



the National Trust  
for Scotland

a place for everyone

## Welcome!

Thank you for choosing to volunteer with the National Trust for Scotland!

The Trust was founded in 1931 to protect and promote Scotland's heritage, ensuring that everyone has the opportunity to enjoy our built and natural heritage:

"The National Trust for Scotland serves the nation as a cabinet into which it can put some of its valuable things, where they will be perfectly safe for all time, and where they are open to be seen and enjoyed by everyone." (Sir John Stirling Maxwell, one of the Trust's founders)

Whether you are volunteering in one of our historic properties, or outdoors in our gardens or countryside, you are helping to continue the Trust's original purpose of providing access while protecting our heritage for the future. Our volunteers are at the heart of the Trust – your contribution of time provides us with the skills and opportunity to do so much more than would otherwise be possible.

We want to make sure that you get the most out of your time with the Trust, and this handbook will provide you with a general overview of volunteering with us. Along with this handbook, you'll also receive information about your specific role, and the opportunity to learn more about the Trust through our induction training.

If you have questions about your role, please speak to your volunteer manager who will be able to provide more information, or you can get in touch with your volunteer contact in the People Department from the list on page 11.

We hope that you enjoy your volunteering role, and look forward to hearing about your experiences!

Kind regards,  
Carol Ann Boyter  
Head of People Department

### Volunteers and Trust Insurance:

Please note: new or returning volunteers are only covered by Trust insurance when the following three steps have been carried out:

- A completed Registration form has been returned to the People Department
- The First Day Induction Checklist has been completed (retained by property)
- The volunteer has received a role description outlining their agreed duties and conditions of volunteering

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## 1. Introduction

This handbook is designed to provide information on what you can expect whilst volunteering with the National Trust for Scotland. The guidelines which follow explain the relationship between a volunteer and the Trust, and will help you understand your role as a volunteer.

## 2. Relationship between the Trust and a Volunteer

The National Trust for Scotland recognises that as a volunteer you have offered your time freely. There is, however, an element of responsibility on both sides. It is important for you to understand both the benefits that you will gain from volunteering with the Trust, and the Trust's expectations of you as a volunteer.

On its part, the Trust undertakes to provide you with:

- A clear explanation of what you will be doing and why
- Appropriate training, supervision and support for your role
- A safe volunteering environment
- Induction training and the opportunity to attend further training

As a volunteer, the Trust expects that you will:

- Maintain good relations with other volunteers, staff and Trust members
- Promote the Trust to visitors
- Adhere to the Trust's decisions, policies and procedures
- Respect and protect our built heritage, collections and natural landscape
- Be reliable and responsible at all times
- Carry out your role safely, both for your own sake and that of others
- Demonstrate high standards of work
- Attend training and support sessions as required
- Maintain confidentiality

It is important that you are well briefed on the role you are to carry out. The member of staff or volunteer who is ultimately in charge of your volunteering work will provide guidance, and you will also receive a volunteer role description, which outlines the specific duties of your role.

## 3. Volunteer Expenses and Driver Declaration Form

Trust volunteers may claim reimbursement for agreed travel expenses, including mileage from home to the place of volunteering. **All travel expenses must be agreed in advance with your volunteer manager, prior to expenditure.** The current mileage rate for volunteer home to work claims is **26p per mile**, although some properties may have a maximum radius on which mileage allowance is based. We advise all volunteers to inform their insurer if they use their car to commute from home to place of

volunteering. More information is available from the Association of British Insurers: [http://www.abi.org.uk/Information/Consumers/General/Volunteer\\_Driving\\_.aspx](http://www.abi.org.uk/Information/Consumers/General/Volunteer_Driving_.aspx) Transport is provided for Conservation Volunteers from a central pick up point. When required, volunteers who use their own car to transport volunteers to the place of work can claim 26p per mile in expenses.

You are asked to use the most cost effective mode of transport available and to be as environmentally friendly as possible. Due to the environmental impact of car travel and limited parking at some properties, we would encourage you to share car journeys or use public transport where possible.

