

We believe that the potential of the UK's young people is unlimited

Who We Are

Young Enterprise is the UK's leading enterprise and financial education charity that empowers young people to harness their personal and business skills.

We work directly with young people, their teachers and parents, businesses and influencers to build a successful and sustainable future for all young people and for society at large.

Through our hands-on employability and financial education programmes, resources and teacher training we want to eradicate youth unemployment, help young people realise their potential beyond education and empower a generation to learn, to work and to live.

Follow us



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A Guide to Volunteering with Young Enterprise



welcome

Contents

- 2** Welcome
- 4** About Young Enterprise
- 7** Volunteer with us
- 9** Classroom-based volunteer
- 10** Business Adviser role
- 12** Local volunteer board member
- 13** Getting Started
- 16** What You Can Expect
- 19** Key Policies
- 23** Volunteer Agreement
- 25** Further Information

Welcome to Young Enterprise

Dear Volunteer

Over the past six decades, Young Enterprise has made a significant impact on the lives of young people.

In more recent years, as the world has become more complex and competitive, the need to increase access to skills development opportunities for young people has grown significantly. Young Enterprise is responding to this need, something we would not be able to do without your support.

I am sure it is the wish of all of us that we continue to empower young people to discover, develop and celebrate their skills and potential. I am also confident that Young Enterprise, supported by the invaluable resource that our volunteers provide, will continue to help young people develop and have the opportunity to progress to fulfilling and successful lives.

My thanks go out to all our volunteers, whether new or long-standing, for their continuing efforts in assisting all the young people who engage in our programmes to unlock the potential within each of them.

I hope you find this Guide to Volunteering useful and that it provides you with the insight and knowledge you need to support our work. Finally, my heartfelt thanks to you for your time and interest in supporting our continuing mission.

With best wishes

Grey Denham
Chair of Trustees



A little bit about us...

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Through our hands-on employability and financial education programmes, resources and teacher training we want to eradicate youth unemployment, help young people realise their potential beyond education and empower a generation to learn, to work and to live.

We make the connection between education and the world of work, enabling young people to develop the knowledge and attitudes they need to succeed, building on eight key employability skills:

- **Communication**
- **Organisation**
- **Confidence**
- **Problem Solving**
- **Financial Capability**
- **Teamwork**
- **Initiative**
- **Resilience**

In 2015/16 we delivered 214,039 learner experiences with young people aged 4 - 25 across England and Wales. Integral to what we do are nearly 6,000 of our business volunteers who share their experiences of industry in the classroom and support young people to develop their own skills.

What We Offer

We offer learning opportunities for young people in every year of education from primary to secondary (including our year-long Company Programme) through to colleges and universities. We work with around 3,500 primary and secondary educational centres, and young people engage in over 2.5 million learning hours each year.

Our History

Since 1962, we've been creating and developing programmes that complement the school experience and encourage young people to realise the extent of their own talents. Find out about more of our history via our website www.young-enterprise.org.uk

Our Commitment to Young People

Since we were established, 3.8 million young people have taken part in Young Enterprise programmes in the UK. Over one million of these have run businesses for a year on our Company Programme. Delivering impact for young people is central to our purpose, which is why we take evaluation of our programmes very seriously.

What Motivates Us

Around 853,000 young people in the UK are Not in Education, Employment and Training (NEET). That's one in seven people aged 16-24 who are at a greater risk of social exclusion, reduced well-being, income inequality and reduced prospects. We want to change that by reaching more young people while they are still in education, helping them develop the skills they need to learn, to work and to live.

Our Unlocking Potential Strategy 2015-19

Our Vision

We believe that young people should be given the best chance for a rewarding future in work and life – no matter where they start their journey.

Our Mission

We believe that the potential of the UK's young people is unlimited, and that an academic education on its own is not enough.

Our mission is to empower young people to discover, develop and celebrate their skills and potential.

In 2015 we launched our four-year Unlocking Potential Strategy which sets out the steps we will take to achieve our mission.

