



Volunteer Agreement & Guidance

Thank you for choosing to volunteer with Open SU! Volunteers are at the heart of our student community, and the time, skills, and energy you give make a huge difference to Open University students.

Open SU recognises the help of its unpaid volunteers who provide many valuable services to students. It is essential that Open SU's charitable objectives and mission statement are evident in all transactions or situations in which volunteers might be deemed to be representing the organisation.

This agreement is here to set out what you can expect from us, and what we ask of you in return. It applies to all Open SU volunteers, including those supporting the OU Students Educational Trust (OUSET).

Our Values

As a student-led organisation, our values guide everything we do. When you volunteer with Open SU, you are joining a community that is:

- **Open** – welcoming, transparent, and accessible to all.
- **Inclusive** – celebrating diversity and ensuring every student feels valued.
- **Student-led** – shaped by students, for students.
- **Supportive** – looking out for each other's wellbeing and success.
- **Positive and empowering** – helping students build confidence, skills, and community.

These values shape how we work together and how we represent Open SU.

What you can expect from Open SU

When you volunteer with us, we will:

- **Make sure you know what your role involves** and how it fits into the bigger picture of supporting students.
- **Give you training and guidance**, so you feel confident and ready to get started.
- **Be here to support you**, Open SU staff are always happy to help if you have questions or concerns.
- **Respect your time**, we will do our best to keep things flexible and realistic, recognising that life and study come first.
- **Cover reasonable expenses** (like travel or materials), so volunteering is never a financial burden.
- **Celebrate your contribution** – whether that is through thank-yous, references, or sharing your stories with the wider community.
- **Provide a safe and welcoming environment**, where everyone is treated with kindness, fairness, and respect.
- **Keep your information safe** and manage it responsibly in line with data protection rules.

What we ask of you as a volunteer

In return, we ask that you:

Before you start

Please take a moment to read this agreement. If anything is not clear, just drop us a message at OUstudents-volunteer@open.ac.uk we are always happy to chat things through.

As an Open SU Volunteer, you should ensure that:

- You read and familiarise yourself with the Volunteer Policy and Handbook
- You are signed up to the website so that your data is stored securely.
- You keep your information up to date on your online profile i.e. change of address, contact email.
- You attend and complete Core Training for all Volunteers and Role specific training, which includes GDPR, Safeguarding, Prevent, Equality Duty appropriate training as specified by Open SU.
- You inform a member of the staff team if you are unable to attend a volunteering commitment, giving as much notice as possible.
- inform us should you decide to stop volunteering or need to take a break.
- You will follow all regulations and guidelines provided by Open SU – e.g. in relation to health and safety, and confidentiality.
- You will behave in a respectful way towards staff, volunteers, students, and other people you encounter as part of your role. Discriminatory behaviour, harassment, or online abuse directed towards others will not be tolerated.
- You will not undertake voluntary work under the influence of alcohol or drugs.
- You will act responsibly in relation to your own health and safety and that of any co-workers or fellow volunteers.
- You are honest with regards to claiming expenses, understanding that expenses are paid by Open SU and Trust as a registered charity.
- Property of Open SU (including the logo) should only be used in an appropriate manner and with permission.
- You will be committed to equality, diversity, and inclusion.

Please make sure you have fully read and understood this agreement before accepting your new voluntary role. If you have any questions please let us know we are happy to help, OUstudents-volunteer@open.ac.uk.

Thank you

We are so glad to have you on board. By volunteering with Open SU, you are helping make a real difference. We hope you enjoy your time with us, make new connections, and feel proud to be part of Open SU.

Review period

This agreement will be reviewed at least every two years, and changes will be approved by the Board of Trustees.

Approved: Jan-26 | Review: Jan-28