Provider Service Level Agreement

# Introduction

Worcester Students’ Union (WSU) will only approve Provider Registrations from a voluntary group, charitable organisation, social enterprise or other not-for-profit organisation. By registering as a provider wishing to recruit volunteers through our services, we require your organisation to enter a Service Level Agreement with us. This document is an agreement between WSU Volunteering and the organisation wishing to recruit student volunteers through our brokerage service. It details the specific roles and responsibilities to adhere to in order to ensure an effective partnership between these two parties.

## Opportunities within your organisation must meet the following criteria

* The purpose of the opportunity performed is for the broader benefit of society Opportunities are entirely voluntary, with no direct or indirect pressure by WSU or the University, with no promise of direct advancement and no penalty for not participating in volunteering.
* The involvement of volunteers should complement and supplement the work of paid staff, and should not be used to displace paid staff or undercut their pay and conditions of service.
* There should be no expectation of compensation (financial or other) either now or in the future for these services (except for travel, project resource and other approved out-of-pocket expenses).

## We are not able to advertise the following:

* Fundraising activities that solely involve the collection of sponsorships/donations such as skydive/running a marathon or bucket collections etc. will not be advertised through our volunteer brokerage system. We do, however, have an active Raise & Give student fundraising group. For enquiries about fundraising, please contact [suvolunteering@worc.ac.uk](mailto:suvolunteering@worc.ac.uk)
* International volunteering - The Students' Union does not currently advertise on behalf of any international volunteering organisations, as our priority is to encourage students to work to make a difference in the local community.
* Paid work opportunities – please contact the University of Worcester Careers and Employability Service at [careers@worc.ac.uk](mailto:careers@worc.ac.uk).
* In line with NUS guidelines, WSU will not promote any opportunities which are described as unpaid internships.

We will consider opportunities on a case by case basis from volunteering providers and other types of organisation so please contact us to find out more. ***We reserve the right to refuse to advertise any opportunity.***

# Requirements of Registration

We **require** the following in order for us to register your organisation as a Volunteer Provider:

* A copy of your insurance policy that sufficiently covers your volunteer activities and any relevant risk assessments
* Evidence of your Health and Safety policy that follows regulations in relation to volunteers’ work with your organisation or project.
* If the activity relates to volunteering with children or vulnerable adults, we require you to comply with current legislation regarding disclosure/criminal record checks.
* That you work with volunteers in a non-discriminatory way in accordance with Equal opportunities policies.

# What you can expect from Worcester Students' Union Volunteering:

**Once your online registration has been approved, WSU will:**

* Provide a free and professional brokerage service once the online registration has been received and approved.
* Advertise volunteering opportunities on behalf of the organisation to all current WSU students.
* Provide a recruitment portal to link our students with volunteering opportunity to providers.
* Notify the provider via email when a student has expressed an interest in your organisation’s volunteering opportunity.
* Update information about your organisation and opportunities on the WSU website when requested.
* Maintain regular contact with your organisation and the volunteer throughout the duration of their involvement with you, offering on-going support, opportunity for feedback, and assistance in resolving any issues.
  + Volunteers will be able to access support from the Students’ Union and they will be expected to give and receive feedback on their volunteering experiences
* Invite you to WSU volunteering fairs and other student engagement events.
* Notify your organisation of any changes in our volunteering brokerage service, including contact details, changes in policy an procedures, and any other changes relevant to the service.
* Promote volunteering as an extracurricular activity which complements a student’s academic studies rather than as a compulsory element of their course.
* Comply with the provisions of the General Data Protection Regulation (2018) and treat personal information about your organisation and your volunteers confidentially.
* Ensure that all staff supporting student volunteers are aware of this partnership agreement.

