



City Volunteering Service Standards

When working with City, University of London, we will:

- Promote your opportunities to students, in an unbiased manner.
- Support you if you have any issues with student volunteers.
- Provide support with the City Volunteering site, and utilising this.
- Build a relationship with your organisation and the university.

When working with City University student volunteers, you will:

- Keep your organisation profile updated
- Be a registered charity, a public body or a social enterprise
- Cover reasonable expenses for volunteers.
- Keep good communication with student volunteers, aim to respond to them within 48 hours
- Accept liability for all volunteers, have an insurance policy
- Have health and safety documents in relation to the volunteers
- Volunteering opportunities have been risk assessed
- Have an equal opportunities policy
- Have appropriate safeguarding opportunities, depending on the nature of the volunteering roles
- Provide an appropriate induction and training for volunteers
- Treat personal information about students confidential, following GDPR laws