

UCD Foundation Alumni Volunteering Policy

1. Purpose

[UCD Foundation](https://www.ucdfoundation.ie/)¹ is an independent registered charity that works to advance the strategic goals and objectives of UCD. It is committed to the active engagement of alumni volunteers. This policy has been created to support its activities consistently and effectively.

2. Objective

UCD Foundation recognises and appreciates the important role of volunteers in fulfilling the university's mission. To ensure a productive and enriching volunteer experience while minimising risks to the volunteer and the university, this policy provides a framework and requirements for recruiting, training, supporting, and terminating volunteers.

3. Scope

This policy applies to anyone in UCD Foundation. It affects alumni who provide volunteer services to the university and any unit that engages in volunteer services to benefit UCD or a UCD objective.

This policy does not intend to supersede or replace policies covering:

- unpaid internships approved by a college, Student Employment, or Human Resources;
- student co-curricular and extracurricular activities which are not coordinated directly by the UCD Foundation team (e.g. contributing to the content or production of an academic publication, participating in faculty research, involvement in societies, student volunteering programmes);
- services performed during working hours provided by paid employees in conjunction with credit-bearing academic courses and projects (i.e. service learning);
- paid faculty and staff appointments to university committees, councils or working groups for activities performed during working hours;
- activities undertaken by faculty in the context of teaching, scholarship, or research;
- faculty membership on University-level Governance Boards;
- volunteer services provided to another organisation even if UCD has organised or is otherwise involved.

This policy should be read with other university policies.

¹ <https://www.ucdfoundation.ie/>

4. Definitions

4.1 Alumnus/Alumna/Alumni

An alumnus (masculine) or an alumna (feminine) of UCD is a former student who has either attended in some capacity or graduated. The word is Latin, and the plural is alumni for men and mixed groups and alumnae for women. The term is not synonymous with "graduate"; one can be an alumnus/na of UCD without graduating.

4.2 Alumni Volunteer

An alumnus/na who freely gives their time and expertise to contribute to an aspect of the University College Dublin community. Alongside alumni, volunteers may also, at times, include staff members, students, or members of the public.

4.3 Alumni Volunteer Roles

Alumni volunteers have been involved with UCD as mentors, speakers, reunion organisers, alumni ambassadors, public advocates, Advisory Board members, focus group members, Global Chapter contacts, committee members, Class Agents, internship providers, research volunteers and micro-volunteers such as magazine contributors and testimonial writers. This list, however, is not exhaustive and grows alongside the needs of the university as they are identified.

4.4 Volunteer Coordinators

Staff members or designated volunteers who manage programmes and projects, including volunteers' recruitment, training, supervision and support. This may be a formal or informal element of their role or a task required to achieve a particular objective on their team.

4.5 Role Descriptions

This outlines a position/role in terms of objectives, responsibilities and outcomes, capabilities and behaviours, and knowledge and experience required to perform the volunteer role successfully.

4.6 Alumni Volunteering Programme Team

Identified members of UCD Foundation who support the Volunteer Programme, including overseeing the coordination of volunteers and consultation on the development of volunteer activities across the university. The team is responsible for delivering the overall Alumni Volunteering Programme and ensuring the University is at the forefront of best-practice volunteer management.

4.7 Volunteer Engagement Group

A group of Volunteer Coordinators, supported by the Alumni Volunteering Programme team, meet regularly to discuss volunteer management in accordance with strategic priorities, policies, and emerging needs.

5. Eligibility & Requirements

5.1 Eligibility

Any alumni may apply to provide volunteer service. To engage as a volunteer, individuals must meet the following criteria:

- The individual must be willing to provide services without expectation of compensation.
- The individual must abide by university policies and external regulations that cover their actions. This includes but is not limited to, the Alumni Volunteering Code of Conduct.
- The individual is 18 years of age or older.

Current employees of the university who provide volunteer service must meet additional criteria:

- The volunteer role must be truly voluntary and without implicit or explicit pressure suggesting that the employee's paid position is contingent on or in any way impacted by the decision whether or not to volunteer, or by the employee's performance as a volunteer.
- The employee acknowledges that the volunteer role does not supersede any existing responsibility as an employee to report conduct they believe may violate laws or university policies.

