Hucknall Flying High Academy

Volunteer / Visitor / Parent Helper Policy

"Make Every Day Count"

We aim to make every day count for our children where they thrive and build the cultural-capital they need to make aspirational choices about their own future

Date Policy Written	**September 2026**
Date Policy to be Reviewed	**September 2027**
Date Presented to Governors	**6th October 2026**
Signed (Headteacher)	
Signed (Chair of Governors)	

1. **Visiting and Becoming a Volunteer**

We have many requests from a variety of people who wish to visit or volunteer. These may be parents of children at Hucknall FHA, members of the local community or individuals interested in pursuing a career with children. It is important that we keep track of who is working in our school, where they are placed and for how long they will be with us. For this reason, all requests from visitors and volunteers should be directed to the headteacher who has responsibility for the organisation and/or placement of such individuals.

We know that most of our volunteers will be parents, grandparents or relatives but not all are so in the guidelines we will call you all volunteers.

There are two main ways of helping: -

a. Occasional support e.g. at sports events or school trips. These are individual events and generally volunteers only commit themselves to one or two occasions.
b. Regular support - This is when parents or volunteers offer regular weekly support to the school for a period of time. Usually, the commitment will be for a term or longer and will consist of one or two timetabled weekly sessions.

2. **Aims and Values**

All adults who work in our school, whether a paid member of staff or volunteer, are expected to work and behave in such a way as to actively support our school aims and values listed below.

We promote our school and trust values through all of our work in school. These values are:

- Pride,
- Aspiration,
- Enterprise,
- Perseverance,
- Responsibility,
- Confidence,
- Enjoyment,
- Creativity

3. **Basic Principles**

The child's welfare is paramount (Children Act 1989). Adults working in Hucknall Flying High Academy are responsible for their own actions and behaviour and should avoid any conduct which would lead a reasonable person to question their motivation or intentions.

Adults working in Hucknall Flying High Academy must work and be seen to work in an open and transparent way. Adults should discuss and/or take advice promptly from a senior member of staff about any incident which could give rise for concern. Any incidents should be handled promptly and sensitively.

All volunteers and visitors to Hucknall Flying High Academy must:

- Be familiar with and work in accordance with the policies at Hucknall Flying High Academy including in particular the:
  - Safeguarding and Child Protection Policy
  - Behaviour Policy
  - Positive Handling Policy
  - E-Safety Policy
  - Health and Safety Policy
  - Social Media Policy

        - Internet Care Policy
        - Whistleblowing Policy
    - Provide a good example and a positive role model to pupils both in and out of school
    - Behave in a mature, respectful, safe, fair and considered manner
        - not be sarcastic and not making remarks or 'jokes' to students of a personal, sexual, racist, discriminatory, intimidating or otherwise offensive nature
        - not embarrass or humiliate pupils
        - not discriminate favourably or unfavourably towards any pupil e.g. treating all students equally – never building 'special' relationships or conferring favour on particular pupils.
    - Not behaving in a way that could lead a reasonable observer to question conduct, intentions or suitability to care for other people's children.

4. Physical Contact

There may be occasions when a distressed pupil needs comfort and reassurance. This may include age - appropriate physical contact. Visitors and volunteers should remain self-aware at all times in order that their contact is not threatening, intrusive or subject to misinterpretation.

This means that adults should:

- Be aware that even well-intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described.
- Never touch a child in a way which may be considered indecent.
- Always be prepared to explain actions and accept that all physical contact be open to scrutiny.
- Never indulge in horseplay, tickling or fun fights.

5. Dress and appearance

A person's dress and appearance are matters of personal choice and self-expression. However, visitors and volunteers should ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation.

This means that adults should wear clothing which:

- Promotes a positive and professional image
- Is not likely to be viewed as offensive, revealing, or sexually provocative
- Does not distract, cause embarrassment or give rise to misunderstanding
- Is absent of any political or otherwise contentious slogans
- Is not considered to be discriminatory

6. Confidentiality

Volunteers in school are bound by a code of confidentiality. Any concerns that visitors and volunteers may have about the children they come into contact with should **only** be discussed with the class teacher or member of the school senior leadership team. Visitors and volunteers concerned about what another adult in the school says or does, should raise the matter directly with the head teacher.

It is very important that you share any concerns with the class teacher. What you have seen or heard may be part of a bigger picture and will need investigating further. If you are unable to talk to the class teacher, please come to the school office and speak to Mrs Oswin or Mrs Bingham who will pass on the details to Mr Clowery.

We have well defined procedures for informing parents of what has happened whilst the children are at school. Please do not be tempted to relay anything you have seen or heard in the classroom to

other parents. If you are asked by another parent about their child, please refer them to the class teacher.

We need to be assured that you will exercise total discretion in all respects when you are helping in school. We ask that all volunteers sign an agreement which includes confidentiality.

7. Supervision

All visitors and volunteers are under the supervision of a class teacher whilst they are in the class or on a school trip. Teachers retain responsibility for the children at all times. Visitors and volunteers should have clear guidance from the teacher as to how an activity involving children may be carried out and what the expected outcomes of any activity are. Visitors and volunteers are encouraged to speak to the teacher if they have a query about any aspect of a child's understanding or behaviour.

We expect all members of the school community to be polite, courteous and self-disciplined and to show respect. Pupils watch us and follow our example.

