

# Quality Mark Level 2



Excellence in Volunteering



**VOLUNTARY  
ACTION  
LEEDS**



Volunteer  
Managers  
Network



DOING  
GOOD  
LEEDS



**VOLUNTEER  
CENTRE  
LEEDS**

## Excellence in Volunteer Management

### Quality Mark Level Two in Volunteering

This volunteering quality mark is awarded to organisations that demonstrate a high quality of volunteer management and identify opportunities to enhance volunteer involvement.

#### Why apply for a quality mark?

The quality mark is recognised by Voluntary Action Leeds and Leeds City Council. It shows that your organisation offers and manages a high quality volunteering programme where volunteers have a positive volunteering experience.

When you've achieved the quality mark, you'll be awarded a certificate that you can display and a logo that can be used in your volunteer recruitment and marketing.



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#### The application process

To apply for the quality mark you will need to provide statements, evidence of the policies and procedures that your organisation uses to support your volunteer recruitment and you will be visited by an assessor who will talk to staff and volunteers.

Within this application pack is a checklist of documents for you to complete and send in either by post or email.

Please email your application to [volunteeringqualitymark@val.org.uk](mailto:volunteeringqualitymark@val.org.uk) or post it to:

Voluntary Action Leeds  
Stringer House  
34 Lupton Street  
Hunslet  
Leeds  
LS10 2QW



### 1) Volunteering is open to everyone

-  Organisation's Equality & Diversity policy
-  Description of how diversity or demographic details are collected, reviewed and collated
-  Description of how diversity or demographic data is used to inform the development of volunteering activity

### 2) Organisation's aim to deliver a good volunteering experience

-  Statement of how your organisation aims to give volunteers a quality volunteering experience and how you show they are valued within the organisation (no more than 500 words)
-  Description of annual consultation/evaluation completed with volunteers
-  Demonstration of how your organisation completes exit interviews with volunteers where possible
-  Copy of complaints procedure
-  Description of how volunteer feedback is used to drive improvement (no more than 500 words)

### 3) Recruitment of volunteers is fair and accessible

-  Copy of volunteer role descriptions & person specifications
-  Copy of volunteer application form
-  Short description of recruitment process
-  Short description of induction outline
-  Description of how volunteer roles are advertised and promoted
-  Explanation of how your organisation follows a reasonable time scale from point of application to interview
-  Description of how your organisation follows best practice principles regarding volunteer inclusivity, including signing up to Leeds Inclusive Volunteering Principles

#### **4) Organisations have appropriate policies for managing volunteers**

- ✓ Copy of Health and Safety policy
- ✓ Copy of Confidentiality policy
- ✓ Copy of Volunteer policy
- ✓ Copy of Volunteer expenses policy
- ✓ Copy of Volunteer Handbook
- ✓ Copy of Volunteer Risk Assessments
- ✓ Copy of Parental Consent Forms for volunteers who are under 18

#### **5) Volunteers are supported and supervised within their role**

- ✓ Description of accessible support and supervision structure within the organisation, including the regularity of supervision sessions

#### **6) Volunteer programmes provide the training and information volunteers need to carry out their role**

- ✓ Outline of training procedure within the organisation, how this relates to the volunteering roles and how training can help volunteers to achieve their aspirations
- ✓ Demonstration that all volunteers take part in the following training: safeguarding, confidentiality and data protection, equality and diversity and health and safety

#### **7) Insurance, health and safety, safeguarding and other legal requirements are met**

- ✓ Copies of the relevant insurance policies needed for the types of volunteering roles within your organisation
- ✓ Evidence that DBS checks are completed for appropriate roles - this can include a list of paid and unpaid roles and the level DBS (if any) that is completed

# Application form

**Name of organisation:**

**Address:**

**Telephone number:**

**Email address:**

**Main contact: (name and job title):**

**Please tell us briefly about your organisation:**

**Please tell us briefly about your volunteer programme:**

How do volunteers benefit your organisation? Why do you have volunteers?