



## National Volunteer Certificate Standards



Health Education England

### Standard 3 – Respect everyone – equality, diversity and inclusion

[e-LfH session: Equality, diversity and human rights for volunteers](#)

	<b>The Volunteer knows and understands:</b>	<b>The volunteer is able to:</b>
<b>3.1 Person-centred support</b>	<ul style="list-style-type: none"> <li>a) What is meant by person centred support</li> <li>b) What is meant by diversity, equality and inclusion</li> <li>c) What is meant by discrimination</li> <li>d) Ways in which discrimination may deliberately or inadvertently occur in an organisation and between individuals</li> <li>e) How practices that support equality, diversity and inclusion reduce the likelihood of discrimination</li> <li>f) A range of environmental factors including lighting, noise, temperature, unpleasant odours that can contribute to a negative experience for an individual.</li> </ul>	<ul style="list-style-type: none"> <li>a) Support the individual using person centred values by promoting:               <ul style="list-style-type: none"> <li>• Individuality</li> <li>• Independence</li> <li>• Privacy</li> <li>• Partnership</li> <li>• Choice</li> <li>• Dignity</li> <li>• Respect</li> <li>• Rights</li> </ul> </li> <li>b) Raise concerns about environmental factors causing discomfort or distress</li> <li>c) Report to a member of staff immediately if an individual is in distress or discomfort</li> </ul>
<b>3.2 Inclusivity</b>	<ul style="list-style-type: none"> <li>a) Which legislation and policies relating to equality, diversity and discrimination apply to their own role</li> <li>b) How to challenge discrimination in a way that encourages positive change</li> <li>c) How their own previous experiences, attitudes and beliefs may affect the way they volunteer</li> <li>d) How, when and where to access information, advice and support about diversity, equality and inclusion</li> <li>e) When to seek advice and support if they experience discrimination themselves</li> <li>f) How to report if they witness discrimination happening to others</li> </ul>	<ul style="list-style-type: none"> <li>a) Volunteer in an inclusive way</li> <li>b) Interact with individuals in a way that respects their beliefs, culture, values and preferences</li> </ul>



### Standard 3 – Respect everyone – equality, diversity and inclusion

<b>3.3 Privacy and dignity</b>	<ul style="list-style-type: none"><li>• a) What is meant by privacy and dignity</li><li>• b) Situations where an individual’s privacy and dignity could be compromised</li><li>• c) How to maintain privacy and dignity in their role as a volunteer</li><li>• d) Why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so. This could include<ul style="list-style-type: none"><li>• health condition</li><li>• sexual orientation</li><li>• personal history</li><li>• social circumstances</li></ul></li><li>• e) Why it is important to maintain boundaries with personal data, including their own such as social media, phone numbers or email addresses</li></ul>	<b>Maintain privacy and dignity by</b> <ul style="list-style-type: none"><li>• a) using appropriate volume to discuss the needs of an individual</li><li>• b) ensuring any discussion takes place in an environment where others cannot overhear</li><li>• c) getting permission before entering someone’s personal space</li><li>• d) alerting individuals before entering their private space</li><li>• e) alerting relevant staff to re-position any clothing, gowns etc. correctly</li><li>• f) not touching patient’s belongings without their consent</li><li>• g) reporting concerns to the relevant member of staff immediately</li></ul>
--------------------------------	--	---