The same rules apply to staff, children and volunteers working in school.

a. Always treat the children with care and respect. They will love spending time with you and will often fight for their turn because they enjoy it so much.
b. If a child is behaving in a way that you think is inappropriate, then you should seek help from a member of staff straight away. Do not argue with the child but be firm if you feel you have to say NO.
c. Keep yourself safe by always being within sight or hearing of a member of staff.
d. Never handle a child in a disciplinary way. The school staff are trained to restrain children but even they use this only as a last resort to avoid injury to themselves or others.

8. Health & Safety

The school has a Health and Safety Policy available on request from our school office. Class teachers ensure that visitors and volunteers are made aware of any emergency procedures (e.g. what to do in the case of a fire alarm or lockdown) and about any safety issues associated with a particular task (e.g. during a practical task). Visitors and volunteers are asked to exercise due care and attention and report any obvious hazards or concerns to the class teacher.

You will not be given any activity which it is not safe for you to undertake. If you are given a task to do and are having difficulties, whatever the reason, speak to your class teacher or a member of the senior leadership team. We don't want you to struggle with anything; we want you to enjoy your time in school.

9. Medical / Accident procedures

We have several qualified first aiders in school who are on hand to deal with any first aid treatment. We ask that volunteers do not administer first aid of any kind. If a child requires first aid, please see a member of staff.

If you are injured whilst on the school site, please report this to the school office.

If you are responding to an emergency yourself, please stay with the child and send another child to fetch a member of staff.

10. Safeguarding Children

The welfare of our children is paramount. To ensure the safety of our children we adopt the following procedures;

- All visitors and volunteers are given a copy of this policy.
- Visitors and volunteers must sign in on arrival at the school office and turn all mobile phones / devices off (in exceptional circumstances if you have to have it on please discuss this with the class teacher when you arrive in school). You must wear an identification badge whilst on the premises.
- All volunteers must sign a Visitors and Volunteers Agreement (appendix 1)
- Anyone visiting or volunteering on a regular basis and who has substantial access to children *must* have a full, up to date DBS check which will be organised by the school office.

11. Complaints Procedure

Any complaints about a visitor or volunteer will be referred to the headteacher. Any complaints made by a visitor or volunteer will also be referred to the head teacher.

The head reserves the right to take the following actions:

- To speak with the individual about a breach of our agreement and seek reassurance this will not happen again.
- Offer an alternative placement in another class.
- Inform the visitor or volunteer that the school no longer supports their attendance at school.

And finally

We would like to thank you for offering to volunteer to help at Hucknall FHA. We regard you as a member of our team. We have a professional duty to you - just as we have to all members of staff— to make your time with us happy and fulfilling.

September 2026

Hucknall Flying High Academy
Visitors and Volunteer Agreement

I am well aware of the important part volunteers play in contributing towards making our school the best possible place for our children to learn and reach their full potential. Thank you very much for choosing to volunteer at Hucknall FHA and for giving up your time to support our children. I hope you find your time spent with the children as rewarding as we do. Your help is greatly appreciated, and we hope that you and the children will gain much from your experience here.

Please read and sign this Agreement and hand it in to the school office. You will receive a copy of it for your records.

- I have received and read the Volunteer / Visitor / Parent Helper Policy.
- I agree to support the school's Aims and Values.
- I agree to treat information I learn from being in the school as confidential.
- I agree not to use my mobile phone while I am in school or on a school trip (unless discussed with the class teacher).
- I agree not to take any photographs of my own or others' children while in school.
- I agree not to give any of the children treats e.g. sweets without prior permission from the class teacher.

DBS Check – circle as appropriate Yes No Applied for

If you already have a DBS certificate, please hand it to the school office and a copy will be made for the school records.

Name of child……..

Signed……..

Name……

Date……..

Off- Sites Visits – Volunteer Agreement

Thank you for volunteering to support us on our trip to _____.

School trips are an integral part of learning at Hucknall FHA and you will have an important role to play in ensuring the success and safety of this trip. The class teacher has overall responsibility for the children at all times however designates responsibility to voluntary helpers who may have charge of a small group.

Please read this agreement, sign and return it to the office. This forms part of our school's risk assessment planning.

The Role of a Volunteer Helper

- To be responsible for and look after, in equal measure, all of the children in your group
- To stay with your allocated group and ensure their well-being and safety for the duration of the trip
- To promote polite, respectful and courteous behaviour amongst the group and towards members of the public
- To ensure that your group keeps up with the rest of the school visit party
- To contact your class teacher if there are issues with first aid, safety or behaviour
- To show a commitment to the group, an interest in the focus of the visit and assist children in their learning by helping them to read signs/labels/information, asking questions that encourage children to think about the task and by helping to explain areas of interest.
- To follow guidance from school staff
- To ensure confidentiality is respected both during and after the visit

Not permitted

- Please do not bring additional siblings on the school trip
- Please do not use your mobile phone unless the call or text is urgent
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices
- Volunteers are not allowed to take photographs of the children unless requested to do so by the teacher in charge
- Volunteers are not allowed to buy their group treats eg ice cream, sweets etc – before or after the school trip
- Following the visit volunteers must not discuss the behaviour of individuals or any other details about the children with anyone other than the teacher in charge

Emergencies

Please inform a member of school staff as soon as possible. If you are separated from the rest of the school party, please telephone one of the staff members or the school.

I understand and agree to the conditions outlined in this agreement.

Signed……

Name…….. Date…….