Procedure: ANU+ award

Purpose

To set out the University's requirements and procedures for completion of the ANU+ award program (ANU+).

Definitions

ANU+ is a structured non-academic program that encourages students' learning through reflection on their volunteering experiences and formally recognises students' personal development and contribution achieved through volunteering.

Volunteering as defined by Volunteering Australia, '*Volunteering is time willingly given for the common good and without financial gain.*'

Volunteering	Internship	Paid Work
• Refers to hours of service performed for an organisation for "civic, charitable, or humanitarian reasons, without receipt of compensation." • When volunteering the main benefit goes to the community or cause, not the organisation.	• Internships may be paid or unpaid and are designed to provide individuals with work experience related to their studies. • The person doing the work should get the main benefit from the arrangement.	• Formal, contractual work agreement. • If the business is getting the main benefit, it is more likely the person is an employee.
Best practice for volunteering dictates that a volunteer role should not exceed 16 hours per week on a long-term basis.		

What type of volunteering counts towards ANU+

ANU+ divides volunteering into two categories:

1. Internal volunteering: that is volunteering undertaken at ANU, usually with ANUSA Clubs & Societies, ANU services and teams. Before internal volunteering may be counted towards ANU+, the volunteering role must be registered and approved through the ANU+ team.
2. External volunteering: volunteering is unpaid work usually undertaken with not-for-profit organisations and/or co-operatives that are external to ANU. It is recommended that students ensure they are volunteering with reputable organisations which must provide insurance, training, and supervision for their volunteers.

What is not accepted as volunteer work under ANU+

1. When volunteering for a not-for-profit organisation or co-operative, volunteers may receive nominal financial incentives, less than the minimum wage. If financial benefits exceed the minimum wage however, the activity would *no longer* be considered as volunteering.
2. A formal work experience arrangement that is paid or unpaid as a part of an education or training course where the student needs to gain experience in a particular area or where a student gains course credit for undertaking the activity.
3. Volunteer training hours cannot be counted towards ANU+. Volunteer training is not counted in ANU+ as this process is considered onboarding and preparing you to undertake your volunteer role.

Procedure

Eligibility

1. ANU+ is open to enrolled undergraduate and postgraduate students at ANU. It is recommended that students begin their ANU+ journey with at least one year of study remaining before their expected graduation.
2. Students who are at ANU through an exchange or study abroad program are not eligible.
3. Students are eligible to complete ANU+ *once*.
4. Students who complete their academic program without completing ANU+ can continue ANU+ under a new academic program and count a maximum of 40 hours of volunteer work undertaken previously if the:
   a. new academic program is commenced within 12 months of completing the previous academic program; and
   b. volunteer work was included on previously submitted timesheets and the timesheets were previously approved by the Student Life team.
   c. In exceptional circumstances, the Student Life team may approve a period longer than 12 months.

Prior to commencement

1. Prior to commencement of ANU+, students are required to complete the ANU+ e-learning module, register, and attend an ANU+ intake workshop run by the Student Life team. Following the workshop students must read and agree to the code of conduct and volunteering acknowledgement.
2. Students can only commence volunteering for recognition through ANU+ once they have attended an ANU+ intake workshop.
3. Students enrolled in ANU+ are encouraged to apply for Working with Vulnerable People (WWVP) registration. Some organisations require students to hold WWVP

registration to undertake volunteer work. Registration is free for volunteers. [Students apply for WWVP registration via Access Canberra.](#)

How to register an internal volunteering role

If a role has not been registered and approved, the ANU staff member supervising the volunteer role will need to apply to register the role. There are two steps for ANU staff to register a volunteering role with ANU+ so that students can count hours towards ANU+:

1. ANU staff email a position description for the volunteering role to the ANU+ team to review at student.life@anu.edu.au
2. ANU staff fill in an internal volunteer registration form on the ANU+ webpage, which includes information about the National Standards for Volunteer Involvement and information about the requirement for volunteers.
3. Once the ANU+ team receive the position description and registration form, the role will be assessed, and confirmation will be provided on whether the role may be counted towards ANU+.
4. By registering your volunteering role with the ANU+ program, you are agreeing to abide by best practice principles developed between the ANU+ team, the university, and Volunteering ACT.
5. When the team has approved your volunteering role, you will be supporting your volunteers to complete volunteering hours for the ANU+ program.
6. Supervisors are required to sign off on every 10 hours of volunteering a student completes as part of their role.

Please Note: Approval times vary depending on whether further information is required.

Undergraduate student requirements

1. Undergraduate students are required to volunteer for a minimum of 100 hours to complete ANU+.
2. Undergraduate students submit five short reflections and one final reflection.
3. Undergraduate students are required to volunteer with at least two different organisations, one of which must be external to ANU. ANUSA Clubs and Societies are considered internal to ANU for the purpose of ANU+ and there are other approved ANU internal opportunities listed online. The final decision rests with the Director, University Experience on whether volunteer work undertaken at a particular organisation counts towards completion of ANU+.
4. Undergraduate students are enrolled in at least one course in a semester or session for volunteer work during that semester or session to be counted towards completion of ANU+. Where volunteer work is completed during semester breaks, students are enrolled in at least one course in the semester or session that follows the semester break for the volunteer work to count towards completion of ANU+.
5. Volunteer work undertaken internationally is capped at 40 hours.

6. Volunteer work undertaken up to three months prior to the date a student attends the ANU+ intake workshop may be counted towards the completion ANU+, subject to approval by the Student Life team. This is capped at 20 hours.

