



Student2Student

Volunteer Policies

2024



Trinity
College
Dublin

The University of Dublin

Trinity College's Student 2 Student (S2S) Mentoring and Peer Support Programme is part of our Student Counselling Services, and specifically designed to ensure every student in Trinity knows that they belong here.

Through S2S, students can get information and support from another student, find a friendly face to have a chat, talk things through or just ask a few questions when they're not sure who to approach.

Every incoming undergraduate student will be included in a Mentor Group, and their first Mentor Meetup will be part of their orientation timetable. Groups usually consist of 10-20 incoming students from the same course and are led by 2-3 Mentors. S2S Mentors are trained students from 2nd year or above in the same or a similar course of study. They will give their groups a tour of campus, a tour of their relevant library area and an icebreaker/FAQ session to help them get to know some of their new classmates, and to make sure they have space to ask about anything they're not sure of.

After orientation, Mentors will send weekly emails to their group members to remind them of information that might have slipped their minds since orientation, to give some timely tips and tricks about Trinity and their course, and to make sure they have a regular point of contact if anything comes up. They also organise around 5 social meetups in each term, some of which will be with other Mentor groups so that students keep getting opportunities to meet people and to connect. The Mentoring programme continues through to the end of year exams in May.

S2S also offers a 1:1 Peer Support Service to every student in the university, on request. Peer Supporters are trained intensively in holding non-judgmental, non-directive confidential space for their fellow students.

S2S recognises that student success is founded on belonging and connection, and strive to create a social and supportive environment where everyone can be their authentic self, and is welcomed and accepted as they are.

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.

“Coming into Trinity, I felt quite lost and everything felt quite foreign. But the day of orientation, when our S2S mentors came and showed us around the place and introduced us to our peers- more than scared and confused, I felt excited and thrilled to start a new chapter of my life.” Anonymous 1st Year, 2022/23

“I found that whether or not you continually engage with your S2S group, the understanding that you get from attending S2S during orientation week is that everyone has the same questions and concerns as everyone else, something which made me much more comfortable when it came to engaging with others in the course.” Anonymous 1st Year, 2023/24

“I met most of my college friends, who've subsequently become some of my closest friends, through S2S and the opportunity it provided to meet others in my course.” Anonymous 1st Year, 2023/24

“I would not be in TCD if it was not for S2S. I debated leaving and giving up how hard I worked to get into this school. But it was because of how easily and whole heartedly I was able to get involved that I felt confident enough to live and thrive and study abroad.” -Honey Morris, S2S Volunteer and final year student

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 policies 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.

Mission Statement

Mission of the Trinity Counselling, Learning Development and Student 2 Student Services:

Support through collaboration, connection and compassion

Vision of the Trinity Counselling, Learning Development and Student 2 Student Services:

To be an internationally accredited service, delivering accessible social, academic and emotional wellbeing initiatives across the Trinity community, keeping students at the centre of everything we do.

S2S Mentoring and Peer Support are key outreach and early intervention strategies within the Student Counselling Service's **wheel of supports**. They are also core to several strategic objectives of the Student Counselling Service, including:

- Student Partnership,
- Comprehensive, Accessible Service, and
- Academic Transition & Wellbeing.

All of these feed into the College's strategic objective to "support a transformative student experience".

Trinity Student Counselling Services – Statement of Services

In support of the strategic goals of the University, Trinity Student Counselling Services ([Student Counselling](#), [Student Learning Development](#) and [Student 2 Student](#)) provide a range of clinical, preventative, and training services consistent with the practices and standards of an internationally accredited university counselling centre. These services aim to create a safe and supportive environment based on our multicultural, multi-disciplinary and multi-theoretical values and practices that allow our diverse student body to access care, to receive high quality services, and to take positive pathways to mental health.

We are committed to fostering a supportive learning environment through the delivery of the following services to all Trinity students:



SCS: provides free, professional, confidential [psychotherapeutic support](#) to help students navigate personal challenges, develop coping strategies, and enhance overall mental health. Following an [initial assessment](#) (usually bookable within 2 to 3 weeks), students are provided with a support plan linking them with the most appropriate available supports. These supports include [crisis intervention](#), [online CBT](#) and [brief one-to-one psychotherapy](#), as well as [group therapy](#) options as part of a holistic care model. Where appropriate, students may also be referred to a range of free, low-cost and other support services outside the university.

https://www.tcd.ie/Student_Counselling/

S2S: provides [course-specific mentor groups](#) for every incoming undergraduate first year student. These groups provide an orientation session during fresher's week, weekly communications and social meetups throughout the year. [Mentors](#) are supported by a team of school-specific Head Mentors, who liaise regularly with staff. S2S also provide a team of highly trained [Peer Supporters](#), who can meet with any student on request. Peer Supporters offer in-person 1:1 listening and support, and are non-judgemental, non-directive, and confidential. [S2S volunteers](#) are fully supported by the S2S team through experiential training and development, student partnership initiatives and co-creative practice.

