



Volunteer Code of Conduct

This Code applies to all volunteers working with either students or young people attending Global's programmes, camps, and activities.

1. Purpose

Volunteers support Global's mission to provide a safe, respectful, and motivational environment for students and young people. This Code outlines the standards of conduct required to maintain that environment.

2. Professional Conduct

Volunteers must:

- Treat all young people, staff, and visitors with dignity and respect
- Model calm, courteous, and appropriate behaviour
- Communicate professionally using clear, appropriate language
- Maintain professional boundaries
- Dress appropriately and follow Academy expectations
- Follow staff direction and work collaboratively

Volunteers must not:

- Use aggressive, confrontational, or intimidating behaviour
- Use sarcasm, ridicule, or humiliating language
- Share personal contact details or communicate with young people on personal social media
- Gossip about young people, staff, or volunteers

3. Safeguarding & Welfare

Volunteers must:

- Follow all safeguarding procedures and training, which will be provided before any volunteering sessions
- Report concerns immediately to the DSL or Deputy DSL
- Avoid being alone with young people where possible
- Use physical contact only when necessary for safety and in line with staff guidance

Volunteers must not:

- Promise confidentiality to a young person
- Engage in physical punishment or inappropriate contact
- Investigate safeguarding concerns themselves

4. Supporting Behaviour Expectations

Volunteers must:

- Reinforce Global's behaviour expectations positively and consistently
- Use praise, encouragement, and calm redirection
- Support staff in maintaining a safe, orderly environment
- Report behaviour concerns promptly

Volunteers must not:

- Issue sanctions, detentions, or warnings



- Manage serious behaviour independently
- Physically intervene unless there is an immediate risk of harm and no staff are present

5. Health, Safety & Environment

Volunteers must:

- Follow all health and safety procedures
- Report hazards, accidents, or unsafe behaviour immediately
- Help maintain a clean, calm, respectful environment
- Model appropriate behaviour when moving around the centre

Volunteers must not:

- Undertake tasks they are not trained or authorised to perform
- Attend under the influence of alcohol, drugs, or impairing medication

6. Confidentiality & Data Protection

Volunteers must:

- Treat all information about young people and staff as confidential
- Share information only with authorised staff
- Follow data protection guidance

Volunteers must not:

- Discuss young people outside the Academy
- Store or transfer information on personal devices
- Post photos, videos, or information about young people or the Academy online

7. Reliability & Commitment

Volunteers must:

- Attend agreed sessions punctually and reliably
- Inform staff early if they cannot attend
- Participate in required induction and safeguarding training

8. Reporting Concerns

Volunteers must:

- Report safeguarding, behaviour, or conduct concerns immediately
- Report breaches of this Code
- Use the whistleblowing procedure if concerns are not addressed appropriately

9. Acknowledgement

All volunteers must sign to confirm they have read, understood, and agree to follow this Code of Conduct.

Volunteer Name: _____

Date: _____

Signature: _____