Volunteer Policies

S2S
Student2Student

Trinity College Dublin
The University of Dublin

2025/2026

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Scope

Definition of Terms

This policy relates to all student volunteers within the S2S programme, including those who have undergone training but are yet to take on a role, and all S2S staff.

Where a distinction is made between "staff" and "students" this is intended to highlight any differentiation between those regularly paid through Trinity's Payroll Department and those who are registered Trinity students.

Student volunteers taking on paid roles on a casual basis are not defined as "staff" under this policy, and are still protected as student volunteers.

Context

Students and staff taking on roles in S2S are by definition part of the Trinity community, and are therefore expected to uphold all polices laid out at www.tcd.ie/about/policies. S2S is also committed to Trinity's Volunteer Charter.

This policy document is designed to supplement Trinity's official policies and its Volunteer Charter and, if and where conflicts arise, the Trinity Policies and/ or the Volunteer Charter will prevail.

Volunteer Rights

As a volunteer with S2S, you have the right:

- To have your boundaries and values respected.

- To feel comfortable in your volunteer role.

- To have your own personal space respected.

- To refer a student to a different service if you feel it's appropriate.

- To have your contribution recognized by Trinity (certificate of contribution).

- To request a reference which comments on your skills and experience as an S2S volunteer.

- To seek debrief from an appropriate volunteer or staff member whenever you require one, and to receive that debrief in a timely manner.

- To be indemnified under Trinity's insurance policy while you are acting on behalf of the Student Counselling Services as a volunteer.

- To withdraw from the programme, giving due notice to S2S staff.

- To be offered an exit interview (subject to the Exit Interview Policy), and to accept or decline as you prefer.

Your Commitment

Along with the duties laid out in the relevant volunteer role description(s), each volunteer is expected:

- To abide by the training, especially the established boundaries and safety guidelines.

- Not to put pressure on fellow volunteers and/or students in a support relationship with you, however well intentioned.

- To give S2S staff as much notice as possible of requests for references, debrief, funding/reimbursement etc., as laid out in these policies.

- To give S2S as much notice as possible if you wish to take a leave of absence, or to withdraw as a volunteer.

- To ask staff in the S2S Office if anything is unclear, or if you have any questions or concerns - that's what we're here for!

Our Commitment

- To keep student leadership core to the S2S programme delivery.

- To create and sustain good practices that persist through staff changes.

- To ensure equity of access and the fair treatment of all volunteers.

- To ensure that no volunteer is asked or expected to do anything without full training and support.

- To respond in a timely manner to all queries and concerns.

Recruitment

All S2S Volunteers must be recruited and trained according to [Trinity's Dignity and Respect and EDI Policies](#).

S2S Mentors are recruited through a Trinity-wide email, course-specific emails, over social media and by existing Mentors. Online applications are reviewed, and training places allocated based on expressed preference. Volunteers who fail to attend training without due notice, or who fail to complete participant-paced training will not be confirmed as Mentors.

S2S Head Mentors must have completed at least one term as an S2S Mentor. Applications for Head Mentor positions are announced annually, and volunteers can put themselves forward for the role. Applications require one fellow volunteer to act as a reference, and selection will be based on logged hours and quality of the reference. S2S staff may specifically approach volunteers who have shown strong potential for the role, and/or volunteers from course areas where Head Mentors are still needed after open recruitment.

Training must be completed before the volunteer is officially considered to be a Head Mentor.

S2S Peer Supporters are recruited through a Trinity-wide email and over social media. Online applications are reviewed, and interviews

offered based on expressed preference. Interviews are conducted according to the established S2S interview guidelines. Places are offered based on interview quality and ensuring a broad representation of the student body within the volunteer cohort. Training, garda vetting, and post-training debrief must be fully completed before the role is officially taken up. S2S trainers/staff reserve the right to hold back active casework from trained volunteers if there are any grounds for concern after training has been undertaken. These concerns and possible actions to be taken, including additional training, will be discussed openly with each volunteer as necessary.

S2S Mentor Trainers must have completed at least one term as an S2S Mentor and are invited to apply from general recruitment through the S2S weekly email. Online applications are reviewed, and interviews offered based on expressed preference. Interviews are conducted according to the established S2S interview guidelines. Places are offered based on interview quality, hours logged on Odyssey and staff knowledge of each candidate from volunteer work already undertaken (this can include work with the committee/summer committee, reimbursement processing, responses to email and/or engagement with the S2S space/staff in their role(s) to date). Training must be completed before each Mentor facilitates any training sessions.
NB – Mentor Training is a paid role.

The S2S Society Committee is independent of the S2S office, and election to the committee is subject to the regulations of the Central Societies Committee (CSC). However, S2S staff do supplement the S2S Committee by recruiting the **Summer Committee**, who are responsible for orientation planning (including preparing S2S Society cards, hoodie collection and other relevant projects). Summer Committee is open to everyone and, although there is no guarantee, participation in Summer Committee generally supports future applications to other S2S roles (including Society Committee and Mentor Trainers).

S2S Interview Guidelines

Please note, these guidelines apply only to volunteers within the S2S Service, and to some casual pay roles. Staff interviews are conducted according to Trinity's HR policies.

- All interviews must be conducted in accordance with [Trinity's Equality Policy](#).
- Interviews must be conducted by two people. Ideally, this would be an S2S staff member and a student who has already been active in the relevant role. 2 staff members can interview together if no relevant student is available, provided every effort has been made to bring a student co-interviewer in.
- All interview candidates must be asked the same questions, in the same order.
- Twenty minutes (minimum) should be allowed for each interview and a 20-minute break taken after each three (or less), to allow for discussion and review.
- Notes taken during interviews must be held securely for a period of 1 month, in case feedback is sought, but must then be shredded by S2S staff.
- If a student fails to attend interview and does not cancel in advance of their appointed time, they are removed from the list of

applicants (unless they get back in touch with valid reasons for omitting to make contact).

- Once all interviews have been conducted, notes are assessed and given a preferential order in which training spaces should be offered.
- If there are difficulties deciding on the order of successful applicants, priority is given as follows:
  1. Applicants with the strongest demonstration of commitment and understanding of the role.
  2. Representation of equity-deserving communities, according to the 9 Grounds for Equality.
  3. Other applicants who will add to the diversity of the team.
- Feedback must be provided to anyone who requests it.
- The relevant training package should be reviewed and adapted, depending on the areas of concern and areas of interest for participants identified during interviews.

S2S Reference Checks

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

Student 2 Student are committed to ensuring volunteers have equitable opportunities to progress withing the S2S Service, and that appropriate measures are taken to ensure the quality and character of volunteers who take on more responsibilities.

2.   Purpose

This policy outlines the principles which inform when and why an S2S volunteer may be asked to provide a reference, and how S2S will attempt to ensure that this request does not deter volunteers of a high calibre from applying to advanced roles.

3.   Scope

This policy applies to all volunteers in the S2S service. Responsibility for ensuring this policy is effectively implemented rests with the Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

While S2S does not seek references for Mentor applications, it is our policy that roles which require a higher level of reliability and responsibility, and/or for which places are limited, may be subject to a reference check. For example:

- Head Mentors
- Mentor Trainers
- Peer Supporters

5.   Process

Where references are required, the applicant will be asked to nominate someone they feel will be in a position to speak to their enthusiasm and their character. S2S will never mandate that a reference come from an employer and will never seek references from anyone other than the person nominated by the applicant.

S2S will never seek references without an applicant's full consent to do so.

References will be retained and deleted in line with the Student Counselling Service's Privacy Policy.

S2S Training Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	SCS Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

The S2S Service is committed to ensuring volunteers are adequately prepared for their roles and responsibilities. This includes making sure they have the correct information to prevent themselves or others from being at risk through their S2S activities. It also includes making sure volunteers have the best possible opportunities to benefit personally and professionally through their training and throughout their time with the S2S service.

2. Purpose

This policy is designed to ensure volunteers have participated sufficiently in training to be able to conduct themselves safely in their S2S roles, and have full knowledge of the support and benefits available to them as volunteers.

