Online Volunteer Policy Sign-up

Frequently Asked Questions

Why has the IET taken this step?
We want to be sure that our staff and volunteers have the same level of understanding and support on key legislative policies so that they can effectively carry out their roles and be protected from the consequences of breaching these. It's important that we all understand the standards of behaviour expected of us, particularly where there are potential legal and ethical implications for our organisation. Therefore, we want to ensure that all volunteers are aware of our mandated legislative policies so that we operate as one team to the same set of standards and values.

What am I expected to do?
We ask that all volunteers read the Volunteer Code of Conduct and the legislative polices (those policies that have potential legal and ethical consequences if breached) and confirm that they understand and will comply with them. To make this as easy as possible to complete we use an e-learning portal - InfoAware – where the policies and the Volunteer Code of Conduct are made available. When accessing the system, you will find these documents in your 'Tasks' list.

Which policies are included?
The policies requiring mandatory sign-up are:

- Anti-slavery
- Anti-Bribery & Corruption
- Data Protection
- Equality, Diversity and Inclusion
- Harassment and Bullying
- Safeguarding Children and Adults at Risk

Do these policies apply to all my IET volunteering roles?
Yes, these policies apply to all volunteers, but you will only need to do them once to cover all roles.

How long will it take me?
We expect the activity of reading all the required documents to take no more than 40 minutes in total. However, you are able to do them individually, so can fit them into shorter time slots if you need to.

What equipment and system requirements will I need to access InfoAware?
We recommend that you access this web-based system from a computer or tablet device operating one of the following browsers:

Internet Explorer 9 or above
Chrome (latest version)
Firefox (latest version)
Safari (latest version)

Your user experience may be compromised if you are using a smart phone or your internet speed is low.

How do I get access to the system?
You will receive your InfoAware login details via email from the Volunteer Support Unit when you start volunteering and/or through reminders to undertake this activity. Your unique login link gives you direct access to your personal training account so you will not need to create a password. This link will stay active for as long as you are volunteering with us, so you can use it to access the system anytime. If you haven't received your login link please email volunteer@theiet.org.

Where will I find the documents to read?
Once logged in you will find the documents in your 'Tasks' list on your home page.

Each document will open in a viewing pane that you will need to scroll through to read. Once you have read the document please acknowledge the information by clicking the purple 'sign-off' button underneath the document viewing pane.

If you have read a document before, it will be in your 'Achievements' list on your home page – you can still open it if you would like to read it again for a reminder of the content.

Other policies and guidance are available for you to review in the InfoAware 'Library'. We strongly recommend that you familiarise yourself with these, but there is no requirement for you to confirm that you have read them.

I haven't received my login details, where are they?
We will have sent your InfoAware login link to the email address we hold for you, so please let us know if you change your address or would prefer it to go to another address. If you haven't received an email with your login details please check your spam folder, but if you do need it sent again please contact volunteer@theiet.org.

I've already done this for the IET, why am I being asked again?
You may have 'signed' one or more polices in the past as a requirement of your role. Where you are being asked to do this again it's because additional policies have been added to the requirements and/or some policies have been updated.

I have to do this for my employer already, can't you accept that instead?
We appreciate that many working professionals will already be undertaking this type of activity for their employers. Unfortunately we're unable to accept evidence of compliance with company policies as an alternative to signing IET policies because the content of the policies may be different, and because you are volunteering for us in a private capacity, rather than as an employee of your organisation.

When do I need to comply by?
New volunteers are asked to complete their sign-off within six weeks of receiving their InfoAware login link on engagement. All other volunteers should now be compliant and will be reminded regularly of this obligation as an IET volunteer if they fail to comply.

What will happen if I don't comply?
It's really important to us that everyone who works to deliver our objectives does so within the professional standards it upholds. This is to protect us from the potentially severe legal and reputational consequences that could occur from non-compliance. Therefore, you are being asked to read and confirm your understanding of the policies to reduce the risk of you inadvertently acting in a manner that could bring the Institution into disrepute.

We will send reminder communications and will make personal contact with you if you have not signed up, to support you in achieving compliance. If these requests are not acted on, we will continue to work with you to avoid a situation which might, in very rare cases, result in suspension from volunteering activities.

The policies contain reference to other documents, do I also need to sign up to those?
Some of the policies reference other policies or guidance documents. We would advise you to familiarise yourself with these but, unless they are also part of the mandatory sign-up list, you do not need to acknowledge these in the same way.

Will it contribute to my CPD hours?
Yes, the time you take to read the policies can be counted towards your CPD.

What if I don't have a chance to log in to InfoAware?
If there is a genuine reason why you are unable to access the system to read the policies then please let us know so that we can support you in other ways.

I don't live in the UK, so why do I have to do this?
Although the IET is an organisation operating globally, it's established and head-quartered in the UK and therefore governed by UK law. Consequently, the actions of anyone performing activities for us must comply with those laws, regardless of where the activities are taking place.

We understand that legal requirements may be different in other countries but these standards should act as the minimum level of conduct we would expect from anyone who undertakes a volunteering role on behalf of the IET. We do not believe that any of our policies will create a conflict with local laws but if you have any concerns please contact volunteer@theiet.org for clarification.

I would like more information on what some of the policies mean – where can I get an explanation?
If, when you read the policies, you are unsure about the meaning of any statement or the expectation placed upon you, we will be happy to provide an explanation. Please email volunteer@theiet.org, quoting the policy title and paragraphs you would like explained, and we will assist you.

I have access to IET data, is there anything else I need to do?
If you handle IET data as part of your role you will also need to complete a Data Protection training module that relates to the General Data Protection Regulations; this will also appear in your 'Tasks' list. Please speak to your Staff Contact or Local Network Chair regarding this requirement.

For more information on data protection legislation please visit:
https://www.theiet.org/involved/volunteering-for-the-iet/volunteer-hub/our-policies/data-protection-policy/data-protection-legislation

I am an Education volunteer, is there anything else I need to do?
Education Officers/Ambassadors will need to complete the Safeguarding Children and Adults at Risk training module and the Data Protection training module; these will also appear in your 'Tasks' list. Please speak to your Staff Contact about this requirement.

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