

# Volunteering Platform (Liverpool Guild of Students) - Service Level Agreement

August 2023

## Agreement Overview

The following Service Level Agreement (SLA) is a description of outcomes and activities to be delivered by Liverpool Guild of Students as part of our volunteering platform. The agreement covers service delivery for potential volunteers and voluntary organisations in the Merseyside area, or who provide online opportunities.

## Objective of the Agreement

The purpose of this agreement is to ensure a level of service is provided in respect of the provision of volunteering opportunities to potential volunteers.

This agreement sets out:

- the service we provide to potential volunteers and voluntary organisations
- the overall standard which we aim to achieve in the provision of our service
- a mechanism for resolving any problems relating to the delivery of the service

## Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually and changes to the agreement will be emailed to users.

## Objective of the Service

Liverpool Guild of Students' Volunteering Platform exists to offer volunteering opportunities to students and members of the wider community.

The platform is hosted on [MSL](#) and provides an online database for volunteers and organisations. It allows organisations to add and update information on their current volunteer roles through a secure dashboard, where the organisation has their own individual pages to help track, approve and communicate with volunteers. The system allows the organisation to set a quota for how many volunteers are required and automatically closes the advertisement when enough volunteers have expressed an interest.

Volunteers are able to search through available vacancies but will only be able to apply if they are registered with the platform. If they apply for an opportunity the organisation can access the volunteer's contact details via the platform, and the organisation can provide them with any additional application information.

The volunteer platform is a brokerage service and, as such, Liverpool Guild of Students are not liable for volunteers undertaking opportunities advertised on the website. We will however ask for a copy of the organisation's Public Liability Insurance and other relevant policies for our own records as part of the registration process, to be updated annually.

## Service Users

- Students studying at HE and FE institutions in Liverpool
- Non-students in Liverpool
- UK registered charities with volunteering opportunities based across Merseyside
- UK registered charities who have online volunteering opportunities (not necessarily based in Merseyside)

The service will be available to all of the above and will be advertised to all throughout the year.

## Service Agreement

### Liverpool Guild of Students will be responsible for:

- Promoting the service to organisations and potential volunteers
- Ensuring that the service is functional and up to date
- Storing data in line with our [Data Protection and Information Security Policy](#)
- Contacting registered volunteers with information about new and ongoing opportunities
- Approving organisation registrations according to the information they provide about their policies and procedures, and with reference to Guild policies and procedures
- Approving volunteering opportunities from registered organisations with reference to Guild policies and procedures
- Resolving any issues relating to usage of the site. The Guild can be contacted using details available on the site and will endeavour to respond to inquiries within two working days. There may be a longer response time if any issues need to be escalated to MSL
- If the Guild receives a complaint regarding a volunteering opportunity or organisation, the Guild could look into the matter further
- The Guild reserves the right to suspend or remove any opportunity or organisation from the platform
- In the event of an opportunity or organisation being removed from the platform, we will email current volunteers informing them of this action.

### The organisation will:

- Be responsible for the selection of suitable volunteers for the opportunity
- Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable, and where the voluntary activity will not replace the work of paid members of staff
- Receive a volunteer's profile. This data has been given with the volunteer's consent, but must only be used to make initial contact with the volunteer
- Contact any interested students within **7 working days** of receiving their application
- Provide accurate and up-to-date information about the role and offer appropriate inductions, training, and insurance for the volunteer to complete the opportunity
- Supply Liverpool Guild of Students with copies of their up to date Public Liability Insurance and Volunteer Policy, and any other relevant documentation upon request
- Be responsible for the health and safety, and welfare, of all volunteers at the organisation. The organisation must have conducted thorough risk assessments relating to all volunteer activity
- Hold responsibility for undertaking DBS checks or seek references for volunteers if this is a requirement for the role
- Keep an up-to-date record of any volunteers who have applied via the Guild platform, monitor their hours and approve their timesheets online via the platform's timesheet function
- Maintain open and on-going communication with Liverpool Guild of Students regarding volunteer recruitment and applications, and ensure that any safeguarding and wellbeing concerns that may impact on someone's ability to volunteer or participate in student life are raised immediately.
- Notify Liverpool Guild of Students of any changes to an organisation's account, including, but not limited to, an organisation's contact details.
- Provide feedback and case studies relating to University of Liverpool students who volunteer with the organisation
- Ensure that International students do not breach their visa restrictions in relation to volunteering

- Ensure that all staff supporting volunteers are made aware of this SLA.