3. Scope

This policy applies to all S2S volunteers, including those who have signed-up but not yet trained with the service. Responsibility for ensuring this policy is effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

All volunteers must fully complete pre-requisite training. Previous experience in similar roles and/or access to training materials (including being present in a room when someone else is training) does not constitute appropriate preparation for a volunteer role with S2S.

S2S training is experiential and requires all participants to contribute as much as they are comfortable in the training room. S2S reserves the right to withhold access to training if:

- A volunteer is significantly late/absent from any part of the training. If there is an opportunity for a volunteer to redo the training, they may be invited to join an alternative session.
- The trainer has reason to believe the volunteer cannot fully participate and/or may be disruptive to other participants. This includes but is not limited to:
  - appearing to be intoxicated.
  - persistent actions that can be interpreted as demeaning, bullying, or harassing towards staff or fellow students.
  - persistent derailing of training content.
  - joining online from an environment that is not conducive to learning (e.g. during a social event.)

In these situations, the trainer will first consult privately with the participant in question to see if the issue can be resolved. Participants will not be removed from training without warning.

If participants are removed from the training and there is an alternative session, they will be clearly informed of the reasons why they have been removed, and the conditions that they will need to meet in order to attend the alternative session.

If no alternative session is available, the volunteer will not be eligible to take up the roe for which they have applied.

Diversity and Accountability

S2S recognises and values the dignity and diversity of all students. Our volunteers and staff members are committed to providing an inclusive, accountable service.

We strive to meet the unique needs of each student irrespective of age, gender identity and expression, sexual orientation, marital status, family status, religion, socioeconomic status, disability, ethnicity, culture, or membership of the traveller community and/or any other equity-deserving communities.

To this purpose, every incoming S2S volunteer is trained in the principles of accountable space, and the following statement has been written based on their collective contributions to the agreement in their training sessions: This statement applies to all members of S2S, students and staff.

The S2S Accountable Space Agreement

Inclusivity for All:

S2S is a friendly and welcoming space that is respectful and inclusive of all backgrounds, identities, and perspectives. At S2S we uphold relaxed and sociable spaces where everyone can feel safe and accepted getting to know each other whilst being our honest, authentic selves.

We will not shut each other's views down, but we will advocate for equity-deserving communities, and will stand up against discrimination when we encounter it.

Respectful Engagement:

We ensure that everyone has the opportunity to contribute, without feeling undue pressure to participate. We believe that respectful disagreement and constructive feedback are ways to expand our understanding of different perspectives, and to hold meaningful dialogue.
We will use "I" statements to own our feelings and perspectives, and to avoid blaming or shaming others.

We aim to be a reliable, accessible, and trustworthy presence for all Trinity students. We will seek and offer appropriate resources for ourselves and others, and will maintain a person-centred approach in all interactions. We will avoid assumptions by practicing our active listening, including being non-judgemental, non-directive, attentive, patient, and confidential. We will respect the autonomy of each individual.

Open Communication:

We facilitate calm, considerate discussion in which everyone can talk and question freely, whilst remaining accountable for our words and actions. We recognise that intent does not negate impact, and will promote kindness, empathy, and open-mindedness in our conversations.

Boundaries and Growth:

We are willing to be vulnerable, and to embrace discomfort while we seek to understand and support others. At the same time, we will pay attention to our personal limitations and observe the boundaries outlined in our respective roles.

We will take time to recharge and practice self-care and self-compassion, and to reflect on our experiences and what we are learning from them. We will remain open to sharing with and learning from each other wherever possible. We will take credit as well as responsibility. We will check-in with each other and value our unique contributions, as well as our collaborative, group-based efforts.

Garda Vetting Policy

Approval date: 01/07/2024	Revision date: 10/07/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

Student 2 Student (S2S) is committed to the protection and welfare of all our volunteers and the students accessing support from them. As part of this commitment S2S will comply with relevant legislation and recommended best practice in recruitment and selection procedures for volunteers, and will conduct Garda Vetting, where appropriate, as part of this process.

2. Purpose

The purpose of this document is to provide information and guidance on Garda Vetting procedures within S2S.

3. Scope

This policy applies to Student 2 Student (S2S) volunteers who will carry out "relevant work" with children and/or vulnerable adults as defined in the National Vetting Bureau (Children and Vulnerable Persons) Act 2012. (See Appendix). Responsibility for ensuring this policy is effectively implemented rests with the S2S Co-ordinator. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4. Glossary of Terms and Definitions

Garda Central Vetting Unit (GCVU) / National Vetting Bureau (NVB): is the national unit of the Garda Síochána which conducts vetting of applicants to ascertain whether applicants have prior convictions and / or prosecutions. The GCVU is now known as the "National Vetting Bureau" following the commencement of the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016.

Garda Vetting: This is the process by which the NVB discloses details regarding "prosecutions, successful or not, pending or completed, and/or convictions" in respect of an individual and with that individual's consent to their prospective employer and/or the organisation's with which they wish to volunteer. (Please note, unsuccessful convictions may not be disclosed.)

Liaison Person: is the person who is nominated to apply for and receive vetting disclosures on behalf of applicant organisations. The Liaison Person may be nominated to act for a consortium of organisations (e.g. Volunteer Centre) or from a representative body for a group of organisations (e.g. NYCI). The Authorised Signatory is now known as the "Liaison Person" following the commencement of the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016.

Natural Justice: There are essentially two sections to the Rules of Natural Justice, the first being derived from the Latin maximum "audi alteram partem" (let the other side be heard). This is the duty to allow persons affected by a decision to have a reasonable opportunity of presenting their case. The second part of the Rules of Natural Justice is derived from the Latin maxim "nema judex in causa sua" (no one can be the judge in his own cause). This gives rise to a duty to act fairly, to listen to arguments, and to reach a decision in a manner that is untainted by bias. (Definition taken from Volunteer Ireland, who cite NUI, Galway as their original source.)

Child: a person under the age of 18 years.

Vulnerable Adult: a person, other than a child who is suffering from a disorder of the mind, whether as a result of mental illness or dementia; has an intellectual disability; is suffering from a physical impairment, whether as a result of injury, illness or age, or has a physical disability, which is of such a nature or degree as to restrict the capacity of the person to guard themselves against harm by another person, or, that results in the person requiring assistance with the activities of daily living including dressing, eating, walking, washing and bathing.

5. Principles

Garda Vetting is just one of a number of elements that S2S implements to ensure the protection and safety of the children and/or vulnerable adults in S2S' care. Appropriate recruitment screening (including interviews, reference checking), child protection and health and safety procedures, etc. will be implemented along with Garda Vetting.

An individual will not work / volunteer with children or vulnerable adults in S2S until their Garda vetting has been completed and the results conveyed to the organisation's Garda Vetting Officer by the Liaison Person, unless their contact with children/vulnerable adults is deemed to be incidental.

Having a criminal record will not automatically exclude an individual from employment/volunteering. Decisions on whether to involve an individual with prior criminal convictions will take into account:

- the individual's abilities, skills, experiences and qualifications;
- the nature of the conviction and its relevance to the job;
- the length of time since the offence took place;
- the risk to the service users, employees and organisation;
- training which may have occurred since the time individual's offence

S2S will employ a Natural Justice framework in dealing with any disclosures of convictions.

6. Vetting Applications Process

All vetting applications for volunteer roles with S2S shall be processed by a Liaison Person who is trained by the National Vetting Bureau in the management of Vetting applications and disclosures. S2S has appointed Dublin City Volunteer Centre to act as Liaison Person on its behalf.

S2S will nominate one staff member / Board Member / Steering Committee member to act as the 'Garda Vetting Officer' (GVO). The responsibilities of the GVO include:

• Assessing when Garda vetting is necessary for each volunteer role i.e. the role involves "relevant work" with children or vulnerable adults as specified in the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016.

• Ensuring that candidates for employment positions/volunteer roles are provided with the correct Garda vetting forms and that the forms are completed accurately and in full, prior to submitting them to the Liaison Person.

• Verifying the identity of the person submitting the vetting application by checking relevant ID (e.g. passport, driving licence).

• Ensuring all personal information in relation to vetting is kept confidentially and in compliance with Data Protection legislation and best practice.

• That S2S staff and volunteers are aware of the organisation's Garda Vetting Policy.

