Equal Opportunities Policy

The University of St Andrews Nightline is an inclusive organisation. It is committed to ensuring that service users, listening volunteers, the Publicity Team, and potential volunteers are treated with respect and dignity and are not discriminated against on the basis of race, colour, national or ethnic origins, sex, sexual orientation, gender identity, marital status, disability, financial situation, religion, age, or belief.

Nightline provides a service to the entire student community in St Andrews. It is committed to ensuring that it is an accessible service to as much of this community as possible. In line with this, the content, location, and types of publicity used to publicise Nightline target as broad a range of prospective and actual service users as possible.

Nightline aims to cater to the needs of each service user as much as possible by providing phone, instant messaging and email service and by ensuring volunteers of two different gender identities are on duty every night that Nightline is open. All calls and emails are handled sensitively and appropriately and in accordance with Nightline’s five principles: anonymity, confidentiality, being non-judgemental, being non-directive, and empathy.

Nightline has an application process for potential volunteers and cannot take every individual who applies. The recruitment and selection of Nightline volunteers is publicised to as broad a range of the student community as possible. All potential volunteers are treated fairly and with respect. However, Nightline is unable to take volunteers who are in their final semester at St Andrews due to the nature and length of the training process. In order to maintain standard of service provision it is also necessary that the recruitment process is tailored towards ensuring an even spread of gender identity and graduation date from St Andrews within the listening volunteer team. Reasonable allowances will be made to ensure that Nightline can cater to the needs to every individual with the potential to make a good listening volunteer. Nightline will accommodate the needs of every Nightline volunteer as far as reasonably possible.