All expenses must be submitted on a volunteer expenses claim form and receipts provided. For all mileage claims, a VAT fuel receipt, dated prior to or on the day of travel is required to be submitted with the claim (this is an Inland Revenue requirement). Claims are usually submitted on a monthly basis, although other arrangements can be negotiated. Please note that all claims should be submitted to your volunteer manager within three months of the initial expense – claims submitted after this date will be processed only at the discretion of the Trust's Finance Department and unfortunately we cannot guarantee payment.

Volunteers required to carry out business travel on behalf of the Trust can claim a rate of **45p per mile**. Volunteers driving their own car on Trust business, a Trust vehicle (car, buggy etc) or hire vehicle **must** complete a Driver Declaration Form. The Drivers' Declaration Form must be completed **prior** to claiming the business mileage rate.

Please note that all volunteer expenses are paid by cheque; as finance accounts cannot be set up for volunteers, we do not currently require any bank details from volunteers. (The exceptions are volunteers who are also float-holders, including Conservation Volunteer Treasurers and Thistle Camp Project Leaders.)

#### 4. Representing the National Trust for Scotland.

As a volunteer, whether in properties, outdoor conservation volunteering or as a Thistle Camp Leader, you are an important ambassador and should always represent the best interests of the Trust. For many visitors you are the "face" of the Trust, so please always extend a warm welcome and treat visitors with respect and courtesy. Your volunteer manager may be able to provide suggestions for appropriate clothing, depending upon your role (if public-facing) or location (as some properties or locations may have particular temperature extremes).

The Trust has four Visitor Experience standards:

- Welcome
- Promote the Trust
- Know the Answers
- Deliver a Result

You can find out more about these in our online Visitor Experience eLearning module.

## 5. Who can become a Trust Volunteer?

The Trust has an equal opportunities policy and volunteering is open to all, regardless of sex, race, sexual orientation, disability, age, religion or political beliefs. Volunteer placements are made on the suitability of the volunteer to carry out the particular role in context of the location. Please speak to your volunteer manager if you have any essential requirements in relation to your volunteering role – your manager will be able to discuss any reasonable adjustments which can be made in order to assist.

The Trust has no upper age limit and recognises the valuable contribution made by older volunteers in terms of knowledge and experience. For certain conservation tasks, there is a minimum age of 16. Certain activities are also restricted for those under 18 due to Health and Safety and child protection legislation. (This may be at the discretion of the volunteer manager.) When enlisting the help of volunteers, the Trust will always take into account the physical fitness of the volunteer, the nature of the role and the particular characteristics of the location of the work.

If your role specifically involves working with children (such as a Learning Assistant role), your volunteer manager may request that you complete a Disclosure Scotland application or PVG (Protection of Vulnerable Groups) Scheme membership application. If this is a requirement of your role, it will be noted on your Volunteer Position Description and discussed at your initial meeting.

## 6. Attendance

Regular attendance is important to the Trust in order to make sure that properties and conservation volunteer projects can operate smoothly and efficiently. We appreciate that you will make every effort to attend and arrive on time, but understand that unexpected events may on occasion prevent this from happening. If you are unable to attend on a certain day, please inform your volunteer co-ordinator or the property manager as soon as possible so that alternative arrangements can be made.

## 7. Confidentiality and Intellectual Property Rights

During the course of your volunteer work with the Trust you may be party to personal information or confidential information about Trust activities that is not in the public domain. You are asked to keep such information confidential and not to communicate it outside of the Trust.

All work produced on behalf of the National Trust for Scotland (including, but not limited to, text documents, databases, photographs, etc) remains the intellectual property of the organisation. If published in an external forum (including but not limited to academic or published papers), credit should be given to the National Trust for Scotland for research carried out under its auspices.

If your role involves the creation of intellectual property, or if you create something which the Trust would like to use, then you will be asked to complete an Intellectual Property statement. The Trust appreciates and recognises the vast amount of work carried out by volunteers, therefore even when assigning intellectual property rights to the National Trust for Scotland, the Trust recognises that the volunteer retains the moral right to be recognised as the creator of their work.