S2S will nominate 3 representatives from the broader Student Counselling Services (SCS, S2S and SLD) to make up the "Garda Vetting Committee". The responsibilities of the Committee includes:

1. Ensuring organisational compliance with the Garda Vetting policy

2. Assisting the Garda Vetting Officer to make decisions on the suitability of candidates following the disclosure of convictions via the Garda vetting process.

In 2025/26, this committee is made up as follows:

- Ralph Armstrong-Astley
- Shauna O'Connor (to be deputised by Alanna Lawlor when necessary)
- Trish Murphy (to be deputised by Jo Harney when necessary)

If the individual being vetted is over the age of 16 and under the age of 18, they are required to have a completed parent / guardian consent form which must be submitted along with their vetting application form.

S2S will not accept historical vetting information from volunteer candidates or from their previous employers / volunteer managers. Each new volunteer must be vetted via the S2S vetting process, even if engaging an individual already vetted elsewhere. S2S will require all of its existing volunteers to be re-vetted at regular intervals of three years.

7. Vetting Disclosures Process

On return from the National Vetting Bureau the forms will be processed by the nominated Liaison Person who will inform the S2S Garda Vetting Officer by letter / email of the results. The Liaison Person will pass on a copy of any possible or probable convictions to the Garda Vetting Officer for their consideration, and this document will be held confidentially.

Where there are no convictions, formal confirmation of their voluntary role will be issued to the candidate in line with S2S' other screening/recruitment procedures.

Where serious convictions are disclosed, (for e.g. those itemised in 9. Circumstances for the Withdrawal of the offer to Volunteer) a letter will be sent to the person asking them to attend a meeting with the Vetting Officer. This letter must not disclose the information on the returned Garda Vetting form. The purpose of this meeting is to allow the volunteer applicant access to

the information returned by the National Vetting Bureau and to give them an opportunity to explain the circumstances surrounding the conviction.

A written record of this meeting will be kept, and the time, date and duration of the meeting recorded. At this meeting, S2S will ensure that: Everyone, no matter what their history, is given fair and equal treatment and the right to state their case. Cognisance is of Repeat Offending, Restorative Justice and Rehabilitation of Offenders. A disclosure of conviction will not automatically preclude the applicant from obtaining the position in question. Cognisance is taken of the applicant's self-disclosure or non-disclosure of a conviction at the time of the application and of their experience (work record etc.) and rehabilitation subsequent to any conviction disclosed.

Where multiple convictions are evident but may be as the result of a particular lifestyle, e.g., drug addiction, then the change in lifestyle must be taken into consideration.

Applicants who deny any convictions returned by the National Vetting Bureau will be provided with details on how to write a letter of appeal to amend their records at the National Vetting Bureau.
Applicants are informed that in the case of uncertainties their form will be returned to the National Vetting Bureau seeking clarification.

The applicant's name and date of birth are clarified at the start of the meeting as mistakes may be made by the National Vetting Bureau where names and addresses are similar.

S2S will consider each Garda Vetting disclosure returned with convictions individually and S2S will always treat the applicant with respect, dignity, and complete confidentiality.

S2S recognises that there are three potential outcomes of the review meeting:

i)   In line with this policy and taking all things into consideration including interview, current history and references, the applicant may be offered the position.
ii)   The applicants Garda Vetting form is returned to the National Vetting Bureau for further clarification. In which case a second review meeting may be held.
iii)   The applicant is deemed unsuitable for the position on offer by nature of their history of offences.

In each case a written explanation of the outcome will be sent to the applicant by letter. A record of this letter, including date sent must be kept. A record of any replies received, and any follow-up, must also be kept.

8. Confidentiality and Data Protection

All information in the vetting process will be held in a manner consistent with the S2S confidentiality policy. S2S also complies fully with good practice regarding the secure storage, handling, and use of the National Vetting Bureau disclosures and personal vetting information as per our Data Protection Policy and our legal obligations under Data Protection Legislation.

9. Circumstances for the Withdrawal of the offer to Work / Volunteer.

S2S considers the following as reasonable grounds to withdraw an offer or opportunity of employment / volunteer role to an individual:

- The individual has been charged with, or convicted of a sexual offence;
- The individual has been charged with, or has a conviction for, an offence that relates to the ill treatment of a child, or a vulnerable adult;
- The individual has been charged with, or has a conviction for, the ownership, production or distribution of child pornography.

S2S considers the following list of offences to be relevant, and each case will be considered in a case-by-case basis:

- Offences against the person, e.g. assault, harassment, coercion;
- Breaches in trust, e.g. fraud, theft, larceny;
- Offences against property e.g. arson, armed robbery;
- Domestic Violence;
- Offences against the state.

S2S is conscious of not initiating policies that prohibit needlessly against rehabilitated individuals. Such cases will be objectively determined on a case-by-case basis in accordance with the criteria outlined under 5. Principles

10. Appeal Process

While the focus is on protecting children and vulnerable adults, there are also safeguards and due processes for those being vetted, including the right to appeal. Appeals should be made in writing to the Liaison Person within 14 days of issue of the decision.

Appendix to Garda Vetting Policy

Excerpt from Schedule 1, Part 1 and Part 2 from the National Vetting Bureau (Children and Vulnerable Persons) Bill 2012.

Relevant work or activities relating to children
1. Any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, children in:

(a) an establishment which provides pre-school services within the meaning of Part VII of the Child Care Act 1991,
(b) a school or centre of education, both within the meaning of the Education Act 1998,
(c) any hospital or health care centre which receives, treats or otherwise provides services to children,
(d) a designated centre within the meaning of section 2 of the Health Act 2007, in so far as it relates to an institution at which residential services are provided in accordance with the Child Care Act 1991,
(e) a special care unit provided and maintained in accordance with section 23K of the Child Care Act 1991,
(f) a children detention school within the meaning of section 3 of the Children Act 2001.

2. Any work or activity which consists of the provision of home tuition by a person pursuant to the Scheme administered and funded by the Department of Education and known as the Home Tuition Scheme.

3. Any work or activity which consists of treatment, therapy or counselling provided to a child by a person in the course of that work or activity.

4. Any work or activity which consists of care or supervision of children unless the care or supervision is merely incidental to the care or supervision of persons who are not children.

5. Any work or activity which consists of the provision of educational, training, cultural, recreational, leisure, social or physical activities (whether or not for commercial or any other consideration) to children unless the provision of educational, training, cultural, recreational, leisure, social or physical activities is merely incidental to the provision of educational, training, cultural, recreational, leisure, social or physical activities to persons who are not children.

6. Any work or activity which consists of the provision of advice, guidance, developmental, or counselling services, (including by means of electronic interactive communications) to children

unless the provision of the advice, guidance, developmental or counselling service is merely incidental to the provision of those services to persons who are not children.

7. Any work or activity as a minister or priest or any other person engaged in the advancement of any religious beliefs.

8. Work as a driver of a public service vehicle which is being used only for the purpose of conveying children.

9. The provision by a person, whether or not for commercial or other consideration, of accommodation for a child in his or her own home.

10. Any research work or activities (howsoever described) carried out in a university, institute of technology or other establishment at which third level education is provided where a necessary and regular part of the research work or activity involves contact with or access to children.

11. Any application by a person to carry on or manage a designated centre within the meaning of section 2 of the Health Act 2007.

12. Any application by a person for a declaration of eligibility and suitability within the meaning of section 3 of the Adoption Act 2010.

13. Any assessment of a person's suitability to act as a foster carer by or under section 39 of the Child Care Act 1991.

14. Any assessment by or under section 41 of the Child Care Act 1991 of a person's suitability to act as a carer of a child in respect of whom he or she is a relative.

15. Any work or activity which is carried on by a person, a necessary and regular part of which requires the person to have access to, or contact with, children pursuant to the following enactments:

(a) Medical Practitioners Act 2007;
(b) Nurses Act 1985;
(c) Nurses and Midwives Act 2011;
(d) Dentists Act 1985;
(e) Health and Social Care Professionals Act 2005;
(f) Pharmacy Act 2007;
(g) Pre-Hospital Emergency Care Council Order 2000 (S.I.No. 109 of 2000);

(h) Pre-Hospital Emergency Care Council (Establishment) Order 2000 (Amendment) Order 2004 (S.I. No. 575 of 2004).

