



University of
St Andrews

University Collections and Museums Volunteer Policy

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| 4.0 | Change references to Museums to University Collections and Museums. Addition of Guidelines for Supervisors of Volunteers in appendix. | | Matthew Sheard, Head of Experience and Engagement, Libraries and Museums | 06/08/2024 |

University Collections and Museums

Volunteer policy

1. *Purpose of this policy*

This volunteer policy aims to provide a framework for the recruitment, development, deployment, protection and benefit of volunteers with the University Collections and Museums.

2. *Benefits of volunteers to the University Collections and Museums*

Volunteers play an important role and bring a variety of benefits to the University Collections and Museums:

- Volunteers help us to achieve our strategic aims.
- Volunteers enable us to **engage with audiences** in a deeper way, **democratising** the experience and enabling individuals to engage with the collections in a different way. This makes us an **inclusive space**, enables us to build **meaningful relationships** and **embeds learning** in all we do.
- Volunteers bring skills, experience and knowledge that can **enrich our understanding** of collections and audiences and develop our ability **to communicate and engage with the public**, helping us act as a **conduit between our audiences, collections and ideas**.
- By successfully supporting, training and developing volunteers we **inspire and support learning**, providing **tangible public benefit** and **making a real difference** to our communities while providing opportunities for in-depth **student development**.
- Volunteers enable us to achieve **practical tasks** that otherwise either could not be achieved or would be achieved over a greater timescale.

3. *Benefits of volunteering to the volunteer*

Volunteering provides a variety of benefits to the individuals who participate. These may include:

- An opportunity to give something back or to make a difference to the community
- An opportunity to gain new skills and experience
- Enhanced CV and job prospects
- A chance to get behind-the-scenes at the museum, enjoying privileged access to the collections
- Enjoyment and satisfaction from completing a task or participating in an organisation
- Social engagement with other volunteers and staff.

In addition, the University Collections and Museums may provide the following tokens of thanks to volunteers:

- Social events
- A small memento and certificate when completing a placement
- Mentoring, training and skills development.

It is important to note that these tokens of thanks are not a form of payment, but rather a small means of recognising the contributions made by volunteers.

Volunteering should always be mutually beneficial and University Collections and Museums will work to ensure that volunteer placements are fulfilling opportunities for all who give their time.

4. *Nature of our volunteering*

Volunteers usually sign up for a specific programme lasting between one semester and an academic year. Projects will have defined timescales and outcomes and will advertise the skills and experience that a volunteer can expect to gain by taking part.

Projects will usually be advertised in September, January and May each year and each volunteer will have a named supervisor.

5. *Who can volunteer?*

5.1 *Right to work*

Although volunteering with University Collections and Museums is unpaid, volunteers from overseas will need to demonstrate that they have the right to work in the UK before beginning their placement. Staff will need to see proof of right to work and may consult or share copies of documents with the University of St Andrews' Human Resources department as part of this process.

Overseas students on a Tier 4 visa should be made aware that volunteering with us will count towards the number of hours that they work as permitted by their visa.

5.2 *Volunteers on benefits*

People who are on benefits may volunteer without this affecting what they receive. No contract of employment is created when volunteering with University Collections and Museums and no flat rate of payment for expenses is offered, only the payment of actual expenses incurred. It is the responsibility of the volunteer to check that they meet any conditions that come with the particular benefits they receive.

5.3 *Volunteers under 16*

Volunteers who are under the age of 16 will be required to provide written consent from a parent or guardian. They may be limited in the type of tasks they can carry out and supervisors will be responsible for ensuring that appropriate support and safeguarding measures are in place. It is likely that the number of placements available to under 16s will be limited.

6. *Recruitment and selection*

6.1 *General recruitment*

Volunteering opportunities will be advertised on the museums' website and social media, publicised through local volunteering organisations, including the Student Voluntary Service, and highlighted at appropriate events, such as the University Volunteering Fayre. Opportunities will be circulated in a manner that ensures a wide variety of people are able to hear about and participate in volunteering programmes.