## 8. How We Communicate With You

The People Department publishes around 3 e-newsletters each year, which are sent directly to all volunteers for whom we have email addresses. These newsletters include stories from different volunteering areas across the Trust, including properties, Conservation Volunteer groups and our Thistle Camp working holidays. We also send out email updates (generally one per month) which include information such as event invitations, volunteer award nomination forms and administrative details (such as changes to insurance requirements, retail discount clarification etc).

These emails are also sent to Property Managers, Head Gardeners, Countryside Rangers and Learning Managers, so if you don't have access to emails, please ask your volunteer manager to make this information available to you in paper format.

You can also connect with us via social media. Our Facebook page is [www.facebook.com/ntsvolunteering](http://www.facebook.com/ntsvolunteering) and you can follow us on Twitter via **@NTSVolunteers**. We have found that these are excellent methods for quickly passing on information to our volunteers and supporters, so if you have access to these, do 'like' us or 'follow' us!

If you have a 'good news' story from your property or volunteer group, we would love to hear from you. Stories with photographs / images are especially welcome! Please contact us at [volunteering@nts.org.uk](mailto:volunteering@nts.org.uk) or telephone 0131 458 0354 for more information.

## 9. Induction and Training

Information regarding your particular volunteer role will be provided at the location or property at which you will volunteer. Generally, you will receive your induction or briefing at the same time as other volunteers and staff. During your time with the Trust, you may be required to attend occasional training courses. Volunteers are welcome to attend training courses relevant to their role (when available) – please speak to your volunteer manager to find out what courses are currently available, or email [trainingrequests@nts.org.uk](mailto:trainingrequests@nts.org.uk) for more information.

To provide new volunteers and staff with a better understanding of the Trust, an Online Induction module is available at [www.nts.clcmoodle.org.uk](http://www.nts.clcmoodle.org.uk), along with over 150 other training modules - this resource is available free of charge to all volunteers. New volunteers can sign-up when completing their Registration Form, while current volunteers can register or receive more information by emailing the People Development Team at [learningonline@nts.org.uk](mailto:learningonline@nts.org.uk).

The Trust's Conservation Principles and key Corporate information (including the current Five Year Strategy) are available on our website:

<http://www.nts.org.uk/Charity/Our-work/Five-Year-Strategy/>

<http://www.nts.org.uk/Charity/Heritage-matters/Our-Principles-And-Policy-Strategic-Policies/>

Alternatively, you can request copies of these documents from your volunteer manager.

## 10. Volunteer Reward and Recognition

The Trust recognises that the contributions made by its volunteers are highly significant and that without volunteer input, the Trust would not be able to meet many of its objectives. The Trust acknowledges this contribution and recognises that volunteers are partners in achieving the aims and objectives of the organisation.

Volunteering is an exchange. Whilst the benefits that volunteers gain from their involvement with the Trust will differ from individual to individual, there are some tangible ways in which the Trust acknowledges the contribution made.

- **Volunteer cards** are available to all active registered volunteers, once they have carried out their initial 40 hours of volunteering. The benefits include:
  - Free admission to all National Trust for Scotland properties (If you are already an NTS member, the Volunteer Card allows free entry to one accompanying guest when both valid cards are shown).
  - Free admission to all National Trust (England, Wales and Northern Ireland) properties
  - 20% discount on retail purchases in National Trust for Scotland shops (minimum purchase of £3 required; excludes reduced stock, alcohol, gift vouchers and stamps)
  - 50% discount on one-week full price stays in selected Trust holiday accommodation (excludes non-Trust accommodation, must be booked within two weeks of stay)
- **Access to Training** (both e-Learning and taught courses – see Section 9)
- **Long Service Awards:** 5yrs, 10yrs, 15yrs, 20yrs, 25yrs, 30yrs and the Chairman's Award for exceptional long service.
- A **record** of your volunteer involvement that may enhance your CV.