PART 2

Relevant work or activities relating to vulnerable persons

1. Any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, vulnerable persons in:

(a) a school or centre of education, both within the meaning of the Education Act 1998, unless, in the case of a centre of education, the work or activity is merely incidental to work or activities undertaken in relation to persons who are not vulnerable persons,

(b) any hospital or care centre which receives, treats or otherwise which provides services to vulnerable persons,

(c) a designated centre within the meaning of section 2 of the Health Act 2007, in so far as it relates to an institution at which residential services are provided to vulnerable persons,

(d) an approved centre within the meaning of Part 5 of the Mental Health Act 2001,

(e) any organisation or facility which provides educational, training, cultural, recreational, leisure, social or physical activities (whether or not for commercial or any other consideration) for vulnerable persons,

(f) in any organisation or facility which provides welfare, advice, guidance, developmental, or counselling services for vulnerable persons.

2. Any work or activity which consists of treatment, therapy or counselling provided to a vulnerable person by a person in the course of that work or activity.

3. Any work or activity which consists of the care (including the provision of health and personal social services and essential domestic services) of vulnerable persons unless the care is merely incidental to the care of persons who are not vulnerable persons.

4. Any work or activity which consists of the provision of educational, training, cultural, recreational, leisure, social or physical activities (whether or not for commercial or any other consideration) to vulnerable persons unless the provision of educational, training, cultural, recreational, leisure, social or physical activities is merely incidental to the provision of educational, training, cultural, recreational, leisure, social or physical activities to persons who are not vulnerable persons.

5. Any work or activity which consists of the provision of advice, guidance, developmental, or counselling services, (including by means of electronic interactive communications) to vulnerable persons unless the provision of the advice, guidance, develop mental or counselling service is merely incidental to the provision of those services to persons who are not vulnerable persons.

6. Work as a driver of a public service vehicle which is being used only for the purpose of conveying vulnerable persons.

7. Any work or activity as a minister or priest or any other person engaged in the advancement of any religious beliefs.

8. The provision by a person, whether or not for commercial or other consideration, of accommodation for a vulnerable person in his or her own home.

9. Any research work or activities (howsoever described) carried out in a university, institute of technology or other establishment at which third level education is provided where a necessary and regular part of the research work or activity involves contact with or access to vulnerable persons.

10. Any assessment of a person's suitability to act as a care representative under section 21 of the Nursing Homes Support Scheme Act 2009.

11. Any application by a person to carry on or manage a designated 10 centre both within the meaning of section 2 of the Health Act 2007.

12. Any work or activity which is carried on by a person, a necessary and regular part of which requires the person to have access to, or contact with, vulnerable persons pursuant to the following enactments:

(a) Medical Practitioners Act 2007;
(b) Nurses Act 1985;
(c) Nurses and Midwives Act 2011;
(d) Dentists Act 1985;
(e) Health and Social Care Professionals Act 2005;
(f) Pharmacy Act 2007;
(g) Pre-Hospital Emergency Care Council (Establishment) Order 2000 (S.I. No. 109 of 2000);

(h) Pre-Hospital Emergency Care Council (Establishment) Order 2000 (Amendment) Order 2004 (S.I. No. 575 of 2004).

Student Counselling Services (SCS, SLD & S2S) Confidentiality Agreement

Confidential information processed by the **Student Counselling Services, including S2S and SLD, (hereinafter 'SCS')**, is defined as any information (either electronic or hardcopy format) relating to a student's care, treatment or condition. 'Confidential information' also covers work-related information, including staff records (e.g., recruitment, salary, leave etc.) and information shared during training, group supervision and/or during debriefing sessions. This agreement also encompasses information relating to SCS strategic business development plans, budgeting and funding.

Please note: this Confidentiality Agreement must be read and signed by everyone working and volunteering with the SCS – this includes employees, casual/occasional workers, interns, trainees, mentors, head mentors, peer supporters and unpaid volunteers (hereinafter 'members of SCS').

All student information is to be treated by members of SCS as confidential, including the fact that the student/client receives (or previously received) services through SCS. The privacy and confidentiality of our service users are protected under the Ethics Codes of the relevant mental health professions, the SCS/client agreement on confidentiality and non-disclosure, Trinity College Dublin policies and European data protection law. No student information may be disclosed without the explicit informed consent of the student and, where relevant, authorisation by their clinician, or as required by law. Please note, in clinical risk situations relevant professional staff in other services such as College Health or hospitals may be contacted.

Examples of inappropriate, unethical, and/or illegal actions include, but are not limited to:

- Discussing or revealing student/client information to anyone outside of the SCS (e.g., friends, family, fellow students, staff in other departments, etc.). This is still relevant when a member of SCS/service user leaves the SCS. This applies to all SCS information, even if an individual is not directly or indirectly identifiable from the data.
- Removing any student/client information from an SCS office for any purpose (including working from home) without explicit authorisation from the Director of the SCS in each case. This applies to all SCS information, even if an individual is not directly or indirectly identifiable from the data.
- Discussing or revealing student/client information (directly or indirectly) with another member of SCS who has no legitimate need to know, outside of agreed supervision or debrief environments.
- Obtaining access to student/client information not directly necessary for performing your duties, electronically or in hard copy.
- Non-adherence to the permissions set for you on Titanium (if relevant) and sharing of passwords on the system.

Student Counselling Services (SCS, SLD & S2S) Confidentiality Agreement

- Copying service user files or other student information onto your own computer, CD, floppy disk, USB drive or other electronic medium, or to an external cloud system, without explicit authorisation from the student/client and/or their clinician (where relevant) for a specific purpose, except when conducting authorised computer backup on a scheduled basis.
- Storing any personal information about a service user in hard copy notes or on electronic file outside of the SCS, including emails sent by the student. If any notes or records of communication with a student need to be saved, this must be done on SCS systems with the explicit knowledge and consent of the student/client concerned and removed entirely from personal files and accounts.
- Sending any student information via e-mail or fax to anyone outside of the SCS without explicit authorisation from the student/client and/or clinician.
- Placing student/client information on the internet or into any other publicly available forum without consent.
- Sharing of confidential staff and SCS business information.

I have received a copy of, read, understand, and agree to uphold the Student Counselling Services Confidentiality Agreement on matters of confidential information.

Any unauthorised disclosure of confidential information by members of SCS could render the SCS liable for damages. Any members of SCS who violate the confidentiality of service user, business or employee-related information in whole or in part will be subject to disciplinary action up to and including termination and/or legal action.

I recognise that this signed document of my agreement to uphold the provisions of this policy will be in my personnel file/volunteer record.

Signature: _____   Date: _____

Print Name: _____

Witnessed by: _____

S2S GDPR Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

As members of the Student Counselling Service, S2S volunteers are required to adhere to the [Student Counselling Service's Privacy Notice](#) and to be mindful of how and why they process personal data. This privacy notice has been written in conjunction with Trinity's Data Protection Office, and further information about the terms and language used can be found in [Trinity's Data Protection Handbook](#).

2. Purpose

This policy is designed to help volunteers to identify when GDPR legislation might be applicable, and how to navigate data compliance in their roles.

3. Scope

This policy applies to all S2S volunteers and staff.   Responsibility for ensuring this policy is effectively implemented rests with the S2S Co-ordinator. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4. Glossary of Terms and Definitions

GDPR

General Data Protection Regulation - The GDPR is a data privacy regulation from Europe that grants rights to individuals in the EU/EEA over how their personal information gets processed, irrespective of whether the processing occurs online or offline.

5.   Principles

Personal data you are likely to encounter as an S2S volunteer includes:

- Students' contact details (TCD email addresses).
- Emails written to you by other students, including personal and sometimes sensitive information disclosed over email.
- Video footage or photos of other students (e.g., recordings of online meetings, or photos taken at meetups).

