



HERITAGE HOUSE SCHOOL

Volunteer Policy

Approved by: [FGB]

Date: [September 25]

Last reviewed on: [July 2025]

Next review due by: [July 2026]

Adapted from The Key

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1. Introduction and aims

We believe that volunteers provide a valuable contribution to the school's work, and that they enrich the school through the breadth of their knowledge and experience.

We are committed to using volunteers in a way that supports the school's strategic aims and vision, as well as its development plan.

The aim of the Heritage House school volunteer policy is to:

- › Encourage the wider community to engage with the school, thereby enhancing the curriculum, raising achievement and promoting community cohesion
- › Ensure that volunteers support the school's vision and values, and adhere to our policies
- › Provide staff, volunteers, and parents with clear expectations and guidelines
- › Set a clear, fair process for recruiting and managing volunteers

This policy has been developed in line with the statutory safeguarding guidance [Keeping Children Safe in Education \(KCSIE\)](#) from the Department for Education (DfE).

2. Role of volunteer

All volunteers receive a volunteer role profile (appendix 1 for example volunteer role profile) detailing key tasks and responsibilities.

Students on work experience are considered to be volunteers.

If a person volunteers on a one-off basis, they are considered to be a visitor and would remain supervised during their time in school.

Where possible, parent volunteers will work in a different class to their own child.

Volunteers and work experience students are not counted in our staffing ratios.

3. How to apply to volunteer

All volunteers wishing to work at Heritage House School are required to apply for the role of volunteer and will follow the same recruitment processes as staff. (See appendix 2 for volunteer application form).

Placements for students on work experience will be arranged with the school, college or university the student is attending.

4. Appointment of volunteers

Volunteers are appointed by the senior leadership team

Appointment and induction of new volunteers is dependent on the candidate and available spaces within the school.

All volunteer must also sign and return a Volunteer Agreement (Appendix 3)

All appointments are conditional upon the completion of an enhanced DBS check (if appropriate) and other appropriate safeguarding and recruitment checks, and relevant training.

The headteacher reserves the right to terminate a placement at any time.

Students who are undertaking a long-term placement (i.e. who are generally on college or teaching work placements of more than two weeks rather than those who are on a week-long school work experience placement) at the school will be subject to the checks and procedures laid out in the information regarding volunteers.

A student wishing to work in the School will be invited to meet with a member of the Senior Leadership Team before commencing their placement. The student will receive a job description or details of their placement.

Schools or colleges wishing to place students under the age of 17 years within the school are required to vouch for their good character. Written references from their college are required before commencing work experience.

Volunteers are required to sign the IT Contract and complete the Medical Form and the Emergency Staff Contact Form if they are in school for more than one day.

5. Safeguarding

Safeguarding our learners is of paramount importance, and all work experience students and volunteers must share our commitment to child protection.

To ensure we're upholding our responsibility to keep our pupils safe, we will:

- › Conduct enhanced DBS checks with a barred list check on volunteers who:
 - Work 1-on-1 with pupils unsupervised
 - Work with groups of pupils unsupervised
 - Supervise or accompany groups of pupils on overnight residential visits
- › Consider the results of any DBS checks that return with unspent and spent listed convictions, and assess these on a case-by-case basis, with regard given to the nature of the conviction and the nature of the work the volunteer will be involved in
- › Provide safeguarding training to all volunteers **prior** to them beginning work at the school, including ensuring that they have read and understood part 1 of Keeping Children Safe in Education
- › Require volunteers to agree and adhere to our code of conduct (see appendix 2) and to read, and adhere to, the school's policies on:
 - Safeguarding
 - ICT and internet acceptable use
 - Online safety
 - Behaviour
- › Ensure that volunteers without an enhanced DBS check are always supervised, and are never left alone with pupils
- › Conduct a risk assessment to determine whether a volunteer who isn't working in regulated activity needs an enhanced DBS check. The risk assessment will consider:
 - The nature of the work they will be doing

- What we know about them
- References from employers or other voluntary roles
- Whether the role is eligible for an enhanced DBS check

Enhanced DBS checks for volunteers working in the school through other organisations will be conducted by the relevant organisation, if needed. The school will ask for written confirmation that enhanced DBS checks have been carried out before a volunteer is allowed to start work at the school.

