



# Heroes Centre LTD

**Volunteers**

**POLICY**

**March 2024**

**POLICY CREATED BY MR. S. GHALIB**

## Volunteers Policy

### 1. Introduction

Heroes Centre Limited is committed to providing a safe and enriching environment for children participating in our various educational programs, including tuition, childcare, after-school groups, holiday programs, and home education. Volunteers play a vital role in supporting our mission and enhancing the experiences of the children we serve. This policy outlines the expectations and guidelines for volunteers at Heroes Centre Limited.

### 2. Volunteer Responsibilities

2.1 All volunteers are required to report to the reception upon arrival and sign in and out using the provided logbook.

2.2 Volunteers must present a valid DBS Certificate and proof of identification upon arrival. A photocopy of these documents will be retained by Heroes Centre Limited for the duration of the volunteer's time on-site.

2.3 Volunteers are expected to adhere to all policies and procedures set forth by Heroes Centre Limited, policies can be found under company documents on our website, our website is [www.heroescentre ltd.co.uk](http://www.heroescentre ltd.co.uk)

2.4 If a volunteer has any concerns regarding the well-being of a child, they must promptly report it to any staff member on duty.

2.5 If a volunteer has concerns about the conduct of a staff member, they should report it directly to the safeguarding team at Heroes Centre Limited.

2.6 Posters displaying contact information for reporting concerns are prominently displayed throughout the centre to assist volunteers in accessing support and guidance.

2.7 Volunteers are prohibited from using mobile phones while engaged in activities with children to ensure their full attention and focus on the children's safety and well-being.

2.8 Volunteers must not take any photos or videos of children under any circumstances, unless explicitly authorised by Heroes Centre Limited for specific purposes.

### 3. Appreciation and Recognition

Heroes Centre Limited values the contributions of our volunteers and acknowledges their dedication and commitment to our mission. We extend our gratitude to all volunteers for their time, effort, and support in enriching the lives of the children we serve.

#### 4. Conclusion

Heroes Centre Limited is dedicated to providing a safe, nurturing, and supportive environment for all children enrolled in our programs. Volunteers play an integral role in achieving this mission, and their adherence to the policies outlined in this document is essential to maintaining the safety and well-being of all individuals involved. We thank our volunteers for their invaluable contributions and look forward to continuing our collaborative efforts in serving the community.

Thank you from Team Heroes.

Name:

DBS Number:

Date:

Admin: Please photocopy the volunteer's DBS and proof of ID and staple to this document, please put the document in the volunteer policy folder. Thank you