6.   Managing email addresses and email contents

To ensure that everyone's data and their privacy is respected, you must:

- **Mentors:** Use live data from s2svolunteer.tcd.ie to create mentee mailing lists (don't download or save these contact details anywhere else).
- **Mentors:** Adhere to the S2S email protocol for interactions. BCC your group members (don't paste their email addresses into the "To" or "CC" field).
- **All volunteers:** Delete emails once you have dealt with them. If emails contain personal/ sensitive data that may be needed in the future, please consult with the S2S office about secure storage on the SCS Titanium system.
  Make sure emails are also deleted from your "deleted items" folder.

7.   Managing Photographs and Videos

Get permission from all parties before sharing or storing any videos or photographs taken in your capacity as an S2S volunteer, including explicit written consent for any dissemination on social media, or in emails etc.

8.   Managing Third-Party Queries

A third-party query is any enquiry about a student that comes from someone other than the student themselves (e.g., parent, partner, friend etc.). No information about a student, including the fact that they are a Trinity student, should be given without their consent. If you receive a query about a student from any third-party, please refer it directly to the S2S Office. You can forward emails without responding to them to Student2Student@tcd.ie – just put a line in at the start to let us know that you haven't responded and need us to do so. If the enquiry is verbal, politely but firmly tell the person asking that they would have to ask us, and give them the office email/phone details.

S2S Social Media Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	SCS Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

Social media is a powerful networking and communication tool and has an important role to play in promoting and coordinating the services that S2S offers. S2S uses social media to promote its services and create a rapport with students as service users, and students as volunteers.

As S2S is a support network, it is important to note that situations may arise where users of S2S social media platforms find themselves particularly vulnerable. It is therefore necessary to have a robust policy in place to ensure that all S2S social media activities are conducted safely and responsibly. This policy should be employed by staff and student members using the S2S social media platforms.

For the purposes of this document, social media is defined as any online media that allows for content creation, interaction and/or participation and includes but is not limited to: blogs, Buzzfeed, Facebook, Flickr, Instagram, LinkedIn, Pinterest, Reddit, Snapchat, Tumblr, X (formerly Twitter) and YouTube.

2.   Purpose

This policy has 3 main purposes:

1. To establish a code of conduct common to all S2S social media that is in line with current Trinity College policies.

2. To ensure the welfare and safety of S2S staff, volunteers and other students who interact with S2S social media.

3. To ensure the continuing good reputation and high standard of the S2S service.

3.   Scope

The scope of this policy is limited to S2S staff and volunteers, in their capacity as members of the S2S community, using social media in the tcd.ie domain or on any other social networking website. It applies to both public and private (i.e., closed) social media groups and outlets.

This policy also applies to people external to S2S posting material (including comments) to social networking sites managed by S2S.

All S2S employees and volunteers are responsible for the success of this policy and should ensure that any misuse of social media or question regarding the content or application of this policy is communicated to the S2S Co-ordinator.

4.   Principles

Information posted to social networking sites must adhere to the legislation in force at the time. Particular attention must be paid to the following:

- Copyright and Related Rights Acts 2000, 2004 and 2007
- Data Protection Acts 1988 and 2003 and the 2018 GDPR
- The Child Trafficking and Pornography Acts 1998 and 2004
- Defamation Act 2009
- Prohibition of Incitement to Hatred Act 1989

Information posted to social networking sites must adhere to the College policies in force at the time. Particular attention must be paid to the following:

- Social Networking and Social Media
- Dignity and Respect
- Accessible Information
- Use of the College's trademarks
- IT and Network Code of Conduct
- Intellectual Property

5.   Procedure for Setting up S2S Social Media accounts/pages

- Mentors and Head Mentors may set up private groups for the purposes of communicating with their Mentees/groups of Mentors. These pages must be compliant with the guidelines outlined in the S2S Mentor Training Handbook.

- For all other Social Media pages and accounts, permission must be sought from the S2S office before anything is set up. This includes social media accounts (e.g. X, Instagram etc.) and groups within a social media account who will have a direct annual turnover (e.g. Peer Supporters, Committee, Head Mentors etc.)

- Approved accounts and annual groups must be set up by the S2S office to ensure that they can be accessed after the students initially responsible for them have moved on from the programme.

- S2S reserves the right to request that any unauthorised social media accounts be removed or transferred to the S2S office to ensure the online safety of staff, volunteers and mentees and to protect the reputation of the organisation.

6.   General Online Conduct

- Think twice before posting: Privacy does not exist in the world of social media. Consider what could happen if a post becomes widely known and how that may reflect both on the person posting and the S2S service. Search engines can turn up posts years after they are created,

and comments can be forwarded or copied. If you wouldn't say it at a conference or to a member of the media, consider whether you should post it online.

- Strive for accuracy: Get the facts straight before posting them on social media. Review content for grammatical and spelling errors. This is especially important if posting on behalf of S2S in any capacity.

- Be respectful: Understand that content contributed to a social media site could encourage comments or discussion of opposing ideas. Responses should be considered carefully in light of how they would reflect on the person posting the message and/or on S2S. Remember that S2S is a non-judgemental service and as such, there should be space for people to express differing opinions within our social media platforms. However, posts which attack people personally, or which are offensive, harmful to others, defamatory, or derogatory are not to be tolerated and should be dealt with promptly by reporting them to the S2S Co-ordinator.

- Be aware that, in the absence of voice and body language cues, it is very easy to misinterpret tone when communicating via social media. The intent behind communications can be interpreted very differently depending on a person's state of mind so be sure to take extra care when communicating online.

- Remember your audience: Be aware that a presence in the social media world is or easily can be made available to the public at large. This includes prospective students, current students, current employers and colleagues, and peers. Consider this before publishing to ensure the post will not alienate, harm, or provoke any of these groups.

- On personal sites, identify your views as your own: If you identify yourself as a member of S2S online, it should be clear that the views expressed are not necessarily those of the service.

- Photography: Photographs posted on social media sites easily can be appropriated by visitors. Consider adding a watermark and/or posting images at 72 dpi and approximately 800x600 resolution to protect your intellectual property. Images at that size are sufficient for viewing on the web, but not suitable for printing. Be sure to have consent from anyone pictured in your photographs before you post them online.

- Rules: Become familiar with the terms of service and policies of sites and networks in which you participate.

7.   Impartiality

- As a non-judgemental service, it is essential that S2S behaves as an impartial entity within TCD. For this reason, S2S cannot "like", comment on or otherwise endorse posts by third parties that are politically charged or that aim to critique, lobby or otherwise influence the student body or TCD institutions or services.

- Anyone posting to social media platforms as S2S must be vigilant that there is nothing in the content of the material that would jeopardise the impartiality of the organisation. If in doubt, refer to the S2S Public Relations Officer or the S2S Co-ordinator for guidance.

8. Prohibited Behaviour

Users of the S2S accounts must not post, endorse or share any materials including inappropriate jokes, inflammatory comments or obscenity, offensive images, discriminatory remarks or content that infringes on people's privacy rights.

9. Providing Online Support

- Students may seek support from S2S volunteers via social media. However, unless S2S has explicitly provided training in online/written support, volunteers should never provide support through this medium.
- Students requesting support online should be encouraged to meet a qualified student or staff member to discuss their concerns, and/or directed to the Niteline instant messaging service or to the online form for Peer Support requests. If the student persists in seeking online support from an untrained volunteer, and/or there is any reason to question their immediate safety, then the S2S Coordinator should be notified. Particularly in the instance of safety concerns, the Co-ordinator should be phoned directly, regardless of the time or day on which the support request is received.

10. Digital Accessibility

- Captioning: Video captions/subtitles: Facebook, YouTube, Instagram stories and TikTok have automatic captioning features, make sure to enable this feature. You can also use websites or apps like Kapwing, Clipomatic or Captions to create video captions.
- CamelCase hashtags: CamelCase hashtags should be used, i.e., each word in the hashtag must be capitalised. For example, #S2SLibraryTours. CamelCase hashtags allow anyone using a screen reader to understand the hashtags.
- Alternative (Alt) text: a written description of whatever is in the image should be included to ensure anyone using a screen reader can access the information in the image without being able to see it. Alt text can usually be added by social media platforms built in feature. Alt text should be brief but include all essential information sighted users would get from the images, as though you're describing an image on your phone to someone.
- Accessible visuals and graphic designs: high colour contrast, legible fonts and appropriate font sizes should be used in visuals and graphics. If possible, use sans-serif fonts (e.g.

