

T8 – Volunteer Induction Form

This template applies to British Canoeing and its Home Nation Associations.

Once a volunteer has been recruited it is very important to give them a sense of belonging, make them feel welcome and valued, and to orientate them into the club/centre. A thorough induction is vital to ensure that a volunteer understands their role and how their work will benefit the club. It should also enable the volunteer to carry out their work safely and effectively.

What to include?

The induction should include a variety of information designed to bring the volunteer up to date with policies and procedures at the club, as well as to give them information about the club, its activities and where they fit in.

The induction needs to cover essential items such as the structure of the organisation, details on the club and should cover important policies such as Child and Adult safeguarding and Health and Safety. You may find the [Volunteer Induction Checklist](#) useful when introducing someone to volunteering to ensure that all aspects are covered.

Volunteer Information Pack

For new volunteers, you could consider producing a simple information pack that includes:

- A copy of their role description – outline of what is expected of them.
- Their immediate points of contact (this could include their predecessor, people who they are most likely to work with and the Club Volunteer Coordinator).
- Contact details of key Club/ Organisation personnel.
- Details of what expenses can be claimed and how to claim.
- An overview of the club – its management structure and possibly a copy of the club development plan so they can see how their contribution fits into the overall scheme.

Helping Volunteers Settle in

- Ensure that each new volunteer has a named person who they can ask if they are in doubt about anything to do with their new role – this could be someone who has done the job before.
- Introduce them to the people they will come into contact with whilst undertaking their role, including the person overseeing their work (if applicable).
- Check they have a clear and accurate understanding of their role and any responsibilities they will be taking on.
- Make sure they know where to find the resources they need to fulfil their role (and how to use them). It is often a good idea to walk new volunteers around the club, its facilities and resources.
- Check they have appropriate skills, qualifications and experience. It might be helpful for them to 'shadow' someone more experienced who can 'show them the ropes'.
- Provide details of any meetings they are expected to attend – dates, times & locations etc.
- Explain the communication processes within the club – messages, phone calls, minutes of meetings, social media channels etc.
- Take time early on to give new volunteers feedback on how they are doing. People like to know how they are getting on and to be given the opportunity to improve.

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REMEMBER!

Don't assume that because people have been involved in the club, or its activities, for some time that they know how everything works. It is safer to give people more information than they need rather than making assumptions about their level of knowledge.

Example Volunteer Induction Checklist

Name of Volunteer: _____ Date Induction started/ completed: _____ / _____.

	✓	Date
British Canoeing & Club Programme <ul style="list-style-type: none"> ✓ British Canoeing - purpose & aim & structure ✓ Club Programme - Aims & Objectives ✓ Club Volunteer Support Structure ✓ Who's who in the Club 		
The Club/Centre <ul style="list-style-type: none"> ✓ Club/centre activities - kit & equipment ✓ The structure ✓ Who's who (Club people & volunteers) ✓ Map & tour of club / centre (i.e. first aid, toilets, equipment etc.) 		
Role <ul style="list-style-type: none"> ✓ What volunteer will be doing – their role/tasks ✓ Who to contact (Club Volunteer Coordinator etc.) ✓ Introduction to other volunteers ✓ Relevant qualifications checked (first aid/instructor) ✓ Training & development needs discussed ✓ DBS Check cleared (if applicable) 		
Policies, Procedures & other important documents The following should be given to the volunteer: <ul style="list-style-type: none"> ✓ Volunteer Support Programme – Summary ✓ Volunteer Charter & Code of Conduct The following to be read and understood: <ul style="list-style-type: none"> ✓ Child and Adult Safeguarding ✓ Health & Safety ✓ Training Centre Guidelines (if appropriate to role) ✓ Equal Opportunities / Equity Policy ✓ Confidentiality (if appropriate to role) ✓ Data Protection (if appropriate to role) Other policies appropriate to role <ul style="list-style-type: none"> • • Issued with list of relevant British Canoeing/club policies and knows where/how to obtain documents if required.		
Other Procedures <ul style="list-style-type: none"> ✓ Locking up (if applicable) ✓ Claiming expenses ✓ Storage and Maintenance of information ✓ Personal use of resources – phones, IT etc. ✓ Booking facilities & resources 		
Club Rules – Formal & Informal <ul style="list-style-type: none"> ✓ Access to club facilities ✓ Smoking / Drinking – where/ when ✓ Dress code ✓ Communications– messages, meetings, notices ✓ Membership / visitors 		

Signed: _____

Volunteer

Signed: _____

Club Volunteer Coordinator