# What we ask of all organisations recruiting volunteers through Worcester Students' Union Volunteering:

**By registering with WSU Volunteering, your organisation agrees to:**

* Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable and where voluntary activity will not replace the work of paid members of staff.
* Ensure WSU Volunteering is your first point of contact to promote volunteer opportunities to University of Worcester students.
* Maintain open and ongoing communication with WSU Volunteering regarding volunteer referrals and progress and ensure that any issues and concerns are raised immediately with us.
* Notify WSU Volunteering about all University of Worcester students who have volunteered with you and to ensure you have GDPR compliant systems in place to enable you to do so.
* Contact any student who has expressed an interest in your opportunity within **7 days** of receiving a notification.
* Take responsibility for ascertaining a WSU volunteer’s suitability for the volunteer role and accept that WSU Volunteering cannot guarantee an individuals’ personal or professional credibility. Undertake any DBS checks or reference requests if they are required for your volunteering opportunity.
* Provide a comprehensive induction to volunteers, including a tour of the premises, introduction to colleagues, health and safety, tasks and role responsibilities.
* Provide the necessary training for volunteers to carry out assigned tasks
* Provide, if possible a specific person who can act as a "go to" contact volunteers
* Ensure that information about your organisation and opportunities on the WSU website are accurate and up to date.
* Notify WSU of any changes in your organisation relevant to the partnership, including contact details, application deadlines, changes in policy and procedures and volunteer roles.
* The organisation agrees to provide feedback on students when WSU follow up throughout the students’ time volunteering.
* Do your best to encourage WSU Student volunteers to record their volunteering achievements, including hours, skills and training courses on WSU’s online volunteering platform.
* Ensure the health, safety and welfare of volunteers while engaged in activities with your organisation
* Ensure suitable risk assessment(s) are completed covering all the activities the volunteers will be involved in is in place prior to the volunteer commencing their volunteering with you and provide such risk assessments to us upon request.
* Report all accidents, incidents and near misses involving student volunteers to the Student Engagement Manager, Tim Hewes-Belton, via email at [t.hewesbelton@worc.ac.uk](mailto:t.hewesbelton@worc.ac.uk), by phone 01905 543222 or by post at Worcester Students’ Union, Henwick Grove, Worcester, WR2 6AJ.
* Follow your organisation’s policies for dealing with any issues or concerns involving a volunteer but discuss with the Student Engagement Manager the nature of the problem as soon as possible to determine any action to be taken.
* Follow your organisation’s policies for the protection of children and adults at risk, but to inform the Student Engagement Manager as soon as possible if an allegation is made against a WSU volunteer placed with you. To, also, inform the Student Engagement Manager if an allegation is made by a WSU Volunteer about anyone or anything within your organisation, in order for the Students’ Union to support or investigate where required.
* Comply with the provisions of the General Data Protection Regulation (2018) and treat personal information about volunteers confidentially.
* Ensure that all staff supporting student volunteers are aware of this partnership agreement.

# Data Protection

In order to undertake the legitimate interests of both WSU and the Volunteering Provider to deliver student focused volunteering opportunities, effective volunteer support and brokerage, the Students’ Union ensures that all volunteers are informed of how we use their data through our Volunteering Privacy Notice which can be found at <https://www.worcsu.com/faqs/data_protection/>

WSU will allow approved Volunteering Providers access to data on our volunteering platform on the WSU website that students have agreed to be shared. WSU will continuously monitor the data that Volunteering Providers have access to, and from time to time, may restrict some of the data shared with Volunteering Providers.

By signing this Service Level Agreement the Volunteering Provider agrees to comply with our Volunteering Privacy Notice and to ensure that they have their own processes in place such as their own Volunteer Privacy Notice that informs student volunteers how they will share data back to the Students’ Union. The provider also commits to ensuring that they inform the Students’ Union of any data breach of volunteers’ data. The Volunteering Provider will adhere to the General Data Protection Regulations, and will ensure that all personal data relating to volunteers is:

* Fairly and lawfully processed.
* Processed only for specified, legitimate, and lawful purposes.
* Adequate, relevant and not excessive.
* Accurate and up-to-date.
* Not kept for longer than the purpose specified.
* Processed in accordance with the rights of the data subject.
* Secure from the point of collection through to disposal.
* Not outside the European Union\* without adequate protection of data subjects.

\*may be subject to different arrangements post Brexit

# Declaration

By signing this Service Level Agreement both Worcester Students’ Union and the named organisation agree to adhere to the terms set out above. This agreement can be terminated by either party at any time. The organisation wishing to terminate this agreement can do so by writing to the other party giving 7 days’ notice.

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| **Organisation Name** |  | **For and on behalf of Worcester Students’ Union:** | |
| **Contact Name** |  | **Contact Name** |  |
| **Job Title** |  | **Job Title** |  |
| **Signature** |  | **Signature** |  |
| **Date** |  | **Date** |  |