Verdana, Calibri, Arial) in minimum size 12. Avoid underlining or italicising text, use bold instead. Avoid using all caps. Avoid using colour to indicate information. Ensure that there is significant contrast between the text/image and background colour. Use 1.5 spacing and left-align the text.

- Accessible text for post captions: social media captions and tweets can be made accessible for people using screen readers, which read the code for links, GIFs, and emojis aloud. Use emojis sparingly and one at a time, include any links at the end of the caption, and write in plain language.

S2S Room Booking Policy

Approval date: 26/07/2024	Revision date: 01/07/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

S2S is committed to providing physical space for social activities, volunteer meetups, and for students to connect with each other. As part of this commitment, S2S maintains a space on campus which is primarily for the use of S2S volunteers and the students they are engaging with. We will also support volunteers to access other suitable spaces on campus when necessary and appropriate.

2. Purpose

This policy relates to use of Trinity College Dublin spaces for S2S-related activity. It gives guidance around which spaces are most likely to be available, and how to go about booking those spaces when necessary. It also lays out how to treat those spaces responsibly, and how to keep everyone safe in those spaces.

3. Scope

This policy relates to any S2S volunteer booking a room on Trinity Campus or one of Trinity's off-campus locations. This policy also applies to the use of House 47, which is a shared space between S2S and the Counselling Team in SCS, as well as to the use of the SCS seminar room, and any other rooms/areas within Trinity campus or in Trinity off-campus locations if they are made by or on behalf of a volunteer and/or relate to S2S activities. This includes students who are not S2S volunteers using rooms in House 47. Responsibility for ensuring this policy is effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4. Glossary of Terms and Definitions

Enquiries Office

The team in Trinity responsible for dealing with all enquiries and bookings related to meetings and events organised by academic departments, the Students' Union, the Graduate Students' Union, College societies and clubs and external organisations.

House 47

The main location of S2S rooms and offices.

SCS Seminar Room

The large training room on the 3rd floor of 7-9 Leinster Street South, where Mentor training takes place.

5. Principles

S2S will support volunteers to book any space required on campus, subject to the regulations that apply to that space.

S2S controls bookings for spaces in House 47, and can negotiate bookings made in the main Counselling Service space in 7-9 Leinster Street South with he SCS Admin Team directly.

The Atrium can only be booked through the committee of the S2S Society, as it is a CSC run space. The committee can be contacted by email to s2s@csc.tcd.ie

Other campus spaces are normally booked through the Enquiries Office.

You do not need to book rooms for Mentor orientation meetups. The bookings will be pre-arranged with the Enquiries Office by S2S staff.

6. Booking a Room in House 47

S2S is based in House 47, and has the three following spaces available for any student:

• **The Main Space:** Is open access during office hours. Anyone can drop-in to grab some water, tea or coffee, to use the microwave or just to hang out. It's ideal for Mentor Group meetups, but these need to be booked in advance, as the space is too small for more than one group to use it at a time. Please also note that the Main Space cannot be booked for private events. People will come and go, and ideally be invited to participate in any activities happening in the space.

- **Room 7 (aka the Zoom Room):** Suitable for one or two people to use for private meetings. Ideal as a private space for students to bring their laptop/tablet and attend online meetings undisturbed.

- **Room 8 (aka the One-to-One Room):** Suitable for 2-4 people as a quiet space for confidential conversations. Ideal for meetings with a mentee, a Peer Support meetup, or confidential chats with Head Mentor(s).

Room 7, Room 8, and the Main Space in House 47 can all be booked using our online booking form.

7. General Use of Space in House 47

Please respect other users of the space. Don't use a room without booking in advance, and don't walk into a room if the "do not disturb" flag is red on the door. Please ask a staff member if you've booked a room and it appears inaccessible.

Please also leave rooms as you found them. Stack any dishes for washing under the microwave in the main space. Tidy up any mess and make sure rubbish is in the bin.

Crockery/delph, cutlery, water, tea, coffee, sugar, cow's milk, and oat milk are provided for your use. If anything runs low, please tell a staff member so we can replenish stock.

S2S Offices must be locked when unoccupied. Please do not assume that the S2S Office and/or the Student Room will be staffed outside of normal working hours, and make sure that arrangements have been made to open/lock rooms if you're using them outside of these times.

Please do not consume alcohol in these spaces, and do not "camp out" in them overnight. These spaces are subject to spot-checks by campus security.

Please download the [SafeZone App](#) and make sure you are logged-in before hosting an event out of hours. If you need first aid or are concerned for anyone's immediate safety, use the app to call for help.

8. Use of the interactive screen in House 47

The interactive screen in the S2S main space is available for use by all students for practicing presentations, watching movies, hosting workshops, hosting group meetings or sharing collaborative work. Please follow the guidelines below when using the screen:

- The screen must be operated using the PC input mode. Other input modes are not supported for general use.
- To display content from your own device, please use the Clever Cast device to screen cast, or connect with the HDMI cable to the right hand side of the screen as you're facing it.
- Any tech accessories such as remote controls, cables, adaptors, must be returned to the drawer beside the screen after use.
- For your own security and privacy of others, avoid signing into personal accounts (e.g. email, streaming services) on the screen. Casting is the preferred method of usage.
- Please be mindful of the screen's volume. Counselling appointments may be in progress nearby.

9. Booking the SCS Seminar Room

For larger Mentor Group Meetups, the SCS Seminar Room is ideal. There is a projector, and you can offer food and drink (just no alcohol).

Requests should be emailed with as much notice as possible to Student2Student@tcd.ie.

Please note that this room is used by the Counselling Service for group therapy sessions and for trainings. It is not always available and needs to be booked as far in advance as possible.

Please make sure you note where furniture etc. is when you enter the room, and return things to their original places before you leave if they get moved during your meetup.

Please make sure all windows are closed, and all lights, screens and any other equipment are turned off before you leave. If there are no staff left onsite when you're done, please ask the security guard down by the main entrance to the building to lock the room on your way out.

10. Booking rooms through the Enquiries Office

Requests should be emailed with as much notice as possible to enquiries@tcd.ie.

Please make sure to cc. Student2Student@tcd.ie in your email. This will save time for you and for the Enquiries Office, as they won't come back asking for evidence of your society membership etc.

Please note that not all rooms on campus can be booked through the Enquiries Office, and that the Enquiries Office can only book rooms from 6pm onwards. Prior to this, booking is at the discretion of the schools/faculty offices around campus.

No food or drink is allowed in Trinity's Teaching & Learning Spaces. If you're planning to have snacks and/or drinks please don't book a teaching space, and make sure food and drink is allowed in the space you do book.

Please make sure you note where furniture etc. is when you enter the room that you've booked, and that you return things to their original places before you leave if they get moved during your meetup.

11. Booking the Atrium

The Atrium is a CSC run space so can only be booked through the S2S Society. Please email them, giving as much notice as possible, at s2s@csc.tcd.ie

If you are organizing a larger event (e.g. multiple groups, external guests or catering and/or alcohol not purchased through Trinity's catering department), it's very important that you check Trinity's Events Checklist and submit any necessary application forms at least 2 weeks in advance.

12. Booking the Global Room

The Global Room can be booked subject to availability directly through Trinity Global's online booking form. Please note and abide by the Global Room's Terms of Use.

S2S Event Funding Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	SCS Co-ordinator
Responsibility for implementation:	S2S Executive Officer
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

The S2S Service is committed to ensuring volunteers are not personally liable for any reasonable expenses which they incur wholly, necessarily, and exclusively in the course of their volunteering role. As budgets are managed centrally by Trinity Finance, and subject to regular audit, it is essential that this policy be reflective of Trinity's broader financial processes and audit requirements.

2. Purpose

This policy is designed to ensure volunteers do not go out of pocket whilst performing their roles. S2S cannot guarantee that funding is available for events if this policy is not followed.

3. Scope

This policy applies to all S2S volunteers seeking funding for events and activities pertinent to their role(s) as S2S volunteers. Responsibility for ensuring this policy is effectively implemented rests with the S2S Executive Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

- Ask for funding approval before you commit to buying anything for your events!