We legally cannot carry out a DBS check on a child under the age of 16 who is volunteering at our school. We will ensure that children who are volunteering are always under an appropriate level of supervision, and conduct a risk assessment to consider any potential safeguarding issues.

Volunteers will be added to our single central record (SCR)

Volunteers are required to sign in and out of the Visitors' Signing In/Out Book in the office to comply with Fire Regulations and Policy. They are issued with a green lanyard (if they have a DBS check or red lanyard if they must remain supervised) and ID pass to be worn at all times.

For short term work experience placements, students are issued with a red 'Visitor' lanyard and always remain accompanied by a member of staff. For longer term placements, the process above for volunteers is followed.

A Volunteer Risk Assessment is undertaken to ensure compliance with the school's safeguarding responsibilities. (See appendix 4)

6. Induction and training

Prior to commencing the volunteer role, a copy of the School's Staff handbook will be provided, outlining the Code of Conduct, key policies and the school's expectations.

An induction meeting will take place with the School Business Manager to ensure key information is understood.

The volunteer Induction Checklist (Appendix 4) should be completed along with the Risk Assessment (Appendix 5)

Failure to comply with the school's policy and procedures or behaving in a manner which would bring the school's name into disrepute would lead to the role being terminated.

Volunteers must complete appropriate training prior to beginning work at the school.

Training requirements will be determined by the headteacher, or the appropriate member of staff.

All volunteers must have safeguarding training. Other training requirements will be based on the nature of the work the volunteer will be doing.

7. Confidentiality

Information about learners, parents and staff is confidential. Volunteers are not permitted to discuss issues related to pupils, parents or staff with those outside of the organisation.

If volunteers have concerns, they should raise these with the appropriate member of staff. They shouldn't discuss them with pupils or parents.

This doesn't prevent volunteers from adhering to the school's safeguarding policy (with regard to reporting safeguarding concerns or disclosures).

If concerns relate to safeguarding, volunteers must follow the guidance in our child protection policy and inform the designated safeguarding lead (DSL).

If concerns are related to whistle-blowing, volunteers must follow the guidance in our whistle-blowing policy.

8. Conduct of volunteers

Volunteers must comply with the staff code of conduct.

9. Insurance

The school's insurance policy does cover volunteers in the event of an accident or emergency.

Our employers' liability insurance covers work experience placement trainees.

If a volunteer is working at the school through another organisation, we will also check that organisation's insurance arrangements.

10. Data protection and record keeping

Our privacy notice for volunteers explains what information we collect about volunteers and why we collect it.

We will:

- › Retain records relating to volunteers in line with our records retention schedule
- › Remove details of volunteers from the single central record (SCR) once they no longer work at our school

Make sure you include links to your privacy notice for volunteers and your records retention schedule. If you don't have a records retention schedule, amend the second sentence above.

11. Monitoring and review

This policy has been approved by the governing board and will be reviewed annually.

12. Links to other policies

This volunteering policy is linked to our:

- Child protection policy and procedures
- Safer Recruitment policy
- Staff Code of Conduct
- Health and Safety policy
- Staff Induction policy
- EYFS policy

Appendix 1: Example Volunteer Role Profile

Salary / grade:	Unpaid
Hours:	to be agreed
Responsible to:	Class teacher



Main purpose

- To support a class teacher, working with the class team, in the management of children/ young people's learning, development, healthcare, and behaviour.

