

Volunteer LSESU Coach/ Instructor Service Level Agreement

Personal details

Full Name of Instructor/ Coach	
Address of Instructor/ Coach	
Area of work (club coach/instructor, recreational instructor/coach)	
Name of Club/ Society (if applicable)	

Schedule

This Service Level Agreement is made on _____ between London School of Economics Students' Union _____ and _____ between the dates _____ and _____ (end date must be before 31st July 2026).

Hours of volunteering will be agreed between the coach and the club committee/ LSESU team. All dates must be term time only.

Responsibilities of coach/instructor

As this is a voluntary role, if any costs are incurred (e.g. DBS check) please reach out to the club committee or SU staff for reimbursement.

Qualifications, Training and Documentation

- Provide services under the terms of this agreement.
- Hold the necessary and relevant training and qualifications and provide evidence as such.
- Hold a valid Disclosure and Barring Service (DBS-obtained in the past two years)- can be purchased via [Gov.UK website](https://www.gov.uk/government/organisations/disclosure-and-barring-service).
- Hold a valid First Aid qualification. *If you do not currently hold this, the SU can provide in-house First Aid training to support you.*
- Only provide services that you are qualified to do so.
- Follow National Governing Body guidance in relation to the activity.

Behaviour

- Coaches/ Instructors must abide by [LSESU's code of conduct](#). Signing this agreement confirms that the coach/ instructor has read and agrees with LSESU's code of conduct.
- Provide a high level of coaching/ instructing to the student group, reviewing sessions and delivery to
- Create a welcoming and inclusive sporting environment.
- Conducting work under the guidance of the club committee (if club/society coach).
- Do not hold or pursue any personal relationships with students.
- If there is an existing relationship with a student/ member of the club/society, LSESU must be notified of this before the coach signs this contract.
- Only contact students in a professional context and ensure means of communication are professional. Communication must only go through committee members.

Health and Safety

- Ensure a safe sporting environment, following the relevant risk assessment.
- Be the designated First Aider for the session.
- Accident reporting- Report any Near Misses, Accidents or Incidents to the [Incident/Near Miss Report Form](#) within 24 hours where possible.
- Follow the Clubs Emergency Procedures in the event of a serious incident (on risk assessment).
- The Coach/ Instructor is responsible for any misuse of LSESU's equipment as a result of their actions/instructions and damaged equipment is recoverable from the coach/ instructor.

Safeguarding

- If you have any safeguarding concerns, please email Alex Newton a.newton@lse.ac.uk (Sport and Recreation Manager) or Warren Bingham- Roberts w.bingham-roberts@lse.ac.uk (Societies Manager).

Under 18s

- No under 18s can take part in club or society activity without following LSESU's procedure and being given written approval from LSESU.
- No under 18s can purchase membership directly from the website. Committees are responsible for checking all students have memberships. If there are under 18s at your sessions without having approval from the SU, coaches must email the SU ASAP and not allow them to take part.

Payment

- This is a voluntary role. No payment will be made for coaching services. Volunteers may claim back reasonable expenses (e.g. travel) if agreed with the club committee/ LSESU team.
- If volunteer coaches would like to be paid for their coaching services, they must register again via the paid coach registration process. This agreement is for volunteer coaches only.

Data Protection

As a coach you may handle student information such as names, contact details and attendance records. You must:

- Keep any personal data safe, secure and confidential.
- Only use it for coaching and club purposes (not for your own or other use).
- Delete or return information when it is no longer needed.
- Report immediately to LSESU if any data is lost, shared in error, or breached.

The detailed obligations are outlined below in line with UK GDPR requirements.

Data Protection

- Instructor/ Coach is required to obtain, process and/or use information in accordance with the Unions Data Protection guidelines for external contractors outlined below.

- Data Processing and Protection Obligations

- Compliance with UK GDPR: You must comply with the UK GDPR and other relevant data protection laws when processing personal data.
- Lawful Basis for Processing: The lawful basis under which personal data will be processed is with the data subjects consent and legitimate interest.
- Data Subject Rights: data subjects have rights (such as access, rectification, and deletion) and as the contractor you must facilitate these rights.

- Data Security Measures

- **Security of Processing:** the contractor must implement appropriate technical and organisational measures to protect personal data (e.g., encryption, pseudonymisation, firewalls, etc.).
- **Confidentiality and Integrity-** staff handling personal data are subject to confidentiality obligations and have received training on data protection.
- **Security Breaches:** You are required to promptly report any data breaches (within 72 hours) involving personal data and cooperating with any investigation or remedial action.

- Sub-processors

- **Authorisation of Sub-processors:** If the contractor uses sub-processors, require prior written authorization from your organization before they engage any other processor to handle personal data.
- **Liability for Sub-processors:** Ensure the contractor is responsible for the actions of any sub-processors and must ensure they comply with GDPR obligations.

- Data Transfers

- **Data Transfers to Third Countries:** You are prohibited from transferring personal data outside the UK unless appropriate safeguards (e.g., adequacy decisions, standard contractual clauses) are in place in accordance with UK GDPR requirements.
- **Cross-border Data Transfer Agreements:** If data is transferred outside the UK, outline the necessary contractual provisions, such as the use of Standard Contractual Clauses (SCCs).

- Data Retention and Deletion.

- **Data Retention Policy:** the contractor can only retain personal data only for the duration specified in the contract and in line with LSESU's data retention policy.
- **Data Deletion:** upon termination of the contract, the contractor must securely delete or return all personal data, unless legal obligations require further retention.

- Data Protection Impact Assessments (DPIAs)

- the contractor must in conducting Data Protection Impact Assessments if their processing activities are likely to result in high risks to the rights and freedoms of individuals.

- Liability

- **Liability for GDPR Breaches:** the contractor will be liable for non-compliance with GDPR and other data protection obligations.

- Data Breach Response

- **Data Breach Notification:** contractors must notify your organisation immediately (within 24-72 hours) if they become aware of any data breaches. They should provide assistance in managing and mitigating the impact of the breach, including notifications to affected individuals and the Information Commissioner's Office if necessary.

- Training and Awareness

- **GDPR Training:** Ensure contractors' staff receive regular and relevant GDPR training, especially if they are handling personal data.
 - **Ongoing Education:** Contractors should be responsible for staying updated on changes to data protection laws and applying them.
- Contract Termination for Breach: your contract will be terminated if the contractor repeatedly fails to comply with UK GDPR or commits a significant breach.

Terms of agreement

- LSESU and the coach/instructor recognise that this is a volunteer role. The role is unpaid and does not create an employment, worker, or contractor relationship with LSESU.
- Sub-contracting or asking another person to fulfil this role on your behalf is not permitted without prior agreement from LSESU.
- Either LSESU or the volunteer coach/instructor may bring the arrangement to an end at any time, in writing, for example if the role is no longer required or if there is a breach of LSESU's code of conduct or other agreed standards.

Declaration

Instructor/ Coach

I confirm that the information on this form is correct, agree to the terms and condition of this SLA.

Name	
Signature	

LSESU staff member

This contract is only approved once signed by a member of staff from LSESU.

Name	
Signature	