- Requests must be made at least **1 week (7 full days) in advance**.

- Requests are limited to €30 per event unless there are exceptional circumstances, agreed with the S2S Office in advance. Please do not apply individually, or in unique groups, for €30 each if it is all for the same event. This will result in all but one request being rejected.

- The total purchase made cannot exceed the amount approved for your event. Partial repayment from other sources is not an option.

- S2S can only make purchases on your behalf from agreed suppliers. Please check the website for a list of suppliers, and follow the online links for an up-to-date list of options and prices.

- You should use the event funding request form to provide the following information:
  - The name of the company you'd like to place the order with.
  - The total amount you plan to spend.
  - An itemised list of the things you want to purchase (including quantities).
  - The date and time of your event.
  - Location of the event (for deliveries).
  - What type of "evidence of the event" you can provide

- Do not pay for items out of your own pocket – reimbursement will not be an option.

- **Alcoholic drinks will not be funded**.

All purchases are made by Trinity College through their Finance Office and will be subjected to audit. Our approval process includes making sure that the goods purchased can be approved at a central administrative level. Please ensure that you stick to the guidelines we provide. We cannot guarantee purchases will be made if we do not have sufficient evidence

that your event has been well planned and that participants have enough notice to attend. We may also need to follow-up with you for evidence that the event took place.

5.   Process

1. Fill out a request for funding with all the details we require at least 1 week prior to the event happening. We cannot guarantee purchases requested at shorter notice.

2. Once we review your application, we will respond within 24 hours to confirm if a purchase can be made.

3. After the event volunteers need to send confirmation that the items requested were received. **If we do not hear from you within 2 days of the event we will have to assume delivery was completed with no issues** so please let us know immediately if anything is not satisfactory.

4. S2S staff may follow-up with a request for proof of the event if it is requested by Trinity's Finance Office.

5. If events are cancelled or details (including date, time and location) change you must **notify the S2S Office immediately so that suppliers can be notified**. If suppliers cannot change the order at short notice, we will not be able to fund your revised event.

S2S External Opportunities Policy

Approval date: 26/07/2024	**Revision date:** 27/06/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

S2S recognises the value for our volunteers in undertaking additional responsibilities or engaging in further opportunities which offer immediate benefits and/or contribute meaningfully to their personal and professional development. We are committed to ensuring volunteers have access to these opportunities as equitably as possible.

2. Purpose

This policy explains how S2S staff decide when an opportunity is relevant/appropriate to S2S volunteers, and how that opportunity is broadcast. It also makes clear the fact that external opportunities, while they can be logged on your volunteer record in some instances, are entirely optional. There is no penalty for not responding to additional workpieces that do not sit within your role description.

3. Scope

This policy relates to all S2S volunteers. Responsibility for ensuring this policy is effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

External Opportunities are callouts from other services/areas/organisations that do not form part of your volunteer role description but may be of benefit and/or interest to you. These can include working for other areas of the university (e.g. providing tours to Postgraduate or visiting students, general assistance with Open Days), or for external organisations (e.g. stewarding for Culture Night).

We will notify you when we are asked to circulate these opportunities, provided that they do not:

- Conflict your defined role(s) and responsibilities as student volunteers.
- Conflict with the ethos of S2S as a non-judgemental, non-directive and inclusive service.
- Create any risk to your wellbeing.
- Set expectations outside the scope of your training/experience without offering additional training and support commensurate to the task.
- Require a student volunteer to undertake an unpaid role when staff are/have in the past been paid to undertake the same or similar responsibilities.
- Conflict with or fail to uphold any facet of Trinity's Volunteer Charter.

All associated administration around the role/opportunity will be undertaken by the external requestor, including but not limited to:

- Communication of the selection process (if any) to volunteers who express an interest.
- Timetabling of training/induction sessions.

- Any rostering associated with the role/opportunity.
- Clear communication of steps to be taken to receive payment (if applicable.)
- Processing pay forms etc. (if applicable.)
- Managing any pay/HR queries related to the role undertaken by the student volunteers.
- Writing references etc. relating to the role/opportunity undertaken.

5.   Process

People/organisations asking S2S to circulate opportunities will be asked to complete an online form, which includes making sure we have all the relevant information about dates, times, duties to be undertaken, reimbursement/remuneration and contact information.

Requests will normally only be circulated during the academic year as part of the weekly email to all S2S volunteers. If the request is urgent and/or only applies to a specific volunteer cohort, every effort will be made to send a unique email to relevant volunteers only. Details of the opportunity will include information about who to contact for more information, or to sign-up. Please make sure you liaise with them directly. Responses sent to the S2S office in error may not be passed to the relevant person in time.

S2S Reference Provision Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

Volunteers are fundamental to S2S; without them there would be no service. The primary role of all staff in S2S is to ensure the personal and professional development of our volunteers, and to foster their resilience and sense of belonging. A key part of fostering professional development is to ensure quality references are available on request for any career/education opportunity a volunteer is applying for.

2.   Purpose

This policy is designed to ensure volunteers can obtain references in a timely manner, and that their references accurately depict their training, engagement, activities, and achievements.

3.   Scope

This policy applies to all S2S volunteers. Responsibility for ensuring this policy is effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

Every volunteer is entitled to request a reference from S2S. This reference will include:

- Duration of your volunteer role(s).
- Details of any training undertaken (including Blackboard scores where relevant.)
- Brief explanation of key responsibilities/activities.
- Any commendations/awards received.

For the purposes of reference provision, your volunteer record will be held for 7 years. After this period, we may not be in a position to write references for you.

5.   Process

1. If you are a Mentor, Head Mentor and/or Mentor Trainer, please make sure your Odyssey volunteer log is kept up to date so that we can write accurate and compelling references. Peer supporters are advised to attend regular debriefs for all kinds of reasons, but writing strong references is amongst them!

2. Please make sure you need a letter before requesting one. A lot of employers/course admissions staff don't accept reference letters and use their own forms instead. They will send these to a named reference. If you need a named reference, you can use the following information:

    Ralph Armstrong-Astley

    S2S Co-ordinator

    Student 2 Student

    Student Counselling Services

    House 47

Trinity College Dublin, the University of Dublin

Dublin 2,

Ireland

Tel: +353 85 7833 548

Email: student2student@tcd.ie

3. If you do specifically need a letter, please complete the Wrike form so that we can tailor the reference to your requirements wherever possible. You will be asked to detail any experiences/skills you'd like us to highlight to strengthen your application(s).

4. If you would like a specific staff member to write your reference, please include this on the form. Otherwise, the reference will be written by the first available staff member.

5. Please email student2student@tcd.ie with any reference queries. You will get a much swifter answer if it goes to this central mailbox.

S2S Complaints Policy

Approval date: 26/07/2024	**Revision date:** 27/06/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

Student 2 Student operates according to professional guidelines, policies, and practices. We are committed to a providing a transparent and inclusive service, and to continuous learning and development based on all feedback received. We are committed to offering a quality service that aligns with Trinity's policies on EDI, Dignity & Respect and codes of conduct, and to responding in a timely and appropriate way to any concerns raised by or about staff or volunteers that may contravene any of these policies.

2. Purpose

This policy provides a range of options for anyone who has a concern or a complaint about any experience or interaction with S2S to openly express their concern, receive timely and relevant support, and for action to be taken to address the concern/issue.

3. Scope

This policy applies to any concern or complaint about any aspect of S2S service delivery for students or staff accessing or engaging with Mentoring or Peer Support, including both official and unofficial interactions, and/or for S2S volunteers.   These complaints/issues/concerns can be raised directly by the person(s) involved or on their behalf by a third party. Responsibility for ensuring this policy is effectively implemented rests with

the S2S Co-ordinator. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Glossary of Terms and Definitions

EDI

Equality, Diversity and Inclusion

5.   Principles

This policy is designed to ensure any individual who has a negative experience of an S2S service, or any concern about any aspect of service delivery, has a clearly defined way to seek recourse, and to ensure issues do not reoccur. While every effort will be made to address any issue or complaint raised, S2S reserves the right to seek further information and clarification when it is required before any actions can be decided. In cases where complaints are made anonymously, it may not be possible for S2S to gather the necessary information and/or to feedback any actions taken or adjustments made as a result of the information given.