<https://student2student.tcd.ie/>

SLD: provides a range of [services to PG and UG students](#) to develop skills in areas such as academic writing, critical thinking, self and time management, exams and assessment skills. Evidence based strategies and best practice inform the SLD service provision, which includes [resources](#), [individual appointments](#), [workshops and skills events](#), offered both online and face to face. These services are designed to support Trinity students in their academic journey, promoting confidence and self-regulation in their studies at third level.

<https://student-learning.tcd.ie/>

These services are supported by a dedicated Administration Team, forming a holistic support system that promotes belonging, mental health and academic success.

One-to-one sessions are in high demand during teaching terms, and so wait time for these services vary accordingly. Service delivery is both in-person and online.

If you need urgent help outside of business hours, you will find information on available resources here:

https://www.tcd.ie/Student_Counselling/support-services/after-hours/index.php

Support For You



Mentors are encouraged to bring any issues or concerns to their Head Mentors, or directly to S2S staff, either by [booking an appointment during our office hours](#) or via email.

Head Mentors meet with S2S staff monthly to raise issues and give feedback, but are also encouraged to flag any issues or concerns between meetings by [booking an appointment during our office hours](#) or via email.

Peer Supporters must debrief with S2S staff directly after any initial meetup, and will agree during that debrief how frequently they will

check-in with staff, on a case by case basis. Peer Supporters must also be in attendance at their monthly group supervision sessions to remain active for casework. They can also raise any issues with the office in between supervision and/or debriefs whenever necessary.

Remember that our confidentiality policy states explicitly that confidentiality is **within the service**, which means you can always seek support from any other member of S2S, and that staff can facilitate support from SLD and/or SCS whenever necessary.

Volunteer Rights

- 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

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 continue past staff change-overs.
- 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 Training).

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 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.

Reference Checks for S2S Roles

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

When 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**.

Training

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 to 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.

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

S2S strives to be a friendly, welcoming service that is respectful and inclusive of all backgrounds, identities and perspectives. We will uphold fun, relaxed and sociable spaces where all students can feel safe and accepted getting to know each other whilst being our honest, authentic selves.

We will 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.

We will 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 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. 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. 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.

Creating Accessible Documents

Masterdoc

Contents:

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Quick Guide

Accessible documents at a glance

Alternative text

→ Alt text refers to words or phrases that are inserted into HTML documents that describe the contents of an image to enable people with visual impairments to use screen readers.

Text design

- Use sans-serif font
- Size 12 or larger
- 1.5 spacing
- Left-align text
- Don't use all caps, italics, or underline
- Use bold for emphasis
- Use headings to separate sections

Colours

- Colours should be high contrast
- Colour alone should not be used to convey information
- Avoid white-on-black

Plain English

- Use the active voice
- Be direct, clear, and consistent
- Define abbreviations/acronyms
- Avoid unnecessary jargon

PDF Tagging

- Export tagging allows you to tag different parts of the document to aid screen-readers
- Export PDFs, ensure "Tagged PDF" is ticked
- Do not use the "Print to PDF" feature

Word Documents

Microsoft Word documents can be checked for accessibility by using Review > Check Accessibility.

Text

- Use sans-serif font in size 12 at least
- Use 1.5 spacing
- Align text to the left
- Avoid using all caps, underlining or italicising (use bold instead)
- Use hyperlinks that explain the link's contents

Headings

- Use headings to separate sections
- Using Word's built-in heading styles make it easier for screen reader users to navigate the document
- Use interactive contents pages (right click the text > link > insert hyperlink > place in this document)

Colour

- Ensure high contrast between font/image and background colour
- Avoid using colour to indicate information

Images and Tables

- Add alternative text to images
- Avoid using too many tables
- Specify column headers and name each column in the top line

PDFs

Adobe InDesign supports accessible publication.

Export tagging

- This allows you to tag different parts of the document so that the format can be understood by screen-readers after exporting
- Select text > Paragraph Styles panel > Export Tagging > Drop-down menu labelled “PDF” > Tag the section as a heading style
- Ensure “Tagged PDF” is ticked when exporting the file

Alt Text

- This is a written description of the attributes in HTML documents to tell website viewers the nature of an image
- In Adobe InDesign: select the image, open the links panel, choose Object > Object Export Options, select Alt Text, done.

