

# Process

Student Volunteering Office Business Process

# PURPOSE

The [Student Volunteering Office](https://www.ul.ie/student-affairs/student-volunteering-office) (SVO) is one of 11 units within the [Student Affairs Division](https://ulsites.ul.ie/studentaffairs/) (SA). The SVO is focused on the development of sustainable University/Community partnerships for the purpose of delivering on UL’s, the Higher Education Authority (HEA) and Campus Engage (CE), Irish University Association (IUA) civic engagement strategies. We deliver on these strategies through the development and delivery of the President’s Volunteer Award (PVA) programme at UL and through our work with the national civic engagement, student volunteering/student led engagement working group. The purpose of this process is to describe the procedures associated with the delivery of key services and activities of the SVO.

# RESPONSIBILITY

The (SVO) is responsible for this process and the implementation of associated procedures.

# PROCEDURE

The Student Volunteering Office (SVO) liaises between the students/staff of the University, Student Life services and internal and external community organisations. The purpose of the office is to support the development and delivery of meaningful service and experience to all involved in University/Student/Community partnerships. University/Community activities may include but are not limited to educational, social, recreational, cultural activities and events as well as the dissemination and transfer of information and knowledge.

Since 2013 the work of the SVO is focused on sustaining and growing student volunteering both locally and nationally. The aim of this work is to contribute to the development of engaged graduates through the development and delivery of volunteer relationships between students/staff, Student Life services and external community organisations.

The primary procedures associated with the delivery of SVO services are:

1. The development and maintenance of [University of Limerick | StudentVolunteer.ie](https://www.studentvolunteer.ie/ul)
2. Managing student volunteering and developing and delivering collaborative volunteer initiatives (on and off campus).
3. The PVA Award process.
4. The Annual PVA ceremony.
5. Building student volunteering across the sector through the national volunteer working group.
6. Representing UL SVO on local and national boards and committees – UL Student Assistant Fund Committee member and assessor, UL Student Hardship Fund committee member, SA Social Media Committee, Board Member, Learning Hub Limerick – Board Member, National Student Volunteer working group Campus Engage member, National Volunteer Implementation Group IT working group, Depart of Rural and Community Affairs.

**Working guidelines for these procedures can be found here:**

* [StudentVolunteer.ie Work Instruction](https://ulcampus.sharepoint.com/%3Aw%3A/r/sites/StudentAffairs/Presidents%20Volunteer%20Award/Work%20Instructions/StudentVolunteerie%20work%20instruction.docx?d=w010888365d094fe6aa370f50982ac19f&csf=1&web=1&e=eZz0rz)
* [President Volunteer Award Work Instruction](https://ulcampus.sharepoint.com/%3Aw%3A/r/sites/StudentAffairs/Presidents%20Volunteer%20Award/Work%20Instructions/PVA%20work%20instruction.docx?d=w3c8eff2854894e71b661458d78ba4b17&csf=1&web=1&e=DfFk6P)
* [Social Media Work Instruction](https://ulcampus.sharepoint.com/%3Aw%3A/r/sites/StudentAffairs/Presidents%20Volunteer%20Award/Work%20Instructions/SocialMedia%20work%20instruction.docx?d=w4df636b7af8b48ffa95c01a9b34363f1&csf=1&web=1&e=0yuvQf)

# DOCUMENTATION

All policies and procedures associated with www.studentvolunteer.ie/ul can be found directly on the Student Affairs SharePoint site [Student Volunteering Office | University of Limerick (ul.ie)](https://www.ul.ie/student-affairs/student-volunteering-office)

Further information on The Presidents Volunteer Award (PVA) can be found here:

[President's Volunteer Award | StudentVolunteer.ie](https://www.studentvolunteer.ie/ul/about/pva/)

# RECORDS

Records are held by SVO for the period defined by individual processes. All members of staff operate in accordance with the [University of Limerick Records Management Policy](https://www.ul.ie/media/21262/download?inline). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and the [University of Limerick Data Protection Policy](https://www.ul.ie/media/8674/download?inline).

# PROCESS VERIFICATION

Events organised by the Student Volunteering Office are self-assessed on an annual basis. These assessments are broadly qualitative. Feedback is gathered via workshop questionnaires, Qualtrics surveys.

# REVISION HISTORY

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| **Revision No.** | **Date**  | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | July 2013 | Quality Team | *Initial Release* | CLO |
| 2 | September 2016 | Quality Team |  | CLO |
| 3 | March 2021 | Quality Team |  | CLO |
| 4 | August 2023 | Quality Team | *CLO KBP adapted to new QSU template*  | CLO |
| 5 | September 2023 | Quality Team | *Name change to SVO and links* | SVO |
| 6 | October 2023 | Quality Team | *Work Instructions added* | SVO |