Each opportunity will include a brief overview of the specific role and the task description, as well as the skills and experience that a volunteer can expect to gain by taking on the role.

6.2 *Application*

All volunteer opportunities will require the completion of an application form and may require, where appropriate, an informal interview. References may be taken up and right to work checks will be conducted.

Voluntary positions are intended to develop skills. Applications should be careful not to ask for specific experience to ensure as wide a range of potential volunteers as possible can apply. Decisions on recruitment of volunteers will place heavy emphasis on the extent to which an individual is likely to benefit from the placement.

7. Induction, support and development

All induction and training should be complete before project work begins.

All volunteers will receive a general induction to the Unit and a role specific induction that mirrors, where appropriate, that taken by employees. Volunteers should be aware of all health and safety requirements, including fire evacuation procedures.

Volunteers should receive adequate training to ensure they can safely and effectively fulfil their role before it begins. An induction plan should be completed and saved to evidence that volunteers have been suitably prepared for their role.

Supervisors should meet regularly with their volunteer group to ensure that the task is progressing and any requirements for equipment, training and support are fulfilled.

Volunteers should receive one 60-minute one-to-one mentoring session each year with their supervisor. This is an opportunity to discuss their future career and how they can develop to extend their skills and experience, benefitting their employability.

In addition, volunteers are offered the opportunity to participate in up to four development workshops each year. These workshops are voluntary.

8. Volunteer agreements

Volunteers and their supervisor will sign a volunteer agreement. This will set out the rights and expectations of each party but is not intended to create a contract. A volunteer agreement template can be found in the appendix.

9. Time commitments

Each volunteering placement will have a specified time commitment. This will be included in the role description and the volunteer agreement.

Volunteer hours will be logged on a monthly basis.

10. Out-of-pocket expenses

The University Collections and Museums will pay out-of-pocket expenses for travel between home and the place of volunteering (up to a maximum of £10 per visit) for those who live outside St Andrews, and will cover the costs of any training, including travel to and from the location of training.

Only out-of-pocket expenditure will be reimbursed on provision of a receipt or for vehicle mileage at a rate of 45p per mile. A flat rate is not offered. Expenses must be claimed using the University's external claim form.

Volunteers should not use their own money to purchase the resources or equipment required for their role. It is a supervisor's responsibility to ensure that volunteers are suitably equipped.

11. Insurance

Volunteers will be covered by the University's Public Liability Insurance for the activities that they carry out as directed by their supervisor.

12. Copyright and intellectual property

In order to protect the reputation and business of the University, volunteers will be asked to assign ownership of any intellectual property they create as part of their voluntary activity to the University. A clause to this end will be included in the volunteer agreement.

Volunteers will be made aware of their rights and what assigning ownership means at their initial induction before they are asked to sign the volunteer agreement.

This clause should be considered with reference to the University's Intellectual Property Policy for a fuller understanding of the volunteer's rights in this area.

13. Data protection

While a volunteer does not have the same protections and legal status that an employee has, the reasons for collecting and making use of the data of volunteers who undertake unpaid work for the University are similar to those for paid employees. The University Privacy notice sets out how personal data are used, the rights of the volunteer, and how those rights can be applied.

<https://www.st-andrews.ac.uk/assets/university/data-protection/employee-privacy-notice.pdf>

14. Information security

Consideration should be given to the information volunteers are able to access and whether the level of access is proportionate. Volunteers will receive information security training as part of their induction and are expected to maintain the confidentiality of any sensitive data that they may encounter.

Any volunteer accessing Museum databases should be provided with their own log-in details via a sponsored account, which should be obtained by the volunteer's supervisor from IT Services.

15. Security and safeguarding

Volunteers should not be left with collections unsupervised and should not be able to enter access-controlled areas unaccompanied.

Volunteers should not be left alone with children, young people or vulnerable adults, meaning that Protection of Vulnerable Groups (PVG) is not required.

Volunteers who may be working with children, young people or vulnerable adults should be made aware of the University's safeguarding policies.