Our Values

Unlocking Potential:

Recognising and developing the potential of all; in our organisation, in the young people we champion and the stakeholders we work with.

One Team:

Working together effectively to achieve our goals.

Enterprising and Resilient:

Embracing change, innovating, adapting and responding to challenges and opportunities.

Creating Great Impact:

Aiming for the biggest impact on young people and their educators.

As a given we expect all in Young Enterprise to respect colleagues, act with total integrity and hold to the highest professional standards to enable us to optimise our collective efforts to benefit young people.

Over the course of our Unlocking Potential Strategy we will:

- Develop programmes of activity that support development and attainment and complement the curriculum, **adding value to schools' teaching and learning plans.**
- Develop young people's potential, supporting all young people, **especially those who need our help the most**, to build the skills and characters needed to succeed in business and life.
- Help **employers recognise the value of skills** and character, consider Young Enterprise alumni as prized recruits and help companies close their skills gap by discovering the advantage of employing Young Enterprise alumni.
- Develop programmes and build **support for educators working with young people outside of mainstream education**, such as youth workers, social workers and young offender institutions.



Volunteer with us

Becoming a Young Enterprise volunteer will challenge and reward you. The excitement and satisfaction of mentoring, of transforming attitudes and helping young people open their eyes to the world of enterprise keeps many of our volunteers coming back year after year.

Volunteering Roles with Young Enterprise

There are a number of different ways in which you can contribute as a volunteer to our programmes and organisation:

- Supporting the delivery of one of our **Classroom-based Programmes** in a school or college, generally a half-day or day.
- Acting as a **Business Adviser** supporting a student team on one of our **Company-based Programmes** (Company, Team and Start-up Programmes) which run through an academic year, generally by attending a weekly meeting of the team.
- As a member of a **Local Volunteer Board** - which helps with the delivery of the Company Programme, working in partnership with our staff teams in a given area.

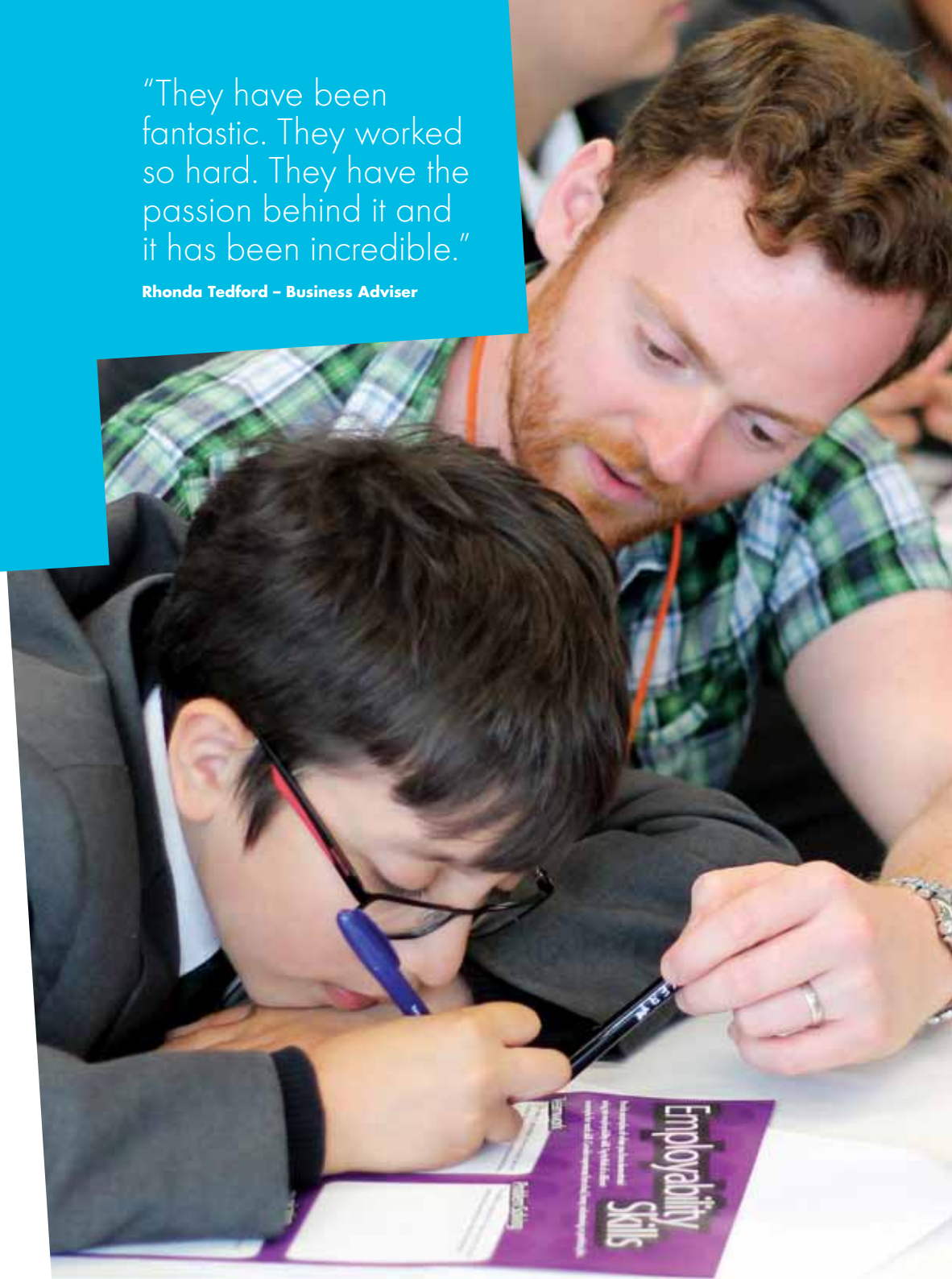
In addition to these specific roles, there are a number of other opportunities to make a contribution - for example, as a judge at one of our trade fairs or competition finals.

