

## **CVA Terms & Conditions**

The CVA is accessible for Loughborough University students and staff as well as Loughborough College HE students and Community volunteers.

Any individual who creates a profile on the CVA Portal shall be deemed to have accepted these Terms and Conditions. These terms and conditions are not legally binding and are not intended to create an employment relationship at this or any time in the future. This document is subject to annual review and was last updated on 20/07/2018.

The CVA has two aims:

- To provide and deliver a high quality programme of student development that includes personal and professional development, employability skills and career progression
- To support the delivery of the whole Loughborough Sport offer through a high quality student workforce.

Any time committed to the CVA is given freely as a volunteer on the understanding that he/she will not receive monetary remuneration for any given time. CVA volunteers are expected to perform to the best of their ability, representing Loughborough Sport with due integrity and behaving to the highest possible standard at all times. CVA volunteers are expected to act within the Code of Conduct which is included in the Volunteer Agreement.

Whilst the CVA may fund qualifications, this is not an obligation and is under the discretion of the CVA at all times.

Every CVA Volunteer who has funding attached to their experience will be required to sign a Volunteer Agreement. This specifically outlines what is expected of each role. These terms and conditions are applicable across the whole CVA and therefore more detailed information on specific roles can be found in the Volunteer Agreements. This will be given to any relevant CVA Volunteers and must be signed and returned prior to any position commencing.

Volunteers may be asked to undertake set duties during set hours as indicated in a volunteering role description, but acceptance and fulfilment remain at the discretion of the individual volunteer.

CVA Volunteers should not be subject to disciplinary procedures or be discriminated against in the workplace for not attending or undertaking work. However, there are instances in which CVA volunteers may be subject to disciplinary procedures, for example acting outside/beyond the CVA Code of Conduct. Please see the CVA Code of Conduct which can be found on the CVA website. This will also be referenced in the individual Volunteer Agreement.

CVA Volunteers should not receive any payment, reward or benefit in kind, unless this is part of a university recognised volunteering scheme (E.g. Action, CVA) and has been agreed by the School/Department/Partner.

Volunteers will not receive direct cash payment or promise of contract or future paid work. They should not expect reward or benefit in kind for hours given.

## CVA Portal

The CVA Portal is an online volunteer management system which provides a centralised place to find voluntary sports opportunities. It can be used to find and apply for opportunities, build a profile of voluntary sports experience and provides a platform to log hours for voluntary hours undertaken.

By creating a profile, applying for positions, or logging hours through the CVA Portal you agree to your data being included in reports compiled by Loughborough Sport with the ultimate aim of collecting data on the voluntary Loughborough Sport workforce (further details are outlined in the Privacy Notice). Any information provided may be shared (where appropriate) with other staff members at Loughborough University and Loughborough Sport.

To sign up to the CVA, individuals must create a profile on the portal. By signing up to the Portal, they accept that the CVA may contact them in relation to relevant opportunities or specific experience/interests. These communications are separate from the weekly CVA newsletter that is distributed to all CVA users which individuals can also opt into receiving.

Each individual may only have one profile and should record all of their voluntary experience within it. The more information the individual provides on their profile, the stronger their application will be for opportunities. (Please note, the experience added to the 'My Experience/Qualifications' tabs do not contribute to any logged hours total.)

Loughborough Sport staff will endeavour to reply to all applications within 15 working days. Applicants will receive an automated email from the CVA Portal if their application has been set to 'Successful'. Following this, or if the individual is unsuccessful, applicants will receive further information from a staff member directly.

The CVA is not obliged to offer any positions. Positions are assigned at the discretion of the CVA. Deadline dates of opportunities and availability of positions are subject to change at any time.

## Logging hours

Individuals operating in voluntary Loughborough Sport roles are expected to log their hours through the CVA Portal.

What volunteers should log:

- Hours can be logged for attending meetings relevant to the role, doing work in own time relevant to the role, delivering events, coaching, officiating or generally volunteering in a direct result of the role

What volunteers shouldn't log:

- Hours cannot be claimed or logged for attending masterclasses/workshops/courses (this includes travel time to and from the session)
- Any paid work
- Travel: Volunteers traveling as part of their role e.g a coach travels to an away game; may not log their travel time as part of volunteering.

Hours can only be logged since the beginning of each academic year, so each year on the 1<sup>st</sup> of September. It is not permissible to backdate/backlog from the previous academic years.

Logging Hours as part of a subsidy:

The CVA may subsidise volunteers to undertake a course/workshop/masterclass at any time. The volunteer must sign a volunteer agreement pre-agreeing with the CVA the amount of hours he/she will pay back in return for funding. If the volunteer does not pay back the hours in a given time, the CVA has the right to request a full reimbursement of the course/workshop/masterclass from the volunteer.