KEY TASKS AND RESPONSIBILITIES

- Under the direction of the teacher, carry out pre-determined tasks and/or perform general classroom duties
- Develop and maintain effective working relationships with learners and staff
- Under the direction of the class teacher, assist with the implementation of learner's personalised plans, healthcare plans, stress reduction plans,
- Support learner's play and leisure activities
- Assist learners to transition throughout the school day
- Assist in the general management of the classroom learning environment and the school environment as a whole
- Contribute to the maintenance of a safe and healthy environment
- Maintains strict confidentiality regarding the privacy of learners and staff, including conversations, records and other material
- Safeguard and promote the welfare and well-being of children, colleagues and visitors to the school.
- Assist in pupils' feeding and drinking arrangements during the school day, including lunchtimes
- Implement advice, guidance and developmental programmes from therapists and other healthcare professionals

SAFEGUARDING

- All volunteers are required to adhere to the School's Child Protection Policy at all times. If, in the course of carrying out their duties, a volunteer becomes aware of any actual or potential risks to the safety or welfare of children in the School, these concerns must be reported to the School's Designated Safeguarding Lead (DSL).

DISCLOSURE AND BARRING SERVICE

- This role is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of Buckinghamshire County Council's pre-employment checks.

Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection and report all concerns to the Headteacher (or delegated member of staff)

SUPERVISION

- The role is managed by a Class Teacher.

WORKING ENVIRONMENT

- Volunteers may support in any location in the school environment or in the community.

AGREEMENT

This role profile is agreed between the post holder and the manager to whom he / she is accountable to. It is not exhaustive and may be subject to modification or amendment at any time after consultation with the volunteer. It may be reviewed in light of experience, changes and developments.

Last review date: April 2025

Next review date: April 2026

Headteacher / line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____

BUCKINGHAMSHIRE COUNTY COUNCIL

VOLUNTEER DETAILS FORM

FOR WORK WITH CHILDREN, YOUNG PEOPLE OR VULNERABLE ADULTS



PLEASE COMPLETE USING BLACK INK OR TYPE

DETAILS OF VOLUNTEER PLACEMENT:		
TITLE:	FORENAME (S):	SURNAME: Please give details of any previous surnames:
ADDRESS FOR CORRESPONDENCE:		TELEPHONE NUMBERS
		HOME:
POSTCODE:	WORK: May we contact you at work?	
E-MAIL ADDRESS:	MOBILE:	
	NI NO:	

Achievements, Personal Qualities and Skills

**Please use this section to say why you are applying for this voluntary position
(Please continue on a separate sheet if necessary)**

Please give details of how you have spent your time over the last 10 years including any training you have undertaken. Please give addresses relating to employment/education/training including any awards/qualifications earned.

Have you had any difficulties or challenges in working with children/young people?

Do you have any special skills, hobbies or interests that you are willing to use and share?

What do you expect to gain from voluntary work with us?

Availability (please tick appropriately)

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

How did you find out about volunteering for Buckinghamshire County Council?

References

Please give details of two people who know you in a working / educational environment (paid or unpaid) or in a personal capacity. If you are a student give appropriate school or college referees.

We normally ask for references before we interview volunteers for placements.

If you were known to either of your referees by another name please give details:

**1st
Referee**

If this is your current employer, please confirm that we can contact before interview. Y/N

Name:

Position:

Address:

**E-mail
Address:**

Tel:

In what capacity does the above know you?

**2nd
Referee**

Name:

Position:

Address:

**E-mail
Address:**

Tel:

In what capacity does the above know you?

Criminal Convictions – Rehabilitation of Offenders Act 1974

Buckinghamshire County Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an unspent conviction will not necessarily bar you from volunteering. This will depend on the circumstances and background to your offence(s). As Buckinghamshire County Council meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered placements involving access to children, vulnerable adults or positions within the legal and financial field, will be subject to a criminal record check from the Criminal Records Bureau before the placement is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. This means that **you are required to declare any convictions, cautions or reprimands which you may have either in the UK or abroad, even if they would otherwise be regarded as 'spent' under this Act, and any prosecutions pending against you.** Failure to disclose this information could result in disciplinary action, or dismissal by the Authority and may lead to criminal proceedings.