Please ask your Young Enterprise contact for more information on opportunities in your area.

Many of our volunteers carry out more than one of the above roles in any given year but you are free to choose the one(s) which best meet your needs, skills and availability. They are each described in more detail overleaf. All volunteers register with Young Enterprise and certain roles require enhanced Safeguarding checks with the Disclosure & Barring Service (DBS).

"They have been fantastic. They worked so hard. They have the passion behind it and it has been incredible."

Rhonda Tedford - Business Adviser



Classroom-based Volunteer

NATURE OF ROLE	As a registered volunteer you will be using your business experience to mentor groups of young people in workshop-style one-day programmes as they take part in realistic, hands-on activities.
BENEFITS TO YOUNG PEOPLE	Helping young people develop skills and undertake tasks in a facilitative style and sharing your own business experience helps to bring the activities to life and maximise their learning and enjoyment.
BENEFITS TO YOU	As well as the satisfaction of making a real difference to young people, these opportunities can help develop self-confidence as well as skills such as facilitation, mentoring and communication.
TIME COMMITMENT	Ad hoc days through the academic year during term time, lasting 3-6 hours with an initial briefing for volunteers at the start of the day.
EXAMPLE PROGRAMMES	There is a range of one-day programmes for both Primary and Secondary age groups, such as Learn to Earn and Launchpad, the majority of which can be found on the Young Enterprise website at www.young-enterprise.org.uk/what-we-do/our-programmes-new/

“Often, the greatest reward for a volunteer Business Adviser comes when you look back over the year and realise how far the team of students have come from the uncertainty of their early meetings. You can see the contribution you have made to help build real business acumen – in a way that textbooks alone cannot.”