Text and Colours

- Sans serif font (arial, calibri, verdana) in size 12 or larger
- 1.5 spacing and left aligned text
- Avoid all caps, italics, and underlining
- Use hyperlinks that explain the link’s contents
- Ensure good contrast between font/image colour and background

Presentations

- Use alt text on images
- Ensure that the content is in the correct order for screen readers with the “Reading Order Pane”
- Use high-contrast colours
- Avoid black-on-white as it can cause glare for some people
- Provide a transcript of any audio-visual material in the notes
- Circulate the presentation with attendees in advance of the event so people can read ahead
- Use the Microsoft PowerPoint Accessibility Tool to check your accessibility features

Social Media

Alt Text

- This is a written description of the attributes in HTML documents to tell website viewers the nature of an image
- Describe the contents of the image simply, as if describing something you see on your phone to someone else

Captions

- Captions help people who are deaf/hard of hearing to understand video content, and benefit all users as some prefer to watch videos with the sound off
- Facebook, YouTube, Instagram and TikTok have automatic captioning features, make sure to turn them on
- You can use websites and apps like Kapwing, Clipomatic or Captions to generate closed captions

CamelCase Hashtags

- Capitalise the first letter of every word in a hashtag: e.g. #DocumentAccessibilityGuidelines

Post Captions

- Screen readers read the code for emojis, GIFs, and links aloud
- Use emojis sparingly, and one at a time
- Insert links at the end of captions
- Write in plain English

Plain English Guidelines

- Be clear whom you are writing to by using “I,” “we,” and “you”
- Be direct and use the active voice
 - ✗ A decision will be made soon
 - ✓ We will make a decision soon
- Avoid unnecessary jargon
- Define unfamiliar abbreviations and acronyms
- Avoid Latin and French expressions
 - ✗ e.g., i.e., etc. ...
 - ✓ for example, and so on...
- Have an average of 15-20 words per sentence
- Remove unnecessary words/phrases
 - ✗ Owing to the fact that...
 - ✓ Because
- Avoid nominalisations (nouns made from verbs)
 - ✗ Consideration, discussion
 - ✓ Consider, discuss
- Be consistent with your terminology
- Break up dense text
- Emphasise text carefully (avoid all caps/underlining, use bold)
 - ✗ EMPHASISING THIS SECTION
 - ✓ **Emphasising this section**

Fonts & Colours Menu

Accessible Colour Schemes

Accessible Fonts

- Verdana
- Tahoma
- Arial
- Georgia
- Lucida Sans
- Helvetica
- Calibri
- Comfortaa
- Century Gothic
- Arvo
- Rockwell

#000000	#1d4289	#5d3754
#FFFFFF	#FFFFFF	#FFFFFF
#d6d2c4	#000000	#000000
#003b49	#e56db1	#7da1c4
#000000	#003b49	#d3273e
#d0d3d4	#FFFFFF	#FFFFFF

Some accessible colour palettes using S2S Red

#008EA3
#00B9CE
#FE9090
#FE0000
#C90001

#FFB6B6
#FE9090
#FE0000
#E30001
#C90001

#AC00E7
#EF0077
#FE0000
#FE5F00
#FBC400

Tips & Tricks

For making your documents accessible

- Microsoft Suite programs have accessibility checkers under Review > Check Accessibility.
- To view the accessible colour combinations for your colour palette, or peruse existing combinations, you can [visit this website from Sussex university](#) or generate an accessible palette at [this website](#).
- Keep things structured and simple, don't be afraid of white space and lines between text and use headings generously.
- Avoid visual clutter.
- Use text, not pictures of text.
- Fill out your document properties where possible (author, keywords, subject).
- Save or export your document to PDF, do not use the "Print to PDF" function.
- Check your program for accessibility features and turn them on.

Garda Vetting Policy

Approval date:	Revision date: 01/07/2024
Responsibility for approval of policy:	SCS Administrative Manager
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 of 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 iudex 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 himself or herself 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.

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 individuals 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.

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 the 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, developmental 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: 26/07/2024	Revision date: 01/07/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

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

- **The Main Space:** Is open access during office hours. You can drop-in at any point to grab some water, tea or coffee, to use the microwave or just to hang out. It's ideal for Mentor Group meetups, but please book these in advance, as the space is too small for more than one group to use it at a time. Please also note that this cannot be booked as a private space. People will come and go, and it would be great if you could invite them to join in!
- **Room 7 (aka the Zoom Room):** Suitable for one or two people to use for private meetings. Ideal as a private space for you to bring your 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 your Head Mentor(s).

