**DMUworks Voluntary Virtual Support for Businesses;**

**Guidelines for Businesses**

**The scheme**

1. We will/have matched your business with a DMU student who seems to have the right skills to provide you with support.
2. This is voluntary scheme to help businesses and give students the opportunity to share their skills.
3. The student will be unpaid by the University and will not be covered for any expenses.
4. The student will need to carry out the work from their current home, in line with the government’s latest Covid-19 advice at <https://www.gov.uk/coronavirus> The University is also providing students with regular updates at: <https://www.dmu.ac.uk/coronavirus/index.aspx>
5. This is a remote working arrangement only and must not involve physical contact between the student and business, or going to a workplace.
6. We expect the communication to take place by phone, email or other online tools. Please be aware that students will only have their own personal equipment and personal phone, so you should talk to them initially about how you will manage communications and any cyber risks that could arise.
7. If required by your business, the student will sign a specific confidentiality agreement (which shall be provided by you).
8. The number of hours the student works, and the days, will depend on what you agree with the student. We envisage this would not normally be more than 10 hours a week in total.

1. The volunteering arrangement will be renewable after every two weeks. Either you, or the student, can choose to discontinue the voluntary work at any time.
2. If you are not finding the arrangement helpful, and the student does not appear to have the skillset you need, please contact the DMUworks Inbox ([DMUworks@dmu.ac.uk](mailto:DMUworks@dmu.ac.uk) or mobile 07966223060). We will try to match you with another student as quickly as possible, although cannot guarantee a further student will be available.
3. If you have any concerns or complaints regarding the behaviour or conduct of the student, please report this to DMU as soon as possible so we can help resolve this.
4. DMU accepts no liability or responsibility to the Business for any damage or loss to the Business arising in connection with any of the tasks completed by the students as part of this voluntary support arrangement.
5. As the business in receipt of the voluntary support, it is your responsibility to ensure the student is aware of and adheres to confidentiality, data protection and General Data Protection Regulations as these apply to your organisation.
6. As the business working directly with the student, you shall receive personal data about the student. Your business shall comply with UK data protection laws in processing that personal data.

**The voluntary work**

1. The voluntary support will be provided by a student who has not finished their degree and who is technically still learning; as such their support does not constitute professional level advice. Neither DMU nor the student can accept any liability for any losses resulting from action taken as part of the voluntary support arrangement.
2. We have advised the students that you will explain to them your business or technological need. The students have received verbal and written guidelines stipulating that they should:

* Find out about your Business first, by looking you up online or asking you to explain what you do.
* Tell you about the technical skills and equipment they have available to carry out the work and answer your questions.
* Listen carefully to your explanation of your needs.
* Repeat back their understanding of your needs, to check if they have understood correctly.
* Ask questions to find out everything they need to know about the problem.
* Exchange an email with you after the conversation, listing the main points of the discussion and what has been agreed to do as the next step. It is recommended that Businesses take the lead in sending this email.
* Take their time to think the problem over, if needed.
* Be honest if they can’t help.
* Be reliable. Stick to the times they have agreed to communicate with you. If they have offered to complete some work for you, but it takes longer than they thought, get in touch and communicate about the delay.
* Complete the pieces of work they have made a commitment to carry out. If the student needs to cease volunteering for any reason, other than sickness, they should finish the work they have started first.
* Be very aware of the need for Business confidentiality. They must not share information about the Business, or its employees, with any other person and must not share updates, screenshots or personal data online in relation to this voluntary work.
* If they feel the voluntary role is causing them any detriment whatsoever or feel unwell in anyway they must immediately cease any activities they are undertaking for the business and contact Kishan Dahya at DMU at the earliest opportunity.
* Not act in a manner or deem to act in a manner which would in the opinion of DMU, cause any disrepute to DMU.
* Be professional at all times. We have explained that the Business will be hopeful that a DMU student can solve their problems at a time of significant stress, and they should do all they can to meet the business needs, be polite and communicate clearly.

DMU and the Business confirm that they have read and understood and agree with this document.