16. Disputes between volunteers and University Collections and Museums

Where a volunteer has a complaint or concern, they should raise this with their named supervisor in the first instance. If the complaint is about their supervisor, they should raise it with the Head of Experience and Engagement.

Where a dispute arises, this will be discussed by the relevant parties, with reference to the volunteer code of conduct for issues around volunteers and/or the University's grievance guidance for issues around a member of staff.

Volunteers will meet regularly with their supervisor to discuss their role. It is hoped these informal discussions will prevent serious problems arising.

Where volunteer behaviour is not of an appropriate standard a placement may be ended.

17. Health and safety

Volunteers are expected to follow the University's health and safety procedures. All general health and safety issues and procedures will be included in the general induction that volunteers receive.

Volunteers will also receive health and safety training in relation to the specific tasks they carry out and will be expected to read and sign all relevant risk assessments. Volunteers should not carry out roles covered by risk assessments until this has taken place.

Volunteers who have concerns or questions relating to health and safety should raise these with their supervisor.

18. Equality and diversity

University Collections and Museums are committed to equality and diversity. Volunteering opportunities are open to all and where reasonable adjustments or additional support are required to enable an individual to volunteer, measures will be put in place to the best of our ability and, as a minimum, in accordance with equality legislation.

Volunteering opportunities will be publicised through a variety of channels to ensure that everyone has an opportunity to get involved.

19. Internal responsibilities for volunteers

Each volunteer will have a named supervisor. This supervisor will have the following responsibilities:

- Selecting and developing roles that are suitable for volunteers
- Preparing role descriptions
- Selecting volunteers from among the applicants for a voluntary role
- Supervising and managing their named volunteer(s) and the project on which they work
- Arranging task specific training
- Ensuring the safety of their named volunteer(s)
- Arranging times when volunteers may be present on-site and making alternative arrangements for planned periods of supervisor absence.

In addition to the responsibilities taken by the named supervisors, the Learning and Engagement Manager will be responsible for:

- Supporting supervisors in the creation of appropriate voluntary roles
- Arranging the advertising of voluntary roles
- Handling the application process, including receiving volunteer applications
- Ensuring that the legal and internal University requirements around volunteers are met
- Arranging the initial induction of volunteers
- Supporting training and mentoring
- Providing ongoing support to supervisors
- Arranging supervisor check-ins at regular intervals
- Monthly recording of volunteer hours.

20. Evaluation

All volunteering opportunities will be evaluated to ensure that they meet the needs of the museum and that opportunities are engaging and rewarding for participants.

Surveys will be conducted with all participants at the end of their placement.

21. *Policy review*

This policy will be reviewed on a yearly basis while the programme is being established and is next due for review in August 2026.

Appendix: Templates and sample documents

- Volunteer agreement template
- Volunteer induction checklist
- Volunteer role description template
- I'M INTERESTED in volunteering form (application form)
- Volunteer registration form
- Guidelines for Supervisors of Volunteers
- Volunteer code of conduct

University Collections and Museums Volunteer Agreement

Volunteers are an important and much appreciated part of the University Collections and Museums. We hope that you will enjoy volunteering with us and contribute fully to our team.

This agreement describes the arrangement between the University Collections and Museums and **NAME OF VOLUNTEER**. We aim to do our best to ensure your volunteering with us is enjoyable, satisfying and beneficial to you. We appreciate the time, commitment and energy you bring to the organisation.

Your voluntary role is **STATE ROLE** and starts on **DATE**. The role supports our work by **STATE HOW VOLUNTEERING ROLE BENEFITS THE ORGANISATION**.

Part 1: The University Collections and Museums

What you can expect from the University Collections and Museums:

1. Provision of a named supervisor

Your supervisor for this role will be **NAME AND JOB TITLE OF SUPERVISOR**. Your supervisor will be responsible for looking after you and should be your first contact if you have any questions, concerns or requirements. We may need to change your supervisor during your placement; if this happens, you will be told in advance.