Postgraduate student requirements

1. Postgraduate students are required to volunteer for a minimum of 60 hours to complete ANU+.
2. Postgraduate students submit three short reflections and one final reflection.
3. Postgraduate students are required to volunteer with at least two different organisations, one of which must be external to ANU. ANUSA Clubs and Societies are considered internal to ANU for the purpose of ANU+. The final decision rests with the Director, University Experience on whether volunteer work undertaken at a particular organisation counts towards completion of ANU+.
4. Postgraduate students are enrolled in at least one course in a semester or session for volunteer work during that semester or session to be counted towards completion of the ANU+ program. Where volunteer work is completed during semester breaks, students are enrolled in at least one course in the semester or session that follows the semester break for the volunteer work to count towards completion of the ANU+ program.
5. Volunteer work undertaken internationally are capped at 20 hours.
6. Volunteer work undertaken up to three months prior to the date a student attends the ANU+ intake workshop is counted towards the completion of ANU+, subject to approval by the Student Life team. This is capped at 20 hours.

Timesheets & Short Reflections

1. Students submit timesheets for every 10 hours of volunteering they complete. These timesheets must be reviewed and approved by the students' volunteer supervisor.
2. Upon submission of two 10-hour timesheets students will then progress to next step in the workflow, reflection.
3. Students then write a short reflection based upon the 20 hours they have volunteered.
4. Short reflections are assessed in alignment with the rubric by the Student Life team who will provide feedback, approve or request a resubmission if it does not address the reflection prompts to a satisfactory standard.
5. Undergraduate students must submit ten timesheets each with only 10 hours of volunteering to make up the minimum 100 hours.
6. Postgraduate students submit six timesheets each with 10 hours of volunteering to make up the minimum 60 hours.

Assessment of Short Reflections

For every 20 hours of volunteering, students submit a short reflection (200-500 words) reflecting on one of the seven development outcomes of ANU+:

- Self-awareness
- Resilience
- Inclusion and awareness of diversity
- Communication skills
- Community and global engagement
- Personal and social responsibility
- Leadership skills and understanding of organisational dynamics.

1. Within ten working days of submission of the short reflection the Student Life team assess the short reflection against the assessment rubric and provide students with written feedback and an outcome of either satisfactory or unsatisfactory.
2. Students who receive a request for revision will be required to make the suggested edits and resubmit the short reflection.
3. Following the successful completion of all short reflections and the minimum required volunteering hours, students complete a final reflection task which reflects on their entire ANU+ volunteering experience.

Final reflection requirements

The final reflection must take one of the following forms:

a) Written piece of 1000 words (+/- 10% of the word limit).
b) Video of 5-10 minutes duration; or
c) Presentation of 5-10 minutes duration.

1. Students must submit their final reflection on or before the final submission deadline date published on the ANU+ webpage: https://www.anu.edu.au/students/careers-opportunities/volunteering/anu
2. This final submission deadline is only relevant during a student's final semester of their academic program.
3. Within ten working days of submission of the final reflection the Student Life team assesses the task against the rubric and provide students with written feedback and an outcome of either satisfactory or unsatisfactory.
4. Students who receive an outcome of 'unsatisfactory' may revise and resubmit the final reflection only once.
5. Where a student's final reflection takes the form of a presentation, two members of the Student Life team are present and assess the presentation against the rubric. Where one assessor gives an outcome of satisfactory, and the other an outcome of 'unsatisfactory' the student revises and resubmits the final reflection.
6. Where a student revises and resubmits the final reflection in the form of a presentation, three members of the Student Life team are present and assess the

presentation against the rubric. Students who receive an outcome of 'satisfactory' from two or more of the assessors, receive an overall outcome of 'satisfactory.'

7. Students who receive an outcome of 'satisfactory' from less than two assessors:
    a) receive an overall outcome of 'unsatisfactory.'
    b) are unable to submit further attempts of the final reflection; and
    c) are unable to complete ANU+.

Completion of ANU+

1. Following successful completion of the minimum required volunteering hours, all short reflections and the final reflection, students are emailed advising that they have successfully completed ANU+.
2. The Student Life team update the student's record in the Student Administration System adding ANU+ to their student transcript.
3. ANU+ will be listed on the student's Academic Transcript and the student will be provided with a certificate of completion for ANU+.
4. Students will be invited to participate in a completion ceremony.

Record keeping

1. Records of student participation and assessment in ANU+ are managed in accordance with the ANU Policy: Records and archives management.
2. Timesheets submitted for ANU+ are subject to a back to source audit. Annually 10 per cent of timesheets are randomly selected for a back to source audit.
3. Back to source audits are also undertaken where there are concerns regarding the authenticity of a timesheet. These audits are undertaken in addition to the audits in the previous clause.

Review of decisions

1. Within 20 working days of receiving an outcome for a short reflection or final reflection, if a student considers the outcome to be inappropriate or incorrect because of the rubric having not been followed, the student submits a written appeal. The appeal is submitted to student.life@anu.edu.au addressed to the Senior Manager, Student Life, clearly stating the reason why the student considers that the result is inappropriate or incorrect.
2. The Senior Manager, Student Life considers the request and advises the student of the outcome in writing within seven working days of the decision being made.
3. Within 20 working days after the decision of the Senior Manager, Student Life being notified to the student, a student may lodge an appeal to student.life@anu.edu.au addressed to the Director, University Experience on procedural grounds only.
4. The Director, University Experience considers the request and advises the student of the outcome of the procedural appeal in writing within seven working days of a decision being made. The decision of the Director, University Experience is final.