



Providing a volunteer reference

A volunteer might ask us to provide a reference to support them to start training, employment or study. This could be when they stop volunteering with us to take up their new position, or they may continue to volunteer with us. In either case we can usually help.



For more on supporting your volunteers throughout their time with us, see [Organising your team](#) on our volunteer website.

Who should provide a reference?

References should normally be provided by the volunteer or staff member who knows the individual best.

However, we have no obligation to provide a reference. If you are asked to provide a reference and don't feel comfortable doing so, contact your [Group Coordinator](#) or [Local Networks Officer \(LNO\)](#) for support.



For contact details for your [LNO](#), see [Local Networks Team](#) on our volunteer website, or ask the [Supporter Care Team](#) for help.

What should a reference include?

We only give factual references, including the dates of the volunteer's term with us, their role title and a brief description of their tasks, as recorded on our [Portal](#). You must not provide a subjective character reference on our behalf.

Usually, the organisation asking for the reference will provide a standard reference request form for you to complete, including all the information they need. This can be completed by the appropriate person, if they feel able to do so.

If they don't provide a form for you to complete, use our [template letter](#) to structure your reference.



Download our [Volunteer reference template letter](#) on the volunteer website or ask our [Supporter Care Team](#) to send you a copy.