Supervisor contact details:

2. Induction and training

We will provide an in-depth induction about our organisation, your role and any training you require. Your supervisor will meet with you at regular intervals to ensure that the placement is going well and to check any training requirements that you might have. If you desire any additional training to enable you to fulfil your role you should speak to your supervisor, who will make arrangements.

3. Expenses

We will reimburse the following expenses on provision of receipts:

- Travel to and from your place of volunteering up to a maximum of £10 per visit for those who live outside St Andrews. Travel receipts must be supplied. If you drive, mileage at a rate of 45p per mile may be claimed.
- Travel carried out as part of your role.
- Any other expenses authorised by your supervisor in advance.
- You should use the University of St Andrews' external claim form to claim your expenses.

4. Provision of equipment and resources

We will provide all equipment and resources necessary for the fulfilment of your role. You are not required to make any purchases from your own pocket and any purchases of equipment that you make may not be reimbursed. Your supervisor should

supply anything you require, but if you feel that something is missing you should speak to them.

5. **Health and safety**

We will provide suitable training and ongoing information to ensure your health and safety. If you have any health and safety concerns you should highlight these to your supervisor.

6. **Insurance**

We will provide suitable insurance for you whilst you are carrying out your agreed roles.

7. **Problems**

We will try to resolve fairly any problems, complaints or issues during the time that you volunteer with us. If you have any complaints or concerns you should speak to your supervisor. If you are not comfortable discussing your concerns with your supervisor you can speak to Matthew Sheard, Head of Experience and Engagement.

Email: mjs42@st-andrews.ac.uk

Tel: 01334 46 1699

Part 2: Your responsibilities as a volunteer

You agree to:

1. Carry out your voluntary role to the best of your ability.
2. Attend your induction and any role specific training.
3. Abide by the Volunteer Code of Conduct.
4. Assign ownership of any intellectual property you create as part of your placement to the University of St Andrews.
5. Attend your placement according to the schedule outlined on your volunteer registration form and contact your supervisor if you are unable to attend as agreed.
6. Follow all health and safety policies, procedures and guidelines as required and read and sign relevant risk assessments as asked to do so by your supervisor.
7. Follow instructions from your supervisor or any other member of Museums staff that may affect the safety of you, another staff member, a member of the public or the collections and buildings of the University.
8. Respect the confidentiality of personal information or key discussions to which you may have access as part of your voluntary role.
9. Speak to your supervisor if you have any questions, concerns, comments, complaints, ideas or suggestions.

This agreement is not intended to be a legally binding contract between us and may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created at any point.

Signed (Volunteer)

Date.....

Signed (Supervisor)

Date.....

University Collections and Museums Volunteer Induction Checklist

Name of volunteer:

Name of

supervisor:

| Action | Notes | Done |
|---|-------|------|
| Before a volunteer starts (Learning and Engagement Manager) | | |
| Volunteer has received a welcome email with details about start date, time, location and what they should bring | | |
| Right to work check done (use HR templates) | | |
| General Induction (Learning and Engagement Manager) | | |
| Introduction to organisation | | |
| Organisation's vision | | |
| Location of toilet | | |
| Tea and coffee facilities | | |
| Volunteer code of conduct | | |
| Accident procedures and first aiders | | |
| Concerns, complaints and comments | | |
| Dress code | | |
| General health and safety | | |
| Expenses | | |
| Project induction (Supervisor) | | |
| Introduction to task | | |

| | | |
|---------------------------|--|--|
| Fire exits and procedures | | |
|---------------------------|--|--|

| | | |
|--|--|--|
| Introduced to staff and volunteers | | |
| Tour of building(s) | | |
| Role specific training | | |
| Role specific risk assessments | | |
| Provision of PPE if required | | |
| Chance to ask questions | | |
| During first month (Supervisor) | | |
| First catch-up meeting | | |
| Additional training needs identified | | |
| Record successes and difficulties | | |

Additional comments

University Collections and Museums Volunteer Role Description

Role title

Brief description of the role and how it benefits the museum

What's involved?

This role could include:

- *Brief list of activities involved in the role*
- **Time commitment details**

Why get involved?

