



Volunteers' Guide



Adopted: February 2021

Review: September 2024

1. INTRODUCTION

- 1.1 Temple Grafton C of E Primary School is committed to creating an environment in which the teaching and learning, achievements, attitudes and well-being of every member of the school matter. We seek to create opportunities for all children to achieve their very best in terms of academic progress and personal goals. We aim to make the curriculum accessible to all in a stimulating learning environment in which success is celebrated in all areas. We strive to make everyone feel welcome. We endeavour to work with parents and members of the community to create a supportive environment for learning.
- 1.2 Temple Grafton C of E Primary School believes that the greatest resource a school can have is its staff. However, no teacher or teaching assistant can be expected to know everything or be good at everything. Nor must we presume that our professional skills are unique. Parents and other members of the community have many skills which can be deployed in a school on a voluntary basis for the benefit of the children's education. Volunteer helpers in the classroom, on trips and for extra- curricular activities are a great asset in helping teachers to offer a much broader and differentiated curriculum.
- 1.3 This booklet will provide volunteers with valuable information about protocols within the school system.
- 1.4 If any volunteers have specialist subjects or talents, please share them with staff and they will do their best to accommodate, and use, this valuable resource.

2. AIMS

- 2.1 Volunteers cannot be expected just to turn up and get on with things with our children. Their generous offer of time requires the school to equip them properly for the tasks we ask of them. Instructions must be clear. Volunteers support and supplement the work of teachers. They do not replace the teacher. Having volunteer helpers in school is not a one-way process. It is hoped that not only will volunteers gain a real insight into the work of the school and how education works, but also that they will thoroughly enjoy the experience; perhaps their work in school may open doors for them.
- 2.2 Volunteer helpers are most welcome: -
 - To enrich the educational possibilities for the children.
 - To make more effective the teaching and learning within the school.
 - To promote the partnership between school, home and the community.
 - To demonstrate that learning continues through life.
 - To give adults the opportunity to use their talents and expertise in school for the mutual benefit of the children and themselves.
 - To give parents and other adults confidence.
 - To enable children to have more time to communicate their ideas and thus develop their understanding.
 - To release teachers from certain tasks, thus giving them more time for quality teaching, preparation and assessment.

3. Disclosure and Barring Service (DBS formerly CRB)

- 3.1 Before starting at Temple Grafton C of E Primary School, all volunteers are required to meet with the Head of School to determine their suitability and areas they wish to help/support the school. Following this, all volunteers who will be in school on a regular basis, are required to complete a disclosure and barring service (DBS) online form. **This procedure can take weeks during periods of high activity so please allow plenty of time if you wish to support a particular event.** Until the school receives clearance and the volunteer has received their certificate they are unable to help in school, attend school trips or transport pupils to sports matches unsupervised.
- 3.2 The Senior Administrator, Fi Britt is solely in charge of this procedure and parents can collect details on how to complete the online form from her.
- 3.3 DBS checks for volunteers must be renewed every 12 months.
- 3.4 Staff must not invite volunteers into school without the knowledge and consent of the Head of School.

4. CHILD PROTECTION

- 4.1 The school is committed to safeguarding and keeping children safe. All volunteers are required to read Part 1 of *Keeping Children Safe in Education*, and the school's Children Protection Policy. All volunteers must meet with the Head of School, before they start, to discuss these documents. This will ensure a full understanding of the contents and the implications of the statutory requirements for anyone working with children, be that paid or voluntary work.
- 4.2 Volunteer helpers should be aware that Mary Gray, Head of School; Fiona Britt Senior Administrator, and Tara Yorke, Assistant Headteacher are the designated staff members for Child Protection.
- 4.3 Any issues regarding a child's welfare that comes to a volunteer helper's attention should be referred to the Head of School using the school's Child Protection Online Management System (CPOMS), or, should this not be possible, 'Green Form' procedure.
- 4.4 Occasionally pupils feel that they can trust you enough to disclose personal information of a delicate nature. If this happens, explain to the pupil that you will have to share this information with another adult. Please report any disclosure to one of the designated members of staff **AS SOON AS POSSIBLE**. For more guidance please refer to page 28 of the Child Protection Policy - **If a pupil discloses to a member of staff or volunteer.**

5. ARRIVAL AT SCHOOL

- 5.1 All volunteers are required to report to the school office at the main entrance in order to sign in. This will allow the office staff to locate people who are visiting the site in the event of an emergency. It will also enable members of staff and pupils to identify you as an "official visitor".
- 5.2 With regard to parking during your visits, there is no space in the car park and we

request that you park, considerately, on New Road.