In addition, depending on the role and location, end of season events or outings may be arranged as an additional 'thank you' to volunteers.

## 11. Volunteer Records and Data Protection

The Trust holds volunteer details and work records to document the contribution made by volunteers, for insurance purposes and for health and safety purposes. The Trust is registered under Data Protection Legislation. With your permission, we may use the data to keep you informed of other news and activities concerning the National Trust for Scotland, however we will not pass on your information to third parties. Please let us know if you do not wish to receive such mailings. If your details change, it is important that you update your volunteer manager with your new information. You can also contact us directly at any time to ensure that we have your up to date details. If you have volunteered for some time, we may occasionally ask you to sign an updated Data Protection statement to confirm that we can continue to hold your details, as required by the Trust's data protection auditors.

## 12. Insurance

The National Trust for Scotland has employer's liability insurance cover in place for all its personnel, including volunteers, whilst engaged in voluntary work or associated activities connected with the Trust.

**Please note that individual volunteers are not covered by the Trust's insurance until the following three steps have been carried out:**

- **A completed registration form has been returned to the People Department**
- **The First Day Induction Checklist has been completed**
- **The volunteer has received a role description outlining their agreed duties and conditions of volunteering.**

It is the responsibility of the volunteer manager to ensure that the formal registration process is carried out for all current volunteers.

**Motor Insurance:** All Trust vehicles and hired vehicles are comprehensively insured for any driver who has been given authorisation to drive by the Trust and who has completed the Trust's Driver Declaration Form. Failure to notify the Trust's Motor Insurers of driving convictions can invalidate insurance protection and it is therefore essential that any volunteer who receives such a conviction must inform the Trust immediately. Such information will be treated in the strictest of confidence.

Any Motor Accident involving Trust vehicles must be reported immediately to the Trust's Motor Insurers in accordance with the procedure set out in the Vehicle Information Pack provided in all Trust-owned vehicles.

Some motor insurers regard volunteering as a business activity. Even if you only use your car to travel to and from your place of volunteering, you are advised to inform your insurer of this to ensure that you have the correct cover in place. There is generally no additional charge to have this change made to your policy. More information is available from the Association of British Insurers [http://www.abi.org.uk/Information/Consumers/General/Volunteer\\_Driving.aspx](http://www.abi.org.uk/Information/Consumers/General/Volunteer_Driving.aspx)

If you have completed a Drivers' Declaration Form and any of your details have changed, you must recomplete the form prior to either driving a Trust vehicle or driving on Trust business, otherwise the insurance cover may be invalidated. (This includes the addition or removal of license points, change in address etc.)

**Personal Belongings:** The Trust cannot accept liability for any personal items damaged or lost on Trust property as the personal belongings of staff and volunteers are not insured by the Trust. Volunteers are therefore requested not to bring valuables to their place of volunteering and are reminded that their personal belongings should be covered under their own personal insurance policy.



### 13. Members' Centres and Friends Groups

The Trust has always encouraged its members to join local Members' Centres. These centres enable members to share interests, make new friends and contacts and find out more about the Trust's work. The Members' Centres also provide vital help through fundraising and practical work. Some Trust properties have Friends' groups that are dedicated to or have a particular affinity with the property.

The Trust is seeking to increase membership of these groups. If you would be interested in joining a Members' Centre or Friends' Group, please contact the manager of the property where you are volunteering or the Members Centre Support Officer at Hermiston Quay, 5 Cultins Road, Edinburgh, EH11 4DF or [memberscentres@nts.org.uk](mailto:memberscentres@nts.org.uk)

Trust properties are often a 'centre' for local communities and as such we welcome any support you can offer through your own or your employer's business in terms of sponsorship and/or events.