6.   Process

All users of the Student2Student Programme (including Mentors, Mentees, Supporters, and those who have been supported, etc.) who wish to make a complaint about the service they have received are encouraged in the first instance to address their complaint directly to the member(s) of S2S that the complaint concerns.

If this proves unsatisfactory, or if they do not feel comfortable approaching the person directly, they should make their complaint to the S2S Co-ordinator by phone (085 7833 548) or email (Student2Student@tcd.ie).

If this is unsatisfactory, complaints can be emailed to the Director of the Student Counselling Service by sending an email FAO Trish Murphy to student-counselling@tcd.ie.

If the complaint involves the Director of SCS, or is a complaint that has not been addressed to the complainant's satisfaction by the Director, the Trinity College complaints procedure should be followed.

All complaints will be dealt with in a strictly confidential manner and stored separately from the student's file. Records of the complaint will be held for 5 years after the resolution of the complaint or after the last correspondence, in line with the Trinity's Records Management Policy.

S2S Volunteer Withdrawal Policy

Approval date: 10/07/2025	**Revision date:** 01/07/2026
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

S2S is committed to providing a quality service to all students attempting to access support through us. To preserve the reputation of S2S for all our volunteers, as well as for service users, you are asked to observe clear protocols for taking time out and for withdrawing from the programme. This helps to ensure that students have a timely response from an appropriate volunteer when they reach out to us.

2.   Purpose

This policy addresses requests for withdrawal as well as situations where a volunteer will be asked to leave the S2S service or will be assumed to have left the service.

3.   Scope

This policy applies to all S2S volunteers. Responsibility for ensuring that this policy be effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

If you need to take some time out, please let us know. We can then discuss the best form of cover with you. If we don't know you're taking a break we may make you withdrawn, so please keep us in the loop!

If you decide to leave the S2S programme we will always respect your decision – we take the view that the wellbeing and best interests of our volunteers are paramount, even if that means we have to say goodbye to them as a volunteer.

5.   Choosing to withdraw

Your decision to leave the programme in no way affects your right to a reference, or your right to return to the programme at a later date. However, it is essential that you notify us of your decision as soon as possible. If you do nothing else, please email student2student@tcd.ie as soon as possible to let us know that you are withdrawing. If you are a Mentor and it is appropriate for you to do so, cc your buddy/buddies and your Head Mentors in the email. If you don't feel comfortable doing this, don't worry – a member of the S2S staff will inform them without sharing any personal information about your reasons for withdrawing.

7.   Off Books volunteers

Going off books doesn't necessarily mean you will be unable to continue with S2S. However, we are aware you may not be around campus as much, so the choice is yours. Please know, the S2S Staff will support you in any possible way.
Unfortunately, if you're withdrawing from college you will no longer be registered as a Trinity Student, and therefore will be unable to continue with the programme.

8.   Staff making volunteers withdrawn: Mentors

Failure to complete training will result in removal from the S2S programme.

Trained Mentors who are absent during Fresher's week without giving due notice will be removed from the S2S programme. This policy is enforced because both Mentors and Mentees have a more fulfilling volunteering experience if the Mentors are engaged from the start.

If a mentor cannot make Freshers Week for a specific reason and gives us sufficient notice, they may be moved to a stand-in list. This way they remain as a volunteer and continue to get communication from the office. They will be offered the opportunity to "stand in" when another mentor drops out.

If you become inactive as a Mentor after Freshers' Week you will receive at least one email from your Head Mentors or from the S2S Office to check-in on you (this is why cc'ing Head Mentors on emails is so important.)
If you fail to respond to this email the S2S Office will follow-up with a clear deadline for response.
If you fail to respond to the S2S Office email within the specified time you will be made withdrawn and your group members will be reassigned if necessary. This step cannot be undone.

Being made withdrawn due to inactivity and/or not responding to emails could have a negative impact on your reference, and is likely to mean you will not be accepted back into the Mentor programme at a later date.

9.   Staff making volunteers withdrawn: Peer Supporters

Failure to complete training will result in removal from the S2S programme.

Peer Supporters must attend the debriefs, refresher trainings and group supervisions

assigned to you, or your status as a Peer Supporter will be suspended.

This means you will no longer be assigned cases until you re-engage with the S2S team and

attend debrief and supervision.

10.   Exit Interviews

All volunteers, whether they withdraw themselves or are made withdrawn by staff, will be
entitled to an exit interview, subject to the Exit Interview Policy.

S2S Exit Interview Policy

Approval date: 10/07/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	SCS Co-ordinator
Responsibility for implementation:	S2S Programme Officer
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

The S2S Service is committed to ensuring all volunteers have an opportunity to reflect on their time with the service. We are also committed to gaining as much feedback about the service as we can, including from volunteers who felt the service did not meet their needs or expectations.

2.   Purpose

This policy outlines the process for offering exit interviews to Student 2 Student (S2S) volunteers who leave the programme. Exit interviews provide an opportunity to understand what worked well, what could be improved, and how S2S can evolve to maintain best practices and support future volunteers.

3.   Scope

This policy applies to all outgoing S2S volunteers, including Mentors, Head Mentors and Peer Supporters. Responsibility for ensuring this policy is effectively implemented rests with the S2S Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4. Principles

An exit interview will be offered to all volunteers, regardless of the length of time they are with S2S, to ensure that we have a comprehensive understanding of all volunteer experiences. Feedback will inform improvements to training, volunteer support, and programme policy. Anonymous and named responses will be treated equally.

5. Process

Volunteers will be given the option to complete an online feedback form at the point of their departure.

- For volunteers who **withdraw via Odyssey**, the link to the form will be included in the automated acknowledgement of their withdrawal.
- Where a volunteer contacts us directly to withdraw, the exit interview link will be included in our response.
- At the **end of each academic year** the link to the form will be circulated to all exiting volunteers.

Volunteers will be given the choice to complete the form anonymously or as a named party. They will also be informed that participation is optional, but it will be noted that their insights are highly valued.

At the end of the form options for having an extended conversation with an S2S staff member will be offered.

S2S Problem Solving Policy

Approval date: 27/06/2025	Revision date: 01/07/2026
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1.   Policy Statement

Student 2 Student are committed to offering a quality service aligned with Trinity's policies on EDI, Dignity & Respect and codes of conduct, and to responding in a timely and appropriate way to any concerns raised by or about staff or volunteers that may contravene any of these policies.

2.   Purpose

This policy outlines step-by-step procedures that any volunteer can expect to be invited into if any concern is raised about their conduct or behaviour, or if there is any reason to believe that they may need additional support and assistance to maintain their volunteer commitments.

3.   Scope

This policy applies to all volunteers in the S2S service. Responsibility for ensuring this policy is effectively implemented rests with the S2S Co-ordinator. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4.   Principles

S2S reserves the right to implement problem solving procedures with a volunteer or volunteers if there is concern that:

• Boundaries are not being adhered to and/or,

• The volunteer(s) in question is/are not abiding by the Trinity Volunteer Charter, Trinity's Dignity and Respect Policy and/or Trinity's Diversity & Inclusion policies and/or,

• There is significant concern for the wellbeing of one or more individuals as a result of the volunteer(s) actions.

If the issue relates to a significant contravention of Trinity's Policies, the matter will be referred directly to the Dignity, Respect and Consent Service, or to the Junior Dean.

5.   Process

The problem solving process will begin with a conversation between the S2S Co-ordinator or the S2S Programme Officer and the volunteer(s) in question wherever possible. The concern will be raised directly and the volunteer(s) given space and time to present their perspective.

If the issue cannot be resolved through discussion the S2S coordinator/Programme Officer may move on to arrange 3rd party mediation with another member of TCD staff and/or initiate a caution process.

The caution process involves documenting the issue/concern in the presence of the student and agreeing actions as a result, including a time frame for these actions to be taken.

If the volunteer(s) fails/fail to engage fully at any stage of this process, or to follow-up on agreed actions in the agreed timeframe, they may be withdrawn from the S2S programme.

They will be given a minimum of 1 weeks' notice of this decision, and have a right to appeal in that timeframe through the S2S Complaints Procedure.