6. FIRE PROCEDURES

- 6.1 In the event of a fire or an emergency, a bell will ring continuously. Please make your way out of the building via the nearest Emergency Exit.
- 6.2 Visitors and volunteers will be checked against the sign-in book by a member of the Office Staff to ensure that everyone is safe.
- 6.3 Fire evacuation procedures are displayed in all classrooms.

7. WORKING WITH SCHOOL STAFF

- 7.1 Following an initial discussion, volunteer helpers will be allocated to class or task by the Head of School.
- 7.2 The volunteer helper's role is to support school staff. A discussion with the Head of School regarding the school's needs and the volunteer helper's interests and skills will help to determine the precise nature the support will take. Typically, a volunteer helper might support the teacher in preparing materials for lessons, doing administrative work such as filing, or working with a group of children or individual children in the classroom. Furthermore, helpers may be helping supervise a class on a trip, helping with swimming or with a special event.
- 7.3 **READING:** Where volunteers are listening to children read, clear instructions should be given regarding the needs and next steps of the individual and a process of feeding back key information with the class teacher should be established.
- 7.4 Volunteer helpers should follow class conventions, rules and codes of conduct, and treat every child in the class the same way. The Golden Rules apply to everyone in school and volunteers should familiarise themselves with this.



- 7.5 Volunteers should not use mobile phones whilst in school. Photographs and videos should only be taken with school equipment following clear instructions from the class teacher.

8. CODE OF CONDUCT & CONFIDENTIALITY

- 8.1 All volunteers at Temple Grafton C of E Primary School are expected to conform to, and abide by the Staff Behaviour Policy (Code of Conduct). All volunteers will be given a copy of this and the Head of School will discuss the expectations within it before the volunteer can start.
- 8.2 Those volunteers who have restricted or unrestricted contact with children are strongly advised to not actively seek out new friendships with pupils or their families. The school acknowledges that volunteers will often know pupils from relationships they have already formed with families outside school but should be mindful of their conduct in respect to these families. Where possible, SLT will place volunteers away from children they know outside of school.
- 8.3 It is very important that all staff, parent volunteers and other adults working in the school work to a policy of confidentiality. You may see children struggling with work, be upset or misbehaving or hear/see other information concerning a child while you are with us in school. It is vital that you do not share anything about specific children with friends or family or a child's parent if you know them. The teachers at Temple Grafton C of E Primary School have the responsibility of informing parents of any concerns about a child.
- 8.4 Volunteers working in classrooms or on trips should do so on the understanding that they support the teaching staff and will not pass opinion on such matters as discipline or teaching styles outside the school.
- 8.5 Any conversation with parents outside the school about school matters observed whilst volunteering is a breach of the school's confidence. Even quite innocent comments could be misunderstood by other parents and carers. It is therefore important that anything you hear, or see, in school remains confidential. If you are worried about a child then you must report your concerns to the Head of School immediately as mentioned in above.

9. COFFEE AND LUNCH BREAKS

- 9.1 Volunteers are welcome to join the staff in the staff room at break times and lunchtimes. Please help yourself to any item of crockery/cutlery but please place them in the dishwasher when finished.

10. USEFUL GUIDELINES

- 10.1 Always treat pupils with respect and in the same sort of way that you would expect them to treat you.
- 10.2 Be friendly towards pupils but please do not encourage physical affection, e.g. hugging. Please do not initiate any physical contact. If supporting swimming, do not dry or dress the children; support them to dress themselves.
- 10.3 Do not shout at the children. If you speak normally they will have to be quiet in order to hear what you are saying. It is only acceptable to shout at a child under any circumstances, even if they are at risk of harming themselves, others or property.
- 10.4 Tell the pupil exactly what to do in as much detail as possible.
- 10.5 Don't be afraid to quietly and calmly correct a pupil who is misbehaving but never mishandle the pupils at any time. If in doubt, speak to the nearest member of staff.
- 10.6 Praise the pupils for their EFFORTS wherever possible.
- 10.7 Do not let pupils become silly, cheeky or over-friendly with you. They must learn to behave socially towards adults who are not close friends. Encourage them to be polite.
- 10.8 If you are concerned about a child for any reason, please speak with the class teacher or the Head of School.