

# BE THE CHANGE

BUSINESS GUIDE HANDBOOK



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**BE THE  CHANGE**

# WHAT IS BE THE CHANGE?

**The Be the Change Programme will positively impact and shape the future workforce at the same time as offering business guides a fantastic opportunity to make a tangible, measurable and life changing difference to local young people.**

Be the Change focusses on helping young people identify their personal qualities and develop the life skills that support qualifications and success. Over the course of 6 activities and conferences, in a mixture of larger group work, smaller breakout groups and 1-2-1 sessions, the young people and business guides are able share their views, day-to-day issues and concerns, and aspirations for the future. The students are invited to look at the influences of others, peer pressure and the culture of conformity and will reflect on their attitude, behaviour and impact on themselves and others.

Be the Change helps young people to identify their barriers to success, understand what positive changes they need to make in order to realise their aspirations and learn about the qualities required to be successful in business and the workplace and indeed in life. Supported by the Be the Change Team, Business guides will provide support and advice to the young people throughout the Be the Change journey, acting as positive role models and guides, and helping to inspire the students with their ideas and encouragement.

# BE THE CHANGE PROGRAMME OBJECTIVES ARE

- To improve the happiness, confidence, hope, relationships and employability of participating students
- To encourage business mentoring in schools
- To increase the life skills and employability skills of young people
- To create sustainable networking opportunities for young people
- To develop stronger and more meaningful partnerships between local schools and businesses
- To promote sharing of best practice for careers teaching between local schools
- To create more meaningful work experience opportunities for young people
- To strengthen the profile of local employers and related career opportunities
- To inspire young people to consider their route into employment whether that be through FE, HE or via an apprenticeship, traineeship or work experience placement

# BE THE CHANGE PROGRAMME STRUCTURE

## 6 DAY PROGRAMME

Event	Date	Times
1. Launch		
2. 1:1's		
3. Stepping Up		
4. 1:1's		
5. Awards		
6. 1:1's		

# WHAT IS A BUSINESS GUIDE REQUIRED TO DO?

**Be the Change staff will lead all sessions. As a guide you will be given guidance and support at all times, as well as clear instructions on what to do.**

## **Your role will be:**

- To listen – young people will be open about barriers they face and it is important they are heard
- To share your views and experiences – It is important that you tell your story – what is your role/job and how you got to where you are today – it doesn't matter if you haven't had a straight forward career path, it is incredibly valuable for young people to meet people with different careers and backgrounds. Be honest and open about the world of work and expectations of business - it will help young people understand and it will open their eyes
- To express your views and experiences to the whole group (when invited)
- To engage the young people in conversations and to create a bond

- To talk about the importance of individual attributes / personal qualities as well as qualifications in the work place. This will be extremely valuable for young people and it will help boost their confidence.
- To encourage, challenge and motivate the students
- To support and nurture the students and help them feel at ease
- To inspire the students, helping them realise their potential and the opportunities open to them

**You are not required to bring anything with you, other than a willingness to share your experiences. Most importantly however, please be enthusiastic and inspirational whenever possible.**

# BUSINESS GUIDE COMMITMENT



**This is an exciting opportunity to motivate, inspire and empower young people to achieve their full potential. This requires time, commitment, dedication and preparation.**

Working with these students is a significant responsibility. Cancelling sessions reflects very poorly on Be the Change but, more importantly can reinforce negative views of self-worth. It is essential that you attend all the dates agreed. If you are unable to attend you must notify Be the Change, and your school contact if applicable, at the earliest possible opportunity.





## BY BECOMING A BE THE CHANGE BUSINESS GUIDE,

**you are generously giving up your time and investing effort and emotion into helping to support young people on their journey of change.**

We appreciate, however, that you are not necessarily a fully trained mentor or equipped to deal with some of the more sensitive issues that might arise in the same way as a counsellor would and this is why the Be the Change team and/or school staff will always be on hand to support the young people whenever needed.