### 14. Health and Safety

In accordance with the Health and Safety at Work etc Act 1974, the Trust is responsible for ensuring, so far as reasonably practicable, the health, safety and welfare of all employees. With regard to health and safety, the Trust recognises that it owes the same standards of care to both volunteers and members of staff. Each property has its own Safe System of Work (health, safety and environmental management system) and it is important that you understand your role within the system. A briefing on Safe Systems of Work will be given at your induction. All staff and volunteers have a responsibility to ensure that they do not put themselves or anyone else at risk; in particular, they should work in accordance with any information or instructions they have been given in the interests of health and safety. A copy of the Safe System of Work is available for reference at the property at which you will be working.

For Conservation Volunteers and Thistle Camp participants, a risk assessment is carried out for each project, and you will be thoroughly briefed at the beginning of each project. If you do not understand any aspect of the risk assessment or if you have any health and safety concerns, you must speak to your supervisor / volunteer manager.

If you experience an accident, incident or 'near miss' while volunteering with the Trust, you **must** inform your volunteer manager or project leader, who will ensure that this is recorded in line with the Trust's procedures. If you witness something which you believe presents a risk to yourself or others, again please inform your volunteer manager or project leader.

**Smoking:** In line with current legislation, and for fire and health and safety reasons, smoking is not permitted within Trust buildings. This includes base camps, holiday cottages and other temporary places of residence. Volunteers will be advised if there is a designated smoking area at their place of volunteering.

**Breaks:** Volunteers will be given tea breaks and lunch breaks appropriate to their designated role and shift length.

## 15. Dealing with Difficult Situations

The National Trust for Scotland aims to treat all staff and volunteers fairly and objectively. We do recognise that situations may arise from time to time which volunteers, or staff working with volunteers, need assistance to resolve. If you have a problem concerning any aspect of your voluntary work, we ask that you take this up directly with the member of staff or volunteer who is responsible for your work. Your views will always be heard and given full consideration. If this does not result in a mutually acceptable resolution of the difficulty, further advice should be sought from your volunteer contact in the People Department.

Guidance notes have been developed to provide step-by-step processes for dealing with difficult situations and volunteer grievances. These notes are available to both volunteers and staff – if you would like to receive copies, please get in touch with your volunteer contact.

## 16. Bullying and Harassment

The National Trust for Scotland holds that all of its personnel should be treated with dignity and respect and should not be subject to bullying, harassment or any discriminatory treatment. It expects all staff and volunteers to honour and comply with this code of conduct and to behave accordingly. Should a situation arise where you feel that you have not been treated in a fitting manner then you should in the first instance, discuss this with the member of staff or volunteer who is your immediate line manager. Advice and assistance can also be sought from the People Department.

## 17. Employment Opportunities

Volunteers with the appropriate experience and qualifications are welcome to apply for any vacancies within the Trust. (This applies to internal vacancies for up to 12 months after the volunteer has left their role.) Managers are advised of all vacancies, which they then post on both departmental and general notice boards. We are currently looking at ways to ensure that all current Trust volunteers have access to internal vacancy information.

## 18. Volunteering and Claiming Benefits

You can volunteer for as many hours as you want, as long as you still meet the conditions to get your benefit or tax credit. (The previous guidance of volunteering for a maximum of 16 hours a week no longer applies.) It is recommended that you discuss the volunteer role you wish to carry out with a benefits adviser before you start to volunteer. More information is available in the Department of Work and Pensions Leaflet “Volunteering While Receiving Benefits”, which is available on TrustNet under the Volunteering tab: <http://trustnet.nts.org.uk/volunteers/Pages/default.aspx>

## 19. End of Placement/Evaluation Form

At the end of your time as a volunteer, it would be very helpful if you would take the time to provide us with some feedback. An evaluation form is included within this booklet and when completed, should be forwarded to the People Department. Alternatively, you can email or telephone us to let us know that your volunteering has come to an end – we certainly appreciate your assistance in keeping our records updated.

## 20. And Finally...

Becoming a National Trust for Scotland Volunteer will provide you with all kinds of new and exciting opportunities. We hope that through your volunteering with us you will learn new skills, meet new people, explore some of our stunning properties and experience something completely removed from your usual routine.

Thank you for your time and commitment to volunteering with the National Trust for Scotland. Your enthusiasm and dedication is crucial to the conservation and preservation work of the organisation.