By getting involved in this role you will **(delete and add to as appropriate)**:

- Get training in **list training areas**
- Develop your skills in **these areas, with reference to Graduate Attributes**
- Get to see behind the scenes at the museum
- Meet regularly with a mentor who will guide you in the development of the skills and experiences you want
- Have a good time
- Meet like-minded people with an interest in history, culture, the arts and science
- Receive travel expenses to and from your placement.

Ideal skills

Bullet point skills

Ideal interests

Bullet point interests

How to get involved

To be considered for this role complete an [I'M INTERESTED](#) form and send it to [contact details](#).
You may be invited for an informal interview to check that this is the right role for you.

I have questions

If you have questions about this role, please contact **name and contact details**

University Collections and Museums

I'M INTERESTED in volunteering

| | | | | | |
|--|--|----------------|--|----------|--|
| Name: | | | | | |
| Address: | | | | | |
| Phone: | | | | | |
| Email: | | | | | |
| Volunteer role that you're applying for: | | | | | |
| When can you volunteer? Please tick the times below when you're available | | | | | |
| During the day | | In the evening | | Any time | |
| Weekdays | | Weekends | | Other | |
| Please tell us any other details we might need to know about the times when you can volunteer. | | | | | |

Why do you want to do this role?

What are your interests?

| | | | | |
|--|-----|--|----|--|
| Do you have any unspent criminal convictions? | Yes | | No | |
| Do you have entitlement to work in the UK? | Yes | | No | |
| If No, do you require a work permit/immigration permission to work? | Yes | | No | |

Please give us the details of two people we can contact as references.

These can be tutors, former employers or a professional who knows you. They cannot be friends or family.

Name of first referee:

Email address or phone number:

How do they know you?

When you've completed the form please send it to the Learning and Access team.

By email: museumlearning@st-andrews.ac.uk

We will only use your details to check that you are the right fit for our volunteering team. We will keep your details securely and will not share it with other parties unless required to do so by law. You can ask us to correct or delete your details at any time. If we don't choose you as a volunteer we will delete your details after three months.

University Collections and Museums Volunteer Registration Form

| | |
|---|--|
| Name: | |
| Address: | |
| Phone: | |
| Email: | |
| Volunteer role: | |
| Name of supervisor: | |
| Agreed timetable | |
| Emergency contact 1 | |
| Name: | |
| Address: | |
| Phone number: | |
| Email: | |
| I confirm that I am happy for this person to be contacted in the event of an emergency. | |
| Emergency contact 2 | |
| Name: | |
| Address: | |
| Phone number: | |
| Email: | |
| I confirm that I am happy for this person to be contacted in the event of an emergency. | |

Signature:

Date:

Please see the Volunteer Policy for details of how this information will be used and stored and for your rights.

University Collections and Museums Volunteer Code of Conduct

Thank you for volunteering with the University Collections and Museums. Volunteers are of great benefit to what we do and we hope that you enjoy your time with us.

To make sure that you, our staff and our visitors are safe, happy and comfortable we have a code of conduct for volunteers that we ask you to follow.

In all situations, volunteers should:

- Treat everyone with respect, including other volunteers, staff and members of the public.
- Dress to the required standard when carrying out your voluntary role.
- Not carry out your role under the influence of alcohol or illegal drugs.
- Follow instructions from Museums staff.
- Endeavour to follow all policies and procedures that apply to your role.
- Sign and abide by any risk assessments that you have been asked to read.
- Respect any confidential information by not sharing it with others.
- Attend your placement as agreed, including any meetings and training, and let your supervisor know if you are not able to come.

When working with members of the public, volunteers should:

- Be friendly, courteous and helpful.
- Place visitors and the safety of collections as a priority over other activities you may need to do.
- Ensure that you are not alone with children or vulnerable adults.
- Ask another member of staff if uncertain about a question you have been asked;

don't try to wing it.

If you have any questions or are uncertain about anything you should ask your supervisor or another member of staff.