# HERE ARE SOME WORDS OF WISDOM FROM ONE OF OUR EXPERIENCED BE THE CHANGE BUSINESS GUIDES WHICH SHOULD HELP GIVE YOU A BETTER IDEA OF WHAT TO EXPECT

**Being a Be the Change Business Guide was a really emotional, fulfilling and worthwhile experience. My advice to anyone who is thinking of getting involved would be that you shouldn't presume that you are going to engage with and make a difference to every single student you speak to - not every young person will respond in the way you expect.**

The first conference session in particular is extremely emotional and very powerful but can be a real shock to the system! As business guides, just being there at the event is making a massive difference and we have to remember that we are leading by example so we should try to remain positive, even if we don't feel it inside! The other piece of advice for any other mentors is to treat the students as

equals and not 'kids' - treat them as if they were colleagues or co-workers from the very beginning.

We may be the only adults that treat them like that and it is a VERY powerful way to get their respect and get them to interact. Overall I REALLY enjoyed working with the young people and the Be the Change team and would do it all again in a heartbeat.



**Frances Clayton, Business Guide**

## BE THE CHANGE WILL SUPPORT YOU BY PROVIDING

- Basic coaching to support you as a business guide, including pre and post event briefings
- A single point of contact at Be the Change to provide support, advice and issue resolution throughout the programme
- A certificate to thank you for your efforts

## AS A BE THE CHANGE BUSINESS GUIDE YOU ARE AGREEING TO

- Attend all the Be the Change sessions
- Arrive in good time for each session to allow for sign-in and pre event preparation
- Attend briefing and de-briefing sessions with the Be the Change team
- Keep in regular contact with Be the Change, and seek support or raise concerns so that we can support you. Please include **Foundation@Lovelocaljobs.com** in any correspondence with your partner school

# SAFEGUARDING\* IS A CRUCIALLY IMPORTANT CONSIDERATION WHEN WORKING WITH YOUNG PEOPLE.

**Whilst there will always be trained teachers and trained event team members present, it is imperative that the following procedures are followed at all times:**

- No physical contact is permitted
- Bullying is not permitted – everyone has a voice
- No disruption of sessions will be tolerated
- No business guide is permitted to conduct 1-2-1 sessions without event team members or school representatives present
- No communication between business guides and students must take place outside of the official Be the Change activities and events. For example no interaction on social media and no exchange of contact details, such as business cards or mobile numbers
- If you have any questions or queries around safeguarding please do not hesitate to speak to a member of the Be the Change events team

**\*ALL BUSINESS GUIDES MUST READ AND SIGN THE BE THE CHANGE SAFEGUARDING POLICY BEFORE THE LAUNCH EVENT**

# THINGS TO LOOK OUT FOR WHEN SPENDING TIME WITH THE STUDENTS

- Physical abuse
- Emotional abuse
- Neglect
- Sexual abuse
- Self Harming

**Does something seem wrong?**

**No you cannot keep a secret.**

**Ask open ended questions, don't feed them answers. Always ask one of the event team for help.**



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# CODE OF CONDUCT

## Staff and volunteers are responsible for:

- Prioritising the welfare of young people
- Providing a safe environment for young people
  - » This includes having awareness of issues to do with safeguarding and child protection and taking action when appropriate
- Following our principles, policies and procedures (this includes policies and procedures for child protection/safeguarding)
- Staying within the law at all times
- Modelling good behaviour for children and young people to follow
- Challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the designated safeguarding officer
  - » All allegations/suspicions of abuse must be followed up using our reporting procedures (this includes abusive behaviour being displayed by an adult or child and directed at anybody of any age), as per our Safeguarding Policy

## We ask volunteers to:

- Treat children and young people fairly and without prejudice or discrimination
- Understand that children and young people are individuals with individual needs
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others, and appreciate that all participants bring something valuable and different to the group/organisation
- Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable
- Use special caution when discussing sensitive issues with children or young people
- Ensure your contact with children and young people is appropriate and relevant to the work of the project you are involved in
- Ensure that there is more than one adult present during Be the Change activities with children and young people
- Value and take children's contributions seriously, actively involving them in planning activities wherever possible
- Respect a young person's right to personal privacy as far as possible, in some cases it may be necessary to break confidentiality in order to follow child protection procedures; if this is the case it is important to explain this to the child or young person at the earliest opportunity
- Only provide personal care in an emergency and make sure there is more than one adult present wherever possible

# UNACCEPTABLE BEHAVIOUR

**When