## 21. Contact Us

Head of People:	Carol Ann Boyter
People Talent and Organisational Development Manager:	Tamsin Russell
People Services Manager:	Ann Laing
People Relations, Policy and Engagement Manager:	Craig Ferguson
Outdoor Action Manager:	Gavin Kennerley
Outreach Development Manager:	Heath Brown
People Relations, Policy and Engagement Officer:	Amy Drysdale
Conservation Volunteer Coordinator:	Julie Bond
Working Holidays Coordinator	Jon Downie
Outdoor Action Administrative Assistant:	Kirsty Walker

Address: People Department, The National Trust for Scotland, Hermiston Quay,  
5 Cultins Road, Edinburgh, EH11 4DF

General Volunteer Enquiries:	<a href="mailto:volunteering@nts.org.uk">volunteering@nts.org.uk</a>	0131 458 0354
Conservation Volunteers:	<a href="mailto:conservationvolunteers@nts.org.uk">conservationvolunteers@nts.org.uk</a>	0131 458 0315
Thistle Camps:	<a href="mailto:thistlecamps@nts.org.uk">thistlecamps@nts.org.uk</a>	0131 458 0370
Outreach:	<a href="mailto:outreachtteam@nts.org.uk">outreachtteam@nts.org.uk</a>	07713 786272





## **B: Volunteer Policy**

### INTRODUCTION

1. This policy sets out the broad principles by which the National Trust for Scotland promotes, manages and recognises the involvement and contribution of volunteers.
2. This policy and its implementation is reviewed annually to ensure it remains appropriate to the needs of The National Trust for Scotland and its volunteers. The Senior Management Team, through the Head of People, is responsible for fostering a climate which encourages, respects and values the contribution of all volunteers and for ensuring that the needs of the volunteer are integrated into the Trust's policies and practices.

### VISION

3. The National Trust for Scotland's commitment to people and places is expressed through active partnerships with individuals and groups. This reflects the volunteering vision and spirit of its founding purpose and position as Scotland's leading voluntary conservation charity. It is recognised that the volunteer programme is central to the organisation maintaining and achieving its vision.

### COMMITMENT TO VOLUNTEERING

4. The voluntary principle on which The National Trust for Scotland is based is one of its greatest strengths. Volunteers are an established and integral part of the life and success of the Trust. The National Trust for Scotland is committed to working with volunteers at all levels of Trust activity and welcomes and values their contribution to the achievement of its aims and objectives. Their involvement in the work of the Trust should at all times be promoted at national and local level.

### DEFINITION OF VOLUNTEERING

5. A volunteer is a person who undertakes unpaid work for the Trust freely and by choice without concern for financial gain or other forms of benefit in kind. Volunteers include Members of the Board and Committees, Assistants and Guides at properties, Conservation Volunteers, participants in Thistle Camps and St Kilda Work Parties, students and Members' Centres and Friends' Groups committee members.
6. Volunteering covers all aspects of the Trust's work, from participation in its governance through membership of the Board and Committees to the work of volunteers at many different levels throughout the organisation.

## VALUES AND PRINCIPLES

7. The National Trust for Scotland:
  - a. Values volunteering as integral to its work at all levels and recognises the contribution of volunteers as fundamental to its well-being and success.
  - b. Values volunteering as an inclusive act of participation that is in itself important in promoting the Trust's work.
  - c. Sustains the distinctiveness of places it protects through the practical involvement of volunteers.
  - d. Appreciates that volunteering is enjoyable and can change and enrich people's lives while bringing wider benefits to society.
  - e. Recruits volunteers with skills, knowledge and experience to match the needs of the Trust and recognises volunteers' motivations, aspirations and their need for fulfilment in being involved in the work of the Trust.

