

The

# Quality Mark



Excellence in Volunteering



# Excellence in Volunteer Management

## Quality Mark Level One in Volunteering

This volunteering quality mark is awarded to organisations that demonstrate a high quality of volunteer management

### 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.

### The application process

To apply for the quality mark you will need to provide evidence of the policies and procedures that your organisation uses to support your volunteer recruitment.

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 [volunteering@val.org.uk](mailto:volunteering@val.org.uk) or post it to:

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

# CHECKLIST - evidence required

## 1. Volunteering is open to everyone

### Evidence required:

- ✔ Organisation's equal opportunity policy

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

### Evidence required:

- ✔ Please write a short statement on 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)

## 3. Recruitment of volunteers is fair and accessible

### Evidence required:

- ✔ Copy of volunteering role descriptions for each role
- ✔ Volunteer person specification if your organisation has these
- ✔ Application form
- ✔ Short description of recruitment process
- ✔ Induction outline

## 4. Organisations have appropriate policies for managing volunteers

### Evidence required:

- ✔ Organisation's health and safety policy
- ✔ Organisation's confidentiality policy
- ✔ Volunteer policy
- ✔ Volunteer expenses policy (if expenses are paid)

# CHECKLIST - evidence required

## 5. Volunteers are supported and supervised within their role

### Evidence required:

- ✓ Short description of support structure within the organisation including how responsibility for supporting volunteers is organised.

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

### Evidence required:

- ✓ Outline of training procedure within the organisation and how this relates to the volunteering roles.

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

### Evidence required:

- ✓ Copies of the relevant insurance policies needed for the types of volunteering roles within your organisation (please refer to the basic toolkit)
- ✓ 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