I have read the above notes on Criminal Convictions and agree to a Disclosure Check of Police Records being made if I am offered the voluntary placement for which I am applying. I understand that the placement for which I am applying is covered under the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and, consequently, no criminal conviction, caution, reprimand may be considered 'spent'. Please tick as appropriate:

I do **not** have any criminal offences held against me ☐

I **do** have criminal offences or prosecutions pending against me ☐

If you do have criminal offences held against you, you will be required to provide written details of any convictions, cautions, bind-overs or prosecutions pending should you be selected for interview. Please ensure that you bring these with you to your first meeting.

Signed _____

Date: / /

A copy of the Rehabilitation of Ex-offenders Policy is available from the People and Policy Department. Buckinghamshire County Council abides by the Criminal Records Bureau Code of Practice, a copy of which is available on request, or visit www.crb.gov.uk.

Declaration

I agree that any opportunity to volunteer with Buckinghamshire County Council is subject to satisfactory evidence of the right to work in the UK, satisfactory references and medical and police clearance (where appropriate). In accordance with the 1998 Data Protection Act, it is agreed that Buckinghamshire County Council may hold and use personal information about me for personnel reasons and to enable the organisation to keep in touch with me. This information can be stored in both manual or computer form, including the data in Section 2 of the Data Protection Act 1998. Buckinghamshire County Council is committed to the prevention, detection and elimination of fraud and corruption.

By signing this form, I acknowledge that my personal information will be data matched for these purposes in accordance with provisions made within the Data Protection Act 1998.

I confirm that the information given in this application and any attachments is factually correct and complete and I understand that any false information may, in the event of recruitment, result in my being asked to leave my placement.

Signed:

Date: / /

Please note, you will be asked to sign this form when we meet with you.

Please send your completed application form to the address provided.

OFFICE USE ONLY:

APPLICATION RECEIVED:

ACTION TAKEN:

INTERVIEW DATE:

Monitoring



Buckinghamshire County Council operates a Diversity Policy and is committed to appointing the best candidate, on the basis of their ability to perform the role.

The Codes of Practice published by the Equal Opportunities Commission and the Commission for Racial Equality advise organisations to ensure that discrimination does not occur.

The information you give is optional, confidential and is used for monitoring purposes only.

You do not have to answer these questions – it is your choice.

Volunteering Role:

Full name:

Gender:

Date of Birth: dd/mm/yyyy

Do you consider yourself to have a disability?

If yes, what is the nature of your disability?

If you have a disability or long-term condition, please let us know of any arrangements which may need to be taken:

I. To assist you in applying for the voluntary role

II. To assist you in the voluntary role itself?

Are you currently employed by the County Council?

Religion. These categories of religion were used in the 2001 census. We recognise however, that the specified categories may not be appropriate for everyone, if this is the case, please use the last box.

Buddhist
Christian
Hindu
Muslim
Sikh
No religion
Other

How would you describe yourself?

These categories of ethnic origin are recommended by the UK Equal Opportunities Commission as the most appropriate for the UK. We recognise however that the specified categories may not be appropriate for everyone. If this is the case, please use the last box.

Please tick the appropriate box to indicate your cultural background:

White:

British ☐

Irish ☐

Other

Mixed:

White and Black Caribbean ☐

White and Black African ☐

White and Asian ☐

Mixed Other

Asian or Asian British:

Indian ☐

Pakistani ☐

Bangladeshi ☐

Asian Other

Black or Black British:

Caribbean ☐

African ☐

Black Other

Chinese or Other Ethnic:

Chinese ☐

Chinese Other ☐

Other Ethnic Group

Appendix 3: Volunteer Agreement

Volunteer Agreement



1. Volunteers

Your position at Heritage House School is a volunteer position. This means that, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your work. Neither Heritage House School or you as a volunteer intend any employment or contractual relationship to be created (i.e. you are not an employee, independent contractor or consultant at Heritage House School. If this changes at any time, and there is a possibility that you might undertake paid work for the school, we will discuss this and document the arrangement in a formal employment contract, contract for services or other arrangement.