When receiving funding from the CVA, the volunteer agrees to:

- Log at least 20% of the hours agreed with the CVA within 2 months upon completing the course
- Log at least 50% of the hours agreed with the CVA within 4 months upon completing the course
- Log 100% of the hours agreed with the CVA before the end of the academic year.

\*\*\*If the volunteer cannot complete their designated hours and log them in that academic year, they should contact the CVA at the earliest opportunity. Extenuating circumstances for an extension will be considered on a case by case basis and must be agreed with the CVA.

### **CVA Charging System** (For more information, see the Expense Policy [HERE](#))

The CVA uses 5 methods of charging and paying for individuals:

- Refundable deposits
- Refundable deposits with associated hours
- Subsidised payments with associated hours
- CVA full payment with associated hours
- Development bursary

The CVA uses a charging system in situations where there is a cost or time resource incurred by the deliverer. This includes internal/external speakers, courses and qualifications. The CVA reserves the right to change the price of any charges at any time.

Any charges with associated hours will have the pre-agreed amount of hours stated in the Volunteer Agreement for that position. This number of hours will have been calculated as a result of the average cost of courses, divided by Sport England's monetary value of a volunteer hour and therefore is an indicative value.

Registration onto a course/masterclass (or an opportunity that states a deposit is required) is not complete until you have paid the required deposit.

To pay a deposit for an opportunity, CVA Volunteers can find the link on the page that is displayed once he/she has clicked 'Register' at the bottom of the opportunity on the CVA Portal. This link can also be found at the bottom of the My Opportunities tab. In some cases the link may be hidden and will be sent to you once you register on the course.

Once the deposit has been paid, the application/registration will be set to 'Accepted'. This can also be seen in the 'My Opportunities' tab.

Following this, CVA Volunteers should receive a receipt email containing the title of the opportunity. If for any reason, you do not receive this email of receipt please contact [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk).

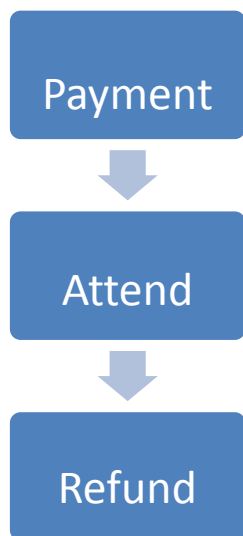
If a CVA Volunteer is no longer able to attend the session, and it is more than 48 hours before the masterclass/workshop/course, he/she can unregister his/her place. To do this, please go to the My Opportunities tab. If he/she has already paid a refundable deposit and it is more than 48 hours before the masterclass/workshop/course commences, the CVA Volunteer should email [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk) to request a deposit refund. Please be aware it may take 2-3 weeks to receive a deposit refund.

If it is less than 48 hours before the session commences, CVA Volunteers are no longer entitled to unregister and/or receive their refundable deposit. The CVA will where possible, accommodate a move to an alternative session but are not obliged to do so.

For any charge with associated hours, if it is 6 weeks before the start date of the course/qualification, the deposit is fully refundable. If a CVA Volunteer unregisters between 2-6 weeks before the start date of the course/qualification, the deposit is fully refundable providing this place on the course can be filled. The CVA Volunteer will receive his/her refund 2-3 weeks following her/her space being fulfilled on the course/qualification. Unregistering in the two weeks prior to the start date of the course/qualification and/or if the CVA volunteer has already started the course/qualification leaves, the deposit is non-refundable. In this situation, if the place on the course/qualification cannot be filled, the CVA also has the right to reclaim the full cost of the course from the volunteer.

In this instance, the CVA will try to accommodate by moving a CVA Volunteer to another qualification, but the CVA is not obliged to do so. There may be some extenuating circumstances, for example individuals with personal reasons, illness or any other legitimate reason for nonattendance, however refunding the volunteer, is at the discretion of the CVA.

### Deposits for Masterclasses & Workshops



Deposits are used for situations where individuals simply have to attend the masterclass or workshop to receive their deposit back.

When you arrive at the session your attendance will be recorded. If you are marked as attended, your deposit will be returned immediately and should reach your account in 2-3 weeks. If you have not received your deposit back after 3 weeks please contact [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk).