Stuart Carthy – Business Adviser and Local Volunteer Board Chair

Business Adviser Role (on Company-based Programme)

NATURE OF ROLE	Using your business experience to help students set up and run a successful business over an academic year. This involves mentoring, facilitation, instilling business acumen and encouraging them to overcome and learn from various challenges and setbacks. You work closely with one or more Centre Leads (usually teaching staff) and sometimes other volunteers. This role requires an enhanced disclosure with the DBS Update Service and online safeguarding training.
BENEFITS TO PARTICIPANTS	The company teams are ‘learning by doing’ – they benefit from the continuity of your experience and guidance in working as a team, solving business problems, communicating, planning, etc. It is their business, your role is to guide, advise, mentor and encourage them to reflect upon their learning and transfer newly-developed skills into new situations .
BENEFITS TO YOU	As well as the satisfaction derived from making a real contribution to helping young people achieve their potential, these opportunities can help develop your self-confidence in a new situation as well as useful skills such as facilitation, mentoring and communication. The experience of helping a young company develop and grow over several months, encountering and tackling a variety of real business issues, can be very rewarding indeed.
TIME COMMITMENT	These programmes run over an academic year, from Sept/Oct through to the end of the Spring Term, sometimes beyond. Teams that progress in the various competition elements can continue into June/July. Generally, your commitment would be to attend the weekly team meetings for at least one hour during term time (perhaps 20-25 meetings over the course of an academic year). These may be during the school day or run as extra-curricular activities.
EXAMPLE PROGRAMMES	Company Programme (15-19 year-olds in schools and colleges), Start-up Programme (students in universities and further education colleges), Team Programme (15-25+ year-olds with mild to moderate learning difficulties or disabilities).



Local Volunteer Board (LVB) Member

<p>NATURE OF ROLE</p>	<p>Working together with a group of other volunteers and local Young Enterprise staff to support the delivery of the Young Enterprise programme in an area. Activities include recruiting, training and supporting Business Advisers/Centre Leads, organising and running competition events, developing relationships with supporting organisations, networking and local fund raising to support the delivery of the programme. In conjunction with a local Young Enterprise Manager, each LVB develops an Annual Task Plan which includes the specific roles, responsibilities and contributions of each LVB member. This role requires an enhanced disclosure with the DBS Update Service and online safeguarding training.</p>
<p>BENEFITS TO PARTICIPANTS</p>	<p>The Company Programme experience for students is maximised when all companies have access to well-informed and supported Business Advisers/Centre Leads, when induction and competition events are of a high quality and inspiring, and when a dynamic group of local business volunteers works well with the local Young Enterprise staff team.</p>
<p>BENEFITS TO YOU</p>	<p>In addition to your rewarding contribution to the students' experience, this can provide the opportunity to play a leadership role within your local community, develop new skills, network with local business people, etc.</p>
<p>TIME COMMITMENT</p>	<p>Local Volunteer Boards meet regularly (often before or at the end of the working day) over an academic year and Board members carry out their individual roles over the course of the year. There can be a variety of activities at the start of the academic year (e.g. when new Business Advisers are inducted) and at the end of the year (e.g. when local/regional competition events are run).</p>

Getting Started

Classroom-based Programmes run throughout the academic year, often with a peak towards the end of the school year. Please ask your Young Enterprise staff contact for a schedule of volunteering opportunities.

Given the nature of the **Company-based Programmes**, we look to assign Business Advisers to participating centres at the beginning of the academic year. Often, advisers will have worked with the same centre for a number of years and look to continue their role from one year to the next. However, there are nearly always opportunities for new advisers. In some areas, it may be possible for a new adviser to 'shadow' an experienced adviser in their first year. However, many new advisers feel ready to 'take the plunge' and start working with a company once they have attended the appropriate Induction session.

We try to assign new advisers to centres which have been running the programme for a number of years and/or to work with an experienced Centre Lead. This is not always possible, so we will try to support inexperienced Business Advisers, Centre Leads or schools/colleges via local Adviser Mentors or additional visits from Young Enterprise staff. There is a lot of information available via our Induction sessions and you will be made aware of those during your induction.

Business Advisers (and Local Volunteer Board members, below) must undergo a Disclosure and Barring Service (DBS) check and online safeguarding training in accordance with our Safeguarding policy. More detail is provided later in this guide and via your local Young Enterprise contact. These checks must be completed satisfactorily before you commence your role.