All volunteers must adhere to the Alumni Volunteering Code of Conduct.

In the following cases, we require volunteers to make additional commitments if:

- The volunteer has access to sensitive data, financial processes, confidential information; or
- The activity participants include children under 18 years of age or vulnerable adults except for (1) activities that are open to the general public and/or that the minor children attend under the continuous supervision of their parent(s), guardian(s) or chaperone(s); and (2) programmes for prospective students (secondary students or their equivalent who are considering attending UCD) and admitted students, including campus visits, tours and recruitment events.

5.2 Confidentiality and Data Protection

UCD Foundation respects the right to privacy and confidentiality of our volunteers and prospective volunteers.

UCD Foundation may, from time to time in the course of administering its business, exercising its legal rights and performing its legal obligations in connection with the recruitment of volunteers, need to process both personal data and special categories of personal data (including, for example, information relating to health, e.g. access or dietary requirements). UCD Foundation will process such data in accordance with the applicable data protection legislation, including the General Data Protection Regulation and implementing legislation.

Further details concerning what personal data is collected about volunteers or prospective volunteers and the purposes for which such data may be used are set out in [UCD Foundation's Privacy Policy](#)² and [Data Protection Manual](#)³ (which may be amended or updated).

5.3 Equality, Diversity and Inclusion

UCD is committed to creating an environment where diversity is celebrated and everyone is treated fairly regardless of gender, age, race, disability, ethnic origin, religion, sexual orientation, civil status, family status, membership of the travelling community, or socioeconomic status. This is set out comprehensively in UCD's [Equality, Diversity & Inclusion webpage](#)⁴.

5.4 Dignity and Respect

UCD is committed to the promotion of an environment for work and study that upholds the dignity and respect of the individual and supports every individual's right to study and/or work in an environment which is free of any form of bullying, harassment or sexual harassment. Policies and reporting tools to support this are outlined on UCD's [Dignity & Respect webpage](#)⁵.

6. Alumni Volunteer Engagement Procedures

We are committed to providing a positive and mutually beneficial experience for all alumni volunteers, led by the appropriate alumni volunteer coordinator and any colleagues collaborating to deliver the role and programme at hand.

6.1 Recruitment & Selection

We provide a volunteer recruitment process, which is free from any unlawful discrimination.

For some volunteer roles, specific selection criteria may apply to determine the suitability of a volunteer candidate for that particular role. In addition, selection criteria may become relevant where there are more applicants for a particular volunteer role than positions

² <https://www.ucdfoundation.ie/privacy-policy/>

³ https://docs.google.com/document/d/1Mu_qHd4Rv6WGKa5qBA4uJPRPd4fovH3_/edit#heading=h.147n2zr

⁴ <https://www.ucd.ie/equality/information/policies/>

⁵ <https://www.ucd.ie/equality/support/dignityrespect/>

available. Selection criteria are based on the relevant skills, qualifications and experience of volunteer candidates.

Depending on the role to be filled, our recruitment and selection process may include the following stages:

- Preparing a Volunteer Role Description which specifies the responsibilities and tasks involved in the volunteer's role, UCD Foundation's expectation as to how these responsibilities and tasks will be carried out and any other relevant information applicable to the role;
- Preparing a Volunteer Application Form and Process if applicable;
- Preparing and placing a volunteer recruitment advertisement and/or making direct requests to individuals or groups;
- Accepting applications and providing information to interested parties or volunteer candidates, where necessary.
- Where the number of available roles is limited, and a selection process is required:
 - Agreeing selection criteria;
 - If applicable, shortlisting applicants against agreed selection criteria;
 - If applicable, inviting candidates for interview and notifying applicants who were not shortlisted;
 - Interviewing of candidate volunteers by a suitably briefed interview panel;
 - Assessing candidates against agreed selection criteria;
 - Offering a volunteer role to the successful candidate(s);
 - Notifying unsuccessful candidates;
 - Verifying relevant qualifications, employment details, or references of the successful candidate(s);
 - Issuing a volunteer agreement for the volunteer's signature;
 - Completion of Garda vetting (if applicable);
 - Ratification of appointments by the board of charity trustees where required;
 - Providing interview feedback to unsuccessful candidates who request it.
- If recruitment and selection are undertaken by invitation:
 - Often, volunteers are engaged through past relationships with the coordinator or are identified as a good fit for roles through research. It is important in this case that the invitation is respectful and clearly outlines why they have been identified and the individual's expectations.
- If interest in volunteering is indicated when there are no current opportunities available:
 - It is important to remain open to receiving expressions of interest from potential volunteers. We appreciate their willingness to volunteer, and they will be acknowledged for their offer. These insights should be captured centrally on the

alumni database so that the interested individual can be included in relevant recruitment drives as they arise.