If you have any ideas, suggestions or comments please share them with your supervisor. Your point of view can make a big difference!

Guidance for supervisors of volunteers

1. For the purposes of this policy and this guidance, student placements as part of a course will count as volunteers in all areas except recruitment in point 6.
2. For the purposes of maintaining high project quality and suitable workload supervisors are limited in the number of volunteers and/or volunteer projects they may oversee.
 - a. Grade 4 or lower may supervise one project of up to three volunteers
 - b. Grade 5 and above may supervise one project of up to four volunteers OR two projects of one volunteer each.
 - c. Legacy volunteers – those that have already been recruited – may continue on the arrangement they have, but will count towards the quota of volunteers a member of staff may have.
3. Supervisors must have a volunteer project approved by their line manager before it is advertised.
4. Volunteer placements must have a fixed end period and may last up to one academic year.
5. Placements can be recruited at three fixed points during the year; September, January and May.
6. Advertising and recruitment should be arranged through the Learning and Engagement Manager only.
7. All volunteers must have done the following **before** beginning their placement:
 - a. Completed an application form
 - b. Completed a right to work check (except students on placement as part of their course, for which a right to work check is not required)
 - c. Completed a registration form
 - d. Signed a volunteer agreement
 - e. Completed a general induction run by the Learning and Engagement Manager
 - f. Completed a task specific induction run by the supervisor
 - g. Undergone all training necessary to complete the role safely and signed all relevant risk assessments.
8. Supervisors should be aware that the [Personal Relationships at Work Policy](#) applies to all volunteers, with particular attention paid to sections 5, 7 and 8.

9. The supervisor is responsible for the volunteer's health and safety during the course of the project and should demonstrate the suitable application of safety procedures in their practice at all times.
10. Volunteer hours should be logged with the Learning and Engagement Manager each month.
11. Supervisors should meet regularly with their volunteers to check progress. They should offer a single one-to-one mentoring session for the purposes of the volunteer's development. A template will be made available to support this discussion.
12. Supervisors should ensure that volunteers are not left alone with collections or with children/vulnerable adults.
13. Supervisors cannot promise confidentiality if a student discloses a concern to them and should escalate a concern according to the relevant procedures.
 - a. If a volunteer is in immediate danger phone 999 and Security and Response on 01334 46 8999.
 - b. Student Services advise and procedures: [Supporting students | University of St Andrews \(st-andrews.ac.uk\)](https://www.st-andrews.ac.uk/studentservices/)
 - c. To report bullying, harassment, discrimination or sexual violence: [Report + Support - Report + Support - University of St Andrews \(st-andrews.ac.uk\)](https://www.st-andrews.ac.uk/studentservices/report-bullying-harassment-discrimination-sexual-violence/)

Supervisors should raise any concerns or questions with the Learning and Engagement Manager and/or the Head of Experience and Engagement.

| Version Number | Purpose / Changes | Author | Date |
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| 1.1 | Draft | Matthew Sheard | 01/09/2019 |
| 1.2 | Updated draft | Matthew Sheard | 27/09/2019 |
| 1.3 | Minor updates | Matthew Sheard | 30/09/2019 |
| 2.1 | Approved | Katie Eagleton | 04/10/2019 |
| 2.2 | Addition of clause 12 and subsequent renumbering of clauses. Addition of clause 4 in Part 2 of the volunteer agreement and subsequent renumbering of clauses. | Matthew Sheard | 25/11/2020 |
| 3.0 | Rewriting of paragraphs 4 and 7. Addition of paragraph 15 and renumbering of subsequent paragraphs. Update of next review date in paragraph 21 | Matthew Sheard | 14/07/2023 |
| 4.0 | Change references to Museums to University | Matthew Sheard | 06/08/2024 |

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|-----|---|----------------|------------|
| | <p>Collections and Museums. Addition of Guidelines for Supervisors of Volunteers in appendix. Updates to paragraphs 7, 9 and 19 Update of next review date in paragraph 21.</p> | | |
| 4.1 | Approved. | Jessica Burdge | 21/08/2024 |