by providing a suitable number and appropriately experienced and/or motivated volunteers where possible
- 5) You receive courteous and prompt replies to your queries
- 6) We maintain our commitment to Equal Opportunities
- 7) We maintain regular contact where appropriate to ensure opportunities are running smoothly
- 8) We provide you with relevant information regarding the suitability and screening of volunteers where appropriate
- 9) Every volunteer has access to additional training where possible
- 10) Every volunteer has access to a Volunteering Co-ordinator when needed
- 11) Every volunteer has the opportunity to access the Kent Student Certificate for Volunteering scheme
- 12) Every volunteer receives a copy of the Kent Union Volunteering handbook, which signposts Kent Union's volunteering policies and procedures, and is aware of the reason for its existence and its implications
- 13) Student Volunteers will be encouraged to give and receive feedback on their volunteering experience

The Placement Provider will ensure that:

- 1) They are able to responsibly guarantee to the volunteer(s) an acceptable and statutory level of safety and well-being at all times, including full insurance cover and training as required

- 2) They conduct a regularly reviewed risk assessment for the duties expected of student volunteers, and supply us with a copy when requested
- 3) They afford our student volunteers with respect, support and equality of opportunity and accommodate any support needs they may have as far as is reasonably practicable
- 4) All accidents involving volunteers are to be reported to the Kent Union Volunteering Department as soon as possible
- 5) They seek references or alternative checks for student's volunteers if necessary to do so
- 6) They inform Kent Union Volunteering about changes to roles, new placements or the termination of placements as soon as possible
- 7) They contact Kent Union Volunteering in the first instance if a student volunteer's performance is not satisfactory.
- 8) Provide Volunteers with an induction which will (where relevant) cover the following:
 - Role of the volunteer and their main contacts
 - Location of first aid boxes and names of first aiders
 - Instruction on equipment they will be using (list equipment)
 - Accident reporting and procedure
 - Procedure regarding vulnerable adults and named supervisor
 - Fire Procedures, fire exits and locations of fire extinguishers
 - Procedure regarding under 18's and named supervisor
 - Display Screen Equipment regulations/procedures
 - Disclosure of any relevant medical conditions volunteers may have
 - Location of H&S Policy
 - Lone Working Policy
 - Confidentiality Policy
 - Manual Handling Procedures
 - Protective Clothing guidelines
 - Plus any other items dependent on the role
- 9) Notify Kent Union Volunteering of the prolonged absence of any Volunteer
- 10) Ensure that volunteers are only asked to take in activities that do not conflict with Kent Union's E&E policy

The Volunteer Placement Provider

I confirm that the information provided both in this agreement and in previous sections of this form is accurate and genuine to the best of my knowledge, and agree to the terms set out above. I will endeavour to keep Kent Union Volunteering informed of any changes that may occur.

Signature

Date

Print Name

Job Title