6.2 Onboarding, Training & Support

Before a volunteer commences their role, it is important that they receive initial onboarding training. Depending on the role, this may be an introductory meeting or briefing call.

During their induction, the volunteer will receive a Volunteer Role Description and have an opportunity to voice any queries about their role.

In addition, volunteers will be provided with information about:

- The vision, mission and organisational structure of UCD Foundation;
- How their role fits within the broader purpose of UCD Foundation and the University;
- The support available to volunteers in UCD Foundation, including key contacts, information about the volunteer's supervisor/line manager and communication channels within UCD Foundation;
- The commitment expected of volunteers;
- The space, equipment and facilities necessary for the volunteer to carry out their role;
- Health and safety, including any applicable risk assessments in respect of the volunteer's role;
- UCD Foundation's Alumni Volunteering Code of Conduct;
- UCD Foundation's Alumni Volunteering Charter;
- All other relevant policies and procedures of UCD Foundation or University College Dublin.

They will be offered support throughout their role via check-in emails or phone calls. There may be occasions where further training is required or made available at the coordinator's discretion of the role or programme.

6.3 Expenses

Volunteering can take many forms, but the commonality is that people undertake these activities freely and without the promise, expectation, or receipt of compensation. Therefore, normally, no remuneration will be attached to alumni volunteer activities.

Volunteers may be reimbursed for expenses incurred, per the UCD Foundations' policies and procedures and by prior arrangement only. These should be submitted in line with UCD external expense claim procedures.

In exceptional cases where remuneration is recommended as a nominal contribution rather than "out-of-pocket expenses", this will require the approval of an Associate Director of UCD Foundation. (This cost should be included in the relevant budget.)

6.4 Feedback

It is essential to include a feedback mechanism for each volunteer role to learn from volunteers' experiences and identify successes and areas for growth and development. This may be qualitative and/or quantitative, including surveys, wrap-up events, review phone calls, or focus groups. Findings from these feedback mechanisms should be captured in a way that is accessible to the coordinating team and should be included in the planning process for subsequent volunteer roles and programmes.

6.5 Recognition & Reward

UCD Foundation seeks to openly and actively recognise volunteer contributions by sharing accomplishments and showcasing the impact of volunteer time and efforts.

It is essential to take a moment at the end of a volunteer role and, ideally, throughout to show appreciation to volunteers. Most importantly, timely and sincere communication from the person working closely with the volunteer is often the most meaningful. The organisation will endeavour to be genuine about how the volunteer helped and the impact their contribution has made.

Coordinators of volunteer activities and programmes may provide some form of recognition to a volunteer for their service. For example, this could include thank you cards, small tokens of appreciation, and recognition events.

6.7 Building a Community of Peers

Often, volunteering roles take place one-to-one and are self-directed. To maintain a thriving community of engaged alumni volunteers, the UCD Alumni Volunteering programme aims to foster a community of peers who volunteer. Where feasible and on a role or project basis, it is advantageous to continue communications with alumni. The UCD Alumni Network is a useful virtual tool for community development, and we encourage forming groups to bring teams together.

6.8 Managing Challenging Situations, Concerns & Complaints

Challenging situations, concerns, and complaints should be addressed in a timely manner. Formal complaints should be handled in line with UCD Foundation processes.

6.9 Endings, Disengagement & Terminations

While we seek to engage volunteers over the long term, some roles are cyclical or episodic. It is important to allow volunteers to opt out at the end of each cycle or episode to consciously commit to the role in each iteration.