It is important to recognise that your volunteering relationship is with Young Enterprise first and foremost and you will be allocated to support a particular centre in your area, ideally close to your home or place of work.

While many advisers may support a centre for a number of years, if appropriate, we may need to be able to re-allocate volunteers to other centres from time to time. This is in order to balance the support in a given area and optimise the access student companies have to experienced advisers. We may need to change allocations when new centres or new Centre Leads take up the programme or when we re-organise our own delivery structure and staffing.

There are more than 100 Local Volunteer Boards across England and Wales. Based on an annual review, Boards may look to refresh or rotate their membership every couple of years or so. Some may be looking for new members with particular skills or experience. New member applications need to be approved by the local Area Manager. Ask your local Young Enterprise staff contact whether there are opportunities in your area.

Expectations

For these voluntary roles to be successful – for you, the students and the Charity overall – there needs to be a clear set of two-way expectations. These form the basis of our Volunteer Agreement which you will be asked to read and sign before commencing your role as a Business Adviser or Local Volunteer Board member. A copy of this is included at the end of this guide.

"The contributions the Business Advisers have made across the whole programme is huge. Their expertise that they bring in from industry is absolutely invaluable."

Nick Fieldhouse – Centre Lead



A woman with long dark hair, wearing a white jacket, is smiling broadly at the camera. Next to her, a young girl with short dark hair, wearing a school uniform, is also smiling and looking towards the camera. They are sitting at a table with papers and a string. The background is slightly blurred, showing other people in a room.

What you can expect from us...

A key commitment to our volunteers is to provide the induction, training and ongoing support for you to carry out your roles effectively.

Our programmes are designed to draw on a 'plan-do-review' model of learning, with the focus of your role being to share your business/industry experiences and skills. We aim to keep to a minimum the number of things you need to know about the programme in order to make a difference and we provide clear and simple instructions where needed.

Our programmes are designed so as to provide opportunities for 'learning by doing' to happen as a natural part of your contribution, as you interactively support the young people taking part.

"My advice to new business advisers would be to reach out to other business advisers"

Paul Green – Business Adviser

Classroom-based Volunteer Role

These programmes are structured such that the volunteers assisting on the day are asked to:

- arrive before the students in order for our staff to provide a short briefing on the programme content
- explain your role
- outline how the day will be run.

This information can be emailed in advance if preferred.

Most of these programmes require several volunteers to take part for them to work effectively and it is usually the case that some of the volunteers will have helped with a similar programme before. They are therefore able to help those taking part for the first time. Sometimes, experienced volunteers can help with aspects of the delivery of the programme and this is a good way of broadening the experience.

Business Adviser Role

(on Company-based Programmes)

The same principle applies for our programmes which span the academic year. Young people gain so much from volunteers spending as much time as possible sharing their experiences and knowledge of industry as well as mentoring and encouraging the companies to develop. However, the nature of these programmes is such that new advisers need a more comprehensive induction and access to support materials than for the short programmes. Volunteers acting as advisers on these programmes need to understand the programme structure and timetable, its rules and practices, as well as receive some tips and guidance on how to help to run it successfully.

To facilitate this, we will:

- Organise formal induction sessions, open to new and experienced advisers, to provide a comprehensive overview of the programme, distribute supporting materials and explain how to find out more information or get answers to any trickier questions. These generally last 2-3 hours and are scheduled at the start of the academic year
- Ensure that you receive a full briefing on Young Enterprise's Safeguarding policy and procedure which will include what you should do if you have a safeguarding concern
- Look to provide one-off induction sessions for new advisers who are unable to attend the formal sessions (perhaps with other advisers in your workplace)
- Encourage new advisers to network with experienced advisers and Centre Leads in order to share tips and experiences, particularly about what to expect in the first few weeks of a new company's life
- Continue to add new resources to our secure extranet service YE Online, our key reference point for programme teams and volunteers
- Ensure that our local Young Enterprise team is available to advise as required, particularly for less experienced advisers, Centre Leads and centres
- Provide additional ongoing contact points – for instance, many areas appoint Adviser Mentors who are available to help or advise with particular issues.