2. What you can expect when volunteering at Heritage House School

Heritage House School values its volunteer and we will endeavor to provide you with:

- A written volunteer role profile so you understand your role and the tasks you are authorized to perform
- A full induction and any training necessary for your volunteer role
- A safe environment in which to perform your role
- Respect for your privacy, including keeping your private information confidential
- A supervisor, so that you have the opportunity to ask questions and gain feedback

3. What Heritage House asks of its volunteers?

We ask that you:

- Support Heritage House School's aims and objectives
- Participate in all relevant induction and training programs

- Only undertake duties you are authorised to perform and always operate under the direction and supervision of nominated staff and obey reasonable directions and instructions
- Understand and comply with our school's policies and procedures, including our Child Protection policy, Behaviour for Learning and Positive Relationships policy, Health and Safety policy, Equality Information and Objectives).
- Notify a member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteer, or the workplace.
- Behave appropriately and courteously to all staff, learners and the public in the course of your role.
- Use any property or equipment safely and only for its purpose, returning any school resources or equipment you may have been given at the end of your role.
- Let us know if you wish to change the nature of your contribution, e.g. hours, role at any time.
- Comply with the law at all times, and
- Be open and honest in your dealings with us and let us know if we can improve our volunteer offer and the support that you receive.

4. Contact person

Your contact person at Heritage House School will be Tracey Walker, School Business Manager (finance@heritagehouse.bucks.sch.uk) If you have any questions or concerns about your role, your health and safety, or if there is any assistance you need to help you undertake your role, please contact them as soon as possible.

5. Volunteer role profile

Please refer to your volunteer role profile for details of your role. It is important that you only perform the tasks in this role profile. If you are unsure about any tasks or whether you are able to perform any additional tasks, please speak to your supervisor.

6. The health and safety of you and others

At Heritage House School volunteer safety, and the safety of everyone in our school community is a priority. As a volunteer, you must:

- Take reasonable care for your own health and safety
- Take reasonable care for the health and safety of others
- Comply with any reasonable instruction by Heritage House School
- Let Heritage House School know of any concerns you may have about safety, and

- Cooperate with all school policies and procedures.

We will provide you with a full induction and relevant training when you commence as a volunteer. However, please do not hesitate to talk to your supervisor or contact person at any time if you have any health and safety concerns.

7. Induction and training required before you start in the volunteer role

Heritage House School is committed to providing suitable training in support of our policies. For this reason, it is policy that all volunteers undertake induction and/or training at Heritage House School prior to commencing their volunteer position.

8. Information we require before you can start in the volunteer role

Before you can commence the volunteer role we need the following information: application form, ID checks, reference checks, DBS check (please refer to our safer recruitment policy).

Please sign to acknowledge that you have read this Volunteer Agreement and have had an opportunity to ask questions:

Volunteer's Name: _____

Volunteer's signature: _____

Date: _____

Appendix 4: Volunteer Induction Checklist



Volunteer Induction Checklist

Name:	Role:	Start Date:
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Activity	Led by	Date completed	Comments
Prior to volunteer first day			
Send our volunteer role profile and volunteer agreement			
Send out Staff handbook including safeguarding policy, Health and safety policy and code of conduct.			
On First Day			
Introduce colleagues, learners and supervisor			
Take volunteer on a tour of the school and shown where to store belongings			
Review school day, e.g. timings of school day, school timetable, lunch time procedures			
Outline Fire drill procedures, meeting points and process for signing in and out of school			
Remind volunteer of the expectation around conduct, e.g. use of mobile phones, dress code			
Review volunteer role profile and ensure volunteer agreement is signed			
Process for reporting absences			
Safeguarding: Check policy has been read and understood. Note who the Designated Safeguarding leads are What to do if you have a concern			
First aid - who are the first aiders - storage of medicines and who administers medicines - Assessnet forms			

For longer term volunteers			
Safeguarding training			
If volunteer will be supporting swimming sessions: - Normal Operating Procedures and Emergency Action Plan to be read and signed - policy and risk assessment to be read - location of swimming pool call for help buttons			
Learner documents - Personalised plans - Individual risk assessments - Identifying learners Personal Evacuation Plan (PEEPs) - SRS			
Other training as required for the role (to be specified)			