UCD Foundation reserves the right to terminate a volunteer's services at any time and for any reason if the volunteer is not fulfilling their role or is in breach of the [Alumni Volunteering Code of Conduct](#)⁶ or breach of policies or procedures relevant to their role.

Where feasible, an exit interview should be offered to ascertain learning and areas for improvement in relation to the role.

6.10 University Policy Compliance

The unit must identify and make available to the volunteer all university policies relevant to the engagement. While performing volunteer activities, volunteers will be bound and subject to all applicable UCD Foundation and [UCD University Policies](#)⁷, including but not limited to the following:

- GDPR Policies & Procedures
- Dignity and Respect Policy
- Equality, Diversity, and Inclusion Policy
- Gender Identity and Expression Policy
- Child Protection Policy & Guidelines, including Safeguarding Statement

6.11 Health & Safety, Risk Assessments & Insurance

Official UCD Alumni Volunteering activities undertaken on any UCD campus are covered by UCD public liability insurance. Where volunteer activity takes place off campus, these should occur in a public place and are subject to the public liability insurance of the location of the volunteer activity.

Where a volunteer activity is part of an on-campus event that includes a risk assessment, their engagement will be considered part of the process and included in the extended insurance indemnities if required. Relevant Health and Safety training must be provided where required.

6.12 Records Management

Where alumni volunteers are engaged, the activity must be logged centrally by the alumni relations team to maintain thorough records which comprehensively reflect their volunteer contributions. Volunteer coordinators must retain relevant forms and documentation securely and in line with relevant legislation.

Where UCD Foundation does not lead the volunteer activity, the information must also be shared with UCD Foundation for the activity to be appropriately logged.

During their duties, volunteers who have access to personal information are bound by privacy and GDPR procedures and should be given training and support to ensure full compliance.

⁶ <https://docs.google.com/document/d/17hYd5LtPXz7stdqCYzYNTeOCUg1QnfKuvVh5qjgYuY>

⁷ <https://www.ucd.ie/governance/documentlibrary/>

6.13 Photography, Videography & Social Media

Events and activities that involve volunteers are often recorded by a photographer or in video format. If the organiser is doing so, it should be visible to the volunteers and participants. There is no obligation to be recorded; if the volunteer wishes not to be photographed or their words recorded, this should be respected. When using photographs or videos for promotional purposes and on social media, indicative permission should be sought verbally or in writing, where possible. Sharing images or videos upon request for testimonials or event promotion implies consent for using the same.

6.14 Prohibited Volunteer Services

A volunteer should not be responsible for supervision and should not appear to have authority when dealing with employees, students, or outside parties. Volunteers are discouraged from performing or engaging in the following activities:

- Any activity considered inappropriate for a university employee to perform.
- Services that may involve handling or close proximity to hazardous materials.
- Operation of any university motorised vehicles or heavy equipment.
- Entry into contracts, agreements, or any other instrument legally or financially binding UCD Foundation or UCD.
- Commitment to the expenditure of funds.
- Activities that allow unauthorised access to sensitive or confidential data or assets.
- Services that displace employed workers or work that regular employees would otherwise perform.

7. Compliance with this policy

The Alumni Volunteering Programme team is available to support volunteer organising efforts and is on hand to assist in implementing this policy.

If there is a concern around any of the items raised in this policy, please contact the team directly by email at alumnivolunteer@ucd.ie, who can raise these centrally with the UCD Foundation Senior Management team and the UCD Foundation Board of Trustees if required.

8. Related Documents

- [Alumni Volunteering Charter](#)⁸
- [Alumni Volunteering Code of Conduct](#)⁹

⁸ https://docs.google.com/document/d/1YqtPwiO_VMp6kZTRMpO3rpXF9oXT3Ren9D4lGxVBNI4

⁹ <https://docs.google.com/document/d/17hYd5LtPXz7stdqCYyZYNTeOCUg1QnfKuvVh5qjgYuY>

Version History & Policy Review Schedule:

Version	Date	Description	Author
1	27/07/21	Policy, Code of Conduct, Charter	JB / RF
2	07/07/23	Policy, Code of Conduct, Charter	JB / RF
3	13/03/24	Policy, Code of Conduct, Charter	JB / RF
4	For review in 2025		

All policies and policy-related documents and forms are subject to amendment.