## VOLUNTEER RELATIONSHIP WITH THE NATIONAL TRUST FOR SCOTLAND

8. The relationship of the volunteer to the Trust is one bound by trust, mutual understanding and benefit; it is a 'gift' relationship, with time given freely and willingly, without expectation of financial or other reward by the volunteer. Neither the volunteer nor the Trust regards the relationship as a contract of employment.
9. No enforceable obligation, contractual or otherwise, can be imposed on the volunteer to attend, give or be set a minimum amount of time or carry out the tasks provided. Likewise the Trust cannot be compelled to provide regular work or benefit for any activity undertaken.
10. The relationship is based on the principle that volunteers add value to the Trust's work by performing a wide range of roles, and by contributing time, specialist skills, and a flexible approach.
11. Although volunteers offer time freely and willingly and without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged including the attainment and maintenance of the high standards on which the Trust's reputation depends and an adaptability to changing requirements.

## RESPONSIBILITIES FOR POLICY IMPLEMENTATION

12. Having been approved by the Board, the responsibility for the day-to-day execution of the policy rests with the Head of People who is responsible to the Trust's Senior Management Team, through the Chief Financial Officer and Director of Corporate Services. The Head of People has responsibility for the Trust's national volunteering programme, for the delivery of Trust policy and for ensuring that the management of volunteers is in line with Trust practice and procedural guidelines.

13. Each member of the Senior Management Team has a responsibility for the promotion, development, planning and management of volunteering within his/her area of line management
14. Property Managers and Heads of Department are responsible for the effective day-to-day deployment, involvement and acknowledgement of voluntary activity at property and departmental level on the basis of agreed guidelines.

#### THE TRUST'S EXPECTATIONS OF ITS VOLUNTEERS

15. The Trust recognises that volunteers seek to make meaningful contributions which use their skills and experience and which provide opportunities for personal development and satisfaction. While respecting that volunteers will seek fulfilment from being involved in a particular aspect of its work, the Trust expects volunteers to be committed to its corporate objectives. Volunteers must comply with expected standards of practice, attend training when appropriate and behave with respect towards its members, visitors, staff, and other volunteers.
16. Volunteers will be expected to respect the Trust's need for confidentiality and the sensitive handling of information regarding its work and objectives, particularly where such information is not in the public domain. All work produced on behalf of the National Trust for Scotland (including, but not limited to, text documents, databases, photographs etc) remains the intellectual property of the organisation. If published in an external forum (including but not limited to academic or published papers), credit should be given to the National Trust for Scotland for research carried out under its auspices.

#### INVOLVEMENT, DEVELOPMENT AND MANAGEMENT OF VOLUNTEERS

17. The Trust is committed to the involvement, management and development of volunteers. This commitment is underpinned by policies and practices as set out in the Investing in Volunteers Standard, the UK quality standard for good practice in volunteer management.

- a. Recruitment and Selection

- (1) The Trust is committed to equal opportunities and believes that volunteering should be open to all regardless of sex, race, disability, marital status, sexual orientation or age. While seeking to involve people of all ages and ability, the Trust reserves the right to specify age limits and to define physical ability to ensure it complies with statutory and other externally imposed duty of care obligations. While specified limits will predominantly apply to volunteering of an outdoor, 'adventure' nature, other facets of involvement in the Trust's work will equally be governed by the Trust's commitment to and responsibility for the health, safety and general well-being of its volunteers, staff and general public.

- (2) The Trust will recruit volunteers with the skills, knowledge, experience and values to match its needs and goals. Volunteers will be provided with a position description for the role they are applying for and will be required to complete a volunteer registration form. Where appropriate, references will be sought, a Disclosure check (criminal record and background check) carried out or membership of the Protecting Vulnerable Groups scheme requested. This will take place in line with the Trust's Disclosure Policy, and will be determined by the role undertaken.

