

Service Standards Agreement

This agreement is a signed document between Hertfordshire Students' Union and the partnering organisation. It sets out the responsibilities of the parties involved in offering volunteering opportunities and constitutes a commitment to ensuring good practice in working with volunteers.

On completion of a Service Standards Agreement and a Volunteer Role Opportunity Form, the following expectations should be observed.

Hertfordshire Students' Union will ensure that:

- a) Hertfordshire Students' Union will provide promotional provisions for your organisation and volunteering opportunity. A promotional stall on campus can be offered to partnered organisations, in addition to online promotions like StudyNet, social media channels and our website.
- b) Volunteers will be provided with all relevant information as specified in the Volunteer Role Opportunity Form regarding the opportunity before it commences.
- c) Volunteers will be made aware of any requirements for DBS checks to be carried out for the volunteering opportunity.
- d) Students who express an interest in your volunteering opportunity and indicate that they have the appropriate skills or experience will be referred to your organisation.
- e) Volunteers will be given your contact details so that they are able to discuss relevant opportunities with you. Once we are aware the role is no longer required and/or has been filled, we will cease referrals for that role (unless otherwise requested by the organisation).
- f) Volunteers will be eligible for a certificate from Hertfordshire Students' Union in recognition of their extra-curricular commitments at the end of the academic year.

Your organisation is:

- a) Responsible for deciding whether or not the referred student volunteers are suitable for the role.
- b) Responsible for ensuring that adequate insurance is in place which covers volunteers involved in your organisation. This information must be resubmitted when renewed or changed.

- c) Responsible for the health, safety and welfare of volunteers while engaged in activities with your organisation.
- d) Responsible for ensuring a suitable risk assessment(s) covering all the activities the volunteers will be involved in is in place prior to the volunteer commencing their role with your organisation.
- e) Expected to report all accidents, incidents and near misses involving University of Hertfordshire student volunteers to the Student Activities Manager, Natasha Capal, via email at n.capal@herts.ac.uk.
- f) Expected to have an Equal Opportunities Policy or Equality and Diversity Statement in place.
- g) Expected to offer reasonable adjustments wherever possible and practicable to volunteers with disabilities.
- h) Responsible for the payment of DBS checks or the seeking of references on volunteers if this is required by your organisation.
- i) Responsible for ensuring that volunteers receive a suitable induction before they commence with any activity for your organisation.
- j) Responsible for providing any specific training that enables volunteers to carry out their role safely and appropriately.
- k) Expected to give volunteers ongoing supervision and support as required.
- l) Expected to reimburse volunteers all reasonable out of pocket expenses.
- m) Responsible for ensuring that all staff supporting student volunteers are made aware of this service legal agreement.

I agree to comply with the terms set out in the above agreement and I have the authority to sign on behalf of the organisation:

<i>To be completed the Organisation</i>		<i>To be approved by Hertfordshire Students' Union</i>	
Organisation:		Department:	
Contact Name:		Contact Name:	
Job Title:		Job Title:	
Signature:		Signature:	
Date:		Date:	