For larger meetups (up to 30 people) it may be possible to book the SCS Seminar Room (where Mentor Training is normally held). This is subject to availability,

Other rooms on campus are bookable, subject to availability, through the Enquiries Office or directly through the school/department.

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

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

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.

7. Booking the SCS Seminar Room

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 that you return things to their original homes 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.

8. 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 homes before you leave, if they get moved during your meetup.

9. 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](#).

10. Booking the Atrium

The Atrium can be booked subject to availability directly through the S2S Society. Please email 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.

S2S Reimbursement Policy

Approval date: 26/07/2024	Revision date: 01/07/2025
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 reimbursing volunteers for all 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 a this policy is 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 Trinity Finance will approve reimbursements 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 Programme Officer. All other staff members and volunteers in S2S are expected to facilitate and support the implementation of this policy.

4. Principles

- Ask for reimbursement before you buy anything!
- Requests must be made at least **3 working days in** advance. If you are putting in a request on Saturday and your event is Tuesday, it may not be approved as it is not 3 working days.
- 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 reimbursement being rejected.
- Get a receipt and make sure it is an itemised receipt. The reimbursement may not be approved or processed without an itemised receipt. This means the shop/service name has to be printed on the top of the receipt, and that goods have to be listed out with a description of each item. A receipt without items, or without individual prices for items purchased, will be rejected by the Finance Office.
- You must be able to fund the activity until reimbursement can be processed. S2S cannot provide funds in advance to assist with spending.
- Don't pay for deposits out of your own pocket- If you're arranging an event for which a deposit is required, ask everyone who's coming to give you their portion of the deposit in advance.
- Don't rely on quick reimbursement.
- **Alcoholic drinks will not be reimbursed by Trinity's Finance Office.**

All reimbursements are paid directly 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 make sure you stick to the guidelines

we provide. We cannot guarantee reimbursement if spending falls outside of Trinity's regulations.

Please also note that we will only protect the budget allocated for your event for 1 month after the stated date of your event. After 1 month, any unclaimed amounts will be released for other volunteer groups, and we may not be able to honour your reimbursement request. This is to prevent volunteers being told we have no money for events when sums go unspent. Please make sure you return forms and receipts promptly so you don't end up out of pocket.

5. Process

1. Fill out a [request for funding](#) with all the details we require at least 3 working days prior to the event happening. We cannot offer reimbursement at short notice, or retrospectively.
2. Once we review your application, we will respond within 24 hours of approval or denial of the reimbursement.
3. Once spending is approved, we will send you a Non-Staff reimbursement form.
4. After the event volunteers need to fill in their bank details, and email the completed reimbursement form to the S2S staff as a PDF, along with a photo of the receipt and proof of event. Proof of event can be the email inviting mentees to the event – just forward it on to us marked “**for reimbursement**”.
5. S2S staff will process reimbursement forms as a priority and send them to Trinity Finance, who will send the money into your bank account by EFT.
6. FIS process forms once a week, so alert S2S staff if you have not been paid within 2 weeks.

S2S External Opportunities 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 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 to you. 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: 26/07/2024	Revision date: 01/07/2025
Responsibility for approval of policy:	S2S Co-ordinator
Responsibility for implementation:	S2S Co-ordinator
Responsibility for ensuring review:	S2S Co-ordinator

1. Policy Statement

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 Co-ordinator. 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 of time, 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 [Write 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 Volunteer Withdrawal Policy

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

1. Policy Statement

S2S commits to providing a quality service to all students attempting to access support through us. In order to preserve the reputation of S2S for all of you as 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 and 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 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

If you need to take some time out please let us know, so that we can 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 do 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 in to 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.

S2S Discipline and Grievance Policy

Approval date: 26/07/2024	Revision date: 01/07/2025
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 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 disciplinary 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 disciplinary 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](#).

S2S Complaints Policy

Approval date: 26/07/2024	Revision date: 01/07/2025
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 operates according to professional guidelines, policies and practices. We are committed to a transparent, inclusive service and to constant learning and development based on all feedback received. We are also 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 gives a range of options for anyone who has a concern or a complaint about any experience or interaction with S2S to express their concern openly, and to receive timely and relevant support as well as for action to be taken to address the concern/issue.

3. Scope

This policy applies to any concern raised or complaint made about any aspect of S2S service delivery for students or staff accessing or engaging with Mentoring or Peer Support, including 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](#).