b. Training and Development

- (1) The Trust is committed to the appropriate training and development of its volunteers. Volunteers will receive induction training when they join the Trust, and further training appropriate to their role, during their time with the Trust.
  - (2) Volunteer induction training will cover the aims and objectives of the Trust, the workings of their team (at both Group and Property / Departmental level), and the purpose and expectations of their role as a volunteer.
  - (3) Volunteers will be included, and expected to participate, in Health and Safety training. Volunteers will also be expected to undertake training that focuses on improving service to customers.
  - (4) To ensure that performance meets the standards required by the Trust, volunteers will be encouraged to develop their skills through coaching, on-the-job training and formalised training courses as appropriate.
  - (5) Volunteers need and are entitled to receive feedback on their performance. In addition to active guidance and feedback about specific tasks, staff and volunteers involved in the supervision of volunteers are encouraged to carry out appropriately structured reviews of general performance, including the identification of training and development needs.
- c. Recognition. The Trust acknowledges that although volunteers do not seek reward they do appreciate and are deserving of recognition. Appreciation of the efforts of volunteers should be expressed by line managers and / or the People Department. In addition, the Trust will seek ways to publicise and recognise the collective contribution of its volunteers.



d. General Management, Communication and Volunteer Relations

- (1) Volunteers should be treated fairly and consistently as an integral part of the team. While acknowledging the nature of the relationship between the volunteer and the Trust, line managers should take a professional approach in their interactions with volunteers, adapting their management style as appropriate.
- (2) Trust staff, at all levels, should seek and follow appropriate routes to ensure volunteers are included in the communication process, both in terms of involvement and participation and in receipt of information.
- (3) Volunteers have the right to seek the advice and support of the People Department in all matters pertaining to their relationship with the Trust. In the event of a complaint about a volunteer or a grievance by a volunteer, the matter must be handled sensitively and timeously, with the volunteer's point of view sought, listened to and included in any action required to be taken by the Trust.
- (4) Staff involved with volunteers should be trained to enable them confidently and competently to involve, support and manage the effective contribution of volunteers.

e. Health and Safety

- (1) The Trust has a duty to all staff, volunteers, contractors, visitors and others who may be affected by its activities and its aims to protect all from risks to their health and safety as far as is reasonable.
- (2) The Trust aims to provide a safe and healthy working environment for all, and employees and volunteers are expected to co-operate fully. The Trust will provide the same standard of care for both staff and volunteers. Volunteers have a statutory duty to co-operate with the Trust in the implementation of its Health and Safety Policy and to ensure that they carry out their volunteering work without risk to themselves or others and to report risks to their supervisors.

## PROCEDURAL GUIDELINES

18. Detailed guidelines on the recruitment, selection, training, development, recognition and general management of volunteers are contained in the Trust's Volunteer Handbook. Full details of administrative procedures pertaining to volunteer records, insurance, travel/expense claims, protective clothing etc., are also contained within the Handbook.

For further information please contact:

People Relations, Policy and Engagement Manager  
The National Trust for Scotland  
Hermiston Quay  
5 Cultins Road  
EDINBURGH  
EH11 4DF

*Volunteer Policy last updated April 2016*



**C: Volunteer End of Placement / Evaluation Form**

**Name of Volunteer:** .....

**Property / Dept:** .....

**Role Carried Out:** .....

**Start Date of Volunteer Role:** .....

**End Date of Volunteer Role:** .....

**Average Hours per Week:** .....

**What are your main reasons for leaving?**

- Retirement / Ill Health
- End of Fixed-Term Placement (i.e. internship, Project Scotland)
- Employment – within NTS
- Employment – outwith NTS
- Returned to Education (volunteering during holidays, gap year, etc)
- Moving Away from Area
- Lack of Time
- Other (Please detail below)

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**Do you have any suggestions for how we could improve volunteering in the Trust?  
Do you have any other comments related to your volunteering?**

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Signed: ..... Date: .....

**Please return this completed evaluation form to:** People RPE Officer  
Hermiston Quay  
5 Cultins Road  
Edinburgh, EH11 4DF  
United Kingdom

Thank you for taking the time to fill out this form. Your comments will help us evaluate volunteering within the Trust and your help with this is much appreciated. May I also take this opportunity to thank you for all the hard work, time and dedication you have given to the National Trust for Scotland through your volunteering.

Carol Ann Boyter  
Head of People Department