Volunteer's

Signature _____ Date _____

Line manager signature _____ Date _____

Appendix 5: Volunteer Risk Assessment

Hazard	Risk	Initial Rating (Low/Med/High)	Existing Control Measures	Final Rating (Low/Med/High)
Unsupervised contact with learners	Learners at risk of harm or abuse	High	- A suitable and sufficient selection process has been put in place to ensure volunteers are suited to the tasks they perform. - In-school training is provided to volunteers who require it. - Under no circumstances will a volunteer without an enhanced DBS and barring list check be allowed to support children unsupervised. - The headteacher assesses the nature of the work that the volunteer would be completing and determines whether an enhanced DBS may be appropriate. - Information is collected about the volunteer to assess their character, including their maturity, trustworthiness and any experience of working with children.	Med
Lack of safeguarding knowledge	- Safeguarding procedures breached - Safeguarding concerns not reported - Learners put at risk	Medium	- As per the DfE's 'Keeping children safe in education', all volunteers are provided a copy of the school's Child Protection and Safeguarding Policy and Allegations of Abuse Against Staff Policy. - The DSL considers whether the activities that the individual is conducting warrant the need for safeguarding training. - Volunteers are instructed on how to identify children who may benefit from early help. - Volunteers know how to refer safeguarding concerns, including how to make referrals to children's social care and for statutory assessments under the Children Act 1989, along with the role they might be expected to play in these assessments. - Volunteers understand what to do if a child tells them they are being abused or neglected	Medium

Oversight regarding risks	Learners put at risk	Medium	- In accordance with the School Staffing (England) Regulations 2009, at least one member of the school's appointment panel has undertaken safer recruitment training. - An itinerary of activities is generated for the individual, so that potential risks associated with activities can be considered. - The individual remains supervised at all times. - Pupils at the school are instructed to respect the individual as they would a teacher. - Volunteers sign in and out of the premises each day that they are at the school. - Volunteers sign a document to say that they have read and understood the Child Protection and Safeguarding Policy and the Work Experience Policy. - Volunteers are given a copy of the school's Health and Safety Policy, to ensure they are aware of any emergency procedures. - Volunteers are given a Technology Acceptable Use Agreement – Staff, to ensure understand the expected online behavior, including social media	Medium
Allegations of abuse by pupils and/or underage volunteers	Volunteer put at risk	Low	- The governing board has procedures in place to handle allegations against volunteers. These will also be referred to the designated officer. The school will inform the DBS as necessary. - Volunteers are escorted between classrooms – volunteers are not permitted to walk around the premises unaccompanied. - Volunteers are given a code of conduct that details how they are expected to behave and present themselves whilst working at the school.	Low
Poor selection process	- Learners put at risk - Volunteer put at risk	Medium	- A suitable and sufficient selection process is detailed within the Work Experience Policy to ensure volunteers are suited to the tasks they perform. - In-school training will be provided to volunteers who require it. - A risk assessment may be undertaken and professional judgement used to decide whether a DBS check is required for a volunteer not in regulated activity. - The details of the volunteer risk assessment are recorded. - Before acceptance, the individual provides references stating their suitability to work around children.	Low

Lack of induction		Low	- Volunteers are presented with all relevant policies and documents to ensure they fully understand their duties. - A risk assessment is produced and explained to volunteers. - Volunteers are given relevant information to assist them in their work experience, such as a school map. - Volunteers are introduced to the staff that they will be working with, e.g. the headteacher and any supervisors. - Volunteers are given an identification badge that they are expected to wear at all times	Low
Volunteer provides personal care		Low	Volunteers are not permitted to provide personal care to children without an enhanced DBS and barring list check. Personal care does not include activities such as helping a child to lace up football boots.	Low
Linked Documents	Child Protection and Safeguarding Policy, Health and Safety Policy, Single Central Record, Allegations of Abuse Against Staff Policy, Work Experience Policy, Technology Acceptable Use Agreement - Staff.			

Signed

UCleave