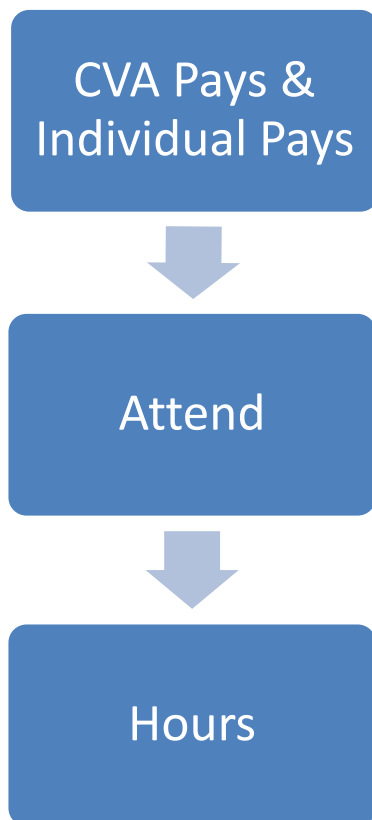
### Deposits for Courses & Qualifications with associated hours



Deposits are used for situations where individuals have to attend the course or qualification, complete their associated hours and log them against their profile on the CVA portal to receive their deposit back.

If you are marked as attended, your deposit will be returned as long as you completed and logged all the agreed hours as per the volunteer agreement. The volunteer should then email the CVA at [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk) to request their deposit back. The deposit should reach your account in 2-3 weeks. If you have not received your deposit back after 3 weeks please contact [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk). The Volunteer must request the deposit back within 1 year of completing their course. Failure to do so, the volunteer will not receive their deposit back.

### Subsidised payments with associated hours

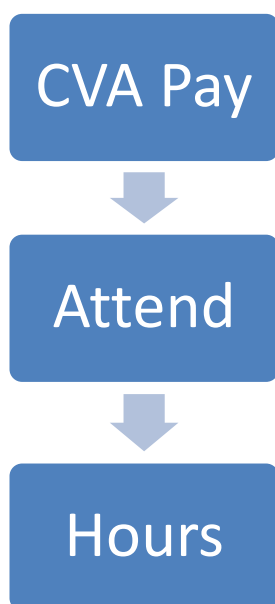


Subsidised payments with associated hours are given in situations where the CVA will pay part of the fee, and the individual will pay the rest. This may occur when the total cost of the course exceeds the total amount the CVA will provide. To apply for this funding the CVA Volunteer should complete a CVA Subsidy Form. To obtain this form, please email [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk). The subsidised payment will be agreed on an individualised case basis and is at the discretion of the CVA.

These subsidised payments will also require the individual to give back a pre-agreed number of hours. The pre-agreed hours will be stated in the Volunteer Agreement for that position.

Once the CVA Volunteer arrives at the session his/her attendance will be recorded. For external courses/qualifications, the CVA Volunteer should notify the relevant CVA staff member of their attendance.

### CVA full payment with associated hours

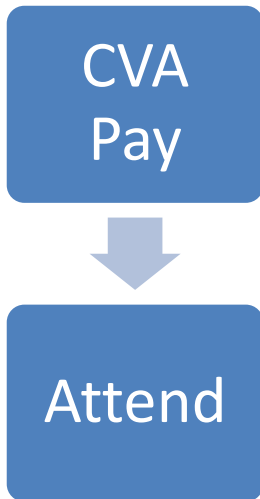


CVA Full Payments are given in situations where a CVA Volunteer has his/her entire course/qualification funded. This may occur if the total cost of the course/qualification cost is lower than the total amount the CVA is able to contribute and/or in extenuating circumstances for extremely committed and dedicated individuals. To apply for this funding, the CVA Volunteer should complete a CVA Subsidy Form. To obtain this form, please email [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk). The funding will be agreed on an individualised basis and is at the discretion of the CVA.

This full funding also requires the CVA Volunteer to give back a pre-agreed number of hours. The pre-agreed hours will be stated in the Volunteer Agreement for that position.

Once a CVA Volunteer arrives at the course/qualification his/her attendance will be recorded. For external courses/qualifications, the CVA Volunteer should notify the relevant CVA staff member of their attendance.

### Development Bursary



A development bursary may be given to a CVA Volunteer for certain courses/training opportunities in exchange for their contributions to Loughborough Sport in particular roles. This bursary must be used to justify the CVA Volunteer's professional development, usually in a sport-related field. This bursary must be used in the year that it is applied for, as bursaries cannot be carried over academic years. To apply for this funding, the CVA Volunteer needs to complete a CVA Subsidy Form. CVA Volunteers should email [cva@lboro.ac.uk](mailto:cva@lboro.ac.uk) to obtain one of these forms, stating his/her position and contributions he/she has made to Loughborough Sport. Any bursaries will be agreed on an individualised basis and at the discretion of the CVA.

For more information on all the above, see the Expense Policy [HERE](#)