Local Volunteer Board Members

Most, but not all, of our Local Volunteer Board members will have had some exposure to Young Enterprise programmes, usually as a Business Adviser or Centre Lead – or perhaps as a student participant several years ago! LVB members will be required to undertake enhanced Safeguarding checks with the DBS via the Update Service.

New Local Volunteer Board members can learn more about their role by:

- Reading the Local Volunteer Board Handbook which we provide to all members
- Speaking to their Chair and other Local Volunteer Board members
- Attending a Company Programme Induction session
- Reading our website and YE Online.

In addition, a Young Enterprise Manager will attend most Local Board meetings and will be on hand to assist where needed.

Continuous Improvement

Our volunteers are generally resourceful and proactive people who will seek out other volunteers with more experience and ask them for help, suggestions and advice. This is a powerful network – locally and nationally – which is a key success factor for us and one which we encourage all volunteers to make use of.

However, we are always looking for cost-effective ways of providing training and support for our volunteers. We welcome suggestions as to how we can do this.

Dealing With Problems

If you encounter a difficulty with any aspect of your role, please raise it with your Young Enterprise contact for advice and support. If, for whatever reason, your role is not working out as expected then please let your Young Enterprise contact know.

If the problem cannot be resolved effectively, we will deal with this in accordance with our Problem Solving Procedure. Although dealing with problems can be difficult, it can give us a positive opportunity to improve the way we do things.

Some Key Policies

This section provides an overview of our policies as they apply to volunteers. In each case, you can access the detailed policy statements in the Policies section of our website.

Safeguarding

Young Enterprise is committed to safeguarding and promoting the welfare of children and vulnerable adults. Our volunteers must be willing to undergo child protection screening appropriate to the role for which they are volunteering, including checks with the Disclosure and Barring Service (DBS). Please note that only relevant past offences will be taken into consideration, in line with the Rehabilitation of Offenders Act. DBS checking is not required for Classroom-based Programme volunteers.

Where a DBS check is a requirement you will also be required to join the DBS Update Service, which is free of charge to volunteers.

A copy of our [Safeguarding policy](#) will be given to you as part of your induction. This will include what to do if you have a safeguarding concern during your time with us. As part of the Volunteer Agreement with Young Enterprise you will be expected to sign to say that you have received, read and understood it, and that you will undertake some on-line Safeguarding training which is valid for 3 years.

The Designated Safeguarding Lead in Young Enterprise is the Chief Operating Officer, mobile phone number 07841 880975. The deputy Designated Safeguarding Lead is the Head of HR & Volunteer Support on mobile number 07739 524973. In an emergency these numbers can be contacted out of hours. If for any reason they are not available you must contact the Volunteer Services Manager on 01865 776845 or via email at: volunteer.admin@y-e.org.uk.



Volunteer Code of Conduct

This code is intended to provide volunteers with clear guidelines as to Young Enterprise's expected standard of behaviour, responsibilities and best practice of volunteers in fulfilling their role. It covers general conduct, confidentiality, conflicts of interests, working appropriately with students, ethics, Health & Safety, personal relationships, drugs and alcohol and equal opportunities.

As well as setting out the standards and conduct expected of Young Enterprise volunteers, it also includes important guidelines such as:

- Respecting the position of trust a volunteer is placed in, particularly when on school/college premises and in interacting with groups of young people
- Avoiding situations where a volunteer may be alone with an individual student
- Allowing any student disciplinary matters to be addressed by the Centre Lead
- Adopting Young Enterprise-approved mechanisms for communicating with students outside of their regular meetings (e.g. using YE Online or sending emails to the Centre Lead for forwarding on rather than using students' personal email or social media accounts).

As well as reflecting our safeguarding policies, these guidelines also help to protect the interests of our volunteers. Please make sure you read the full Code of Conduct, available via the **Policies** section of our website.

Young Enterprise recognises its responsibility to deal fairly, constructively and consistently with expressions of concern or dissatisfaction from young people, volunteers or other adults. Accordingly, we also have a clear Problem Solving Procedure for dealing with any issues or complaints which might arise, in a fair, open and consistent manner.

"If these people did not come in and volunteer to help, my life would not be in the position it is now. These people really do change people's lives."

Luke – Young Enterprise Alumni

Data Protection

The protection of personal privacy is an important concern for Young Enterprise. Young Enterprise is registered under the Data Protection Act 1988 (number Z6643877) and complies with its regulations. We undertake to take all possible care to protect any personal information held on electronic media or paper. Our Data Protection Policy sets out all of our data control measures.

Equal Opportunities, Ethics, Anti-Bribery and Corruption

Young Enterprise is committed to operating to the highest standards of integrity, honesty and fair dealing. All Young Enterprise employees, volunteers, trustees, students and others associated with Young Enterprise are expected to maintain equivalent standards of behaviour and avoid actions that may adversely affect the interests or good standing of Young Enterprise. We have specific policies to cover:

- Ethics, covering equality, discrimination, diversity, transparency and personal well-being
- Conflicts of Interests, where we require any relevant interests to be declared
- Anti-Bribery and Corruption, covering general aspects under the Bribery Act 2010 with specific provisions for facilitation payments and gifts or hospitality.

"Advice for Business Advisers? Know when to step in and give advice and to know when to step back and let the team take its natural course."

Nick Fieldhouse – Centre Lead

Insurance

Young Enterprise has Employer's Liability Insurance, providing insurance against liability for injury and illness experienced by volunteers or staff as a direct result of their involvement with Young Enterprise activities. As a registered volunteer, you are also covered by Public Liability Insurance when carrying out your volunteer role on our behalf.

Expenses

Young Enterprise does not reimburse volunteers for any out-of-pocket expenses associated with attending meetings, programme delivery or events. We will work with you to find volunteering opportunities as close as possible to your home or place of work, as appropriate.

Volunteer Agreement

This Volunteer Agreement describes the arrangement between Young Enterprise and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.



Part 1, The Organisation - you can expect us to:

- Provide an induction on the work of Young Enterprise, your volunteering role and the training you need to meet the responsibilities of this role
- Explain the standards we expect for our services to young people (Code of Conduct*) and to encourage and support you to achieve and maintain them
- Provide a named person who will contact you regularly to discuss your volunteering and any successes and problems
- Try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us
- Do our best to help you develop your volunteering role with us
- Provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which we have approved and authorised
- Keep you informed about items of interest via e-mail, newsletters, the volunteer portal and social media sites
- Ensure that all volunteers are engaged with in accordance with our Equal Opportunities policy*
- Provide adequate training and feedback in support of our Health & Safety policy*.

Part 2, The Volunteer - we expect you to:

- Help Young Enterprise fulfil its purpose: to work with young people, their teachers and parents, businesses and influencers to build a successful and sustainable future for all young people and for our communities
- Perform your volunteering role to the best of your ability
- Meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible
- Agree to undertake a Disclosure & Barring Service (DBS) check and online safeguarding training where necessary and join the DBS Update Service
- Follow our policies, procedures and Code of Conduct* in relation to our staff, volunteers and customers – including the maintenance of confidential information and our Conflicts of Interest policy*
- Read and understand our Safeguarding policy and procedure.

In addition, for Local Volunteer Board members specifically, we expect you to complete, to the best of your ability, the tasks and responsibilities you have agreed as part of your Local Volunteer Board's annual task plan.

By registering as a Young Enterprise volunteer you are agreeing to abide by the above. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

*These policies are all available via the Policies section of our website or ask your YE contact for a copy.



Further Information...

The aim of this guide is to give you an overview of our volunteer roles, procedures and policies. You may well have more detailed questions or more specific queries about your individual role and circumstances.

As well as talking to your local Young Enterprise contact, you can access more detailed information via the Volunteer section of our website:

www.young-enterprise.org.uk

Alternatively, you can email questions to our Volunteer Support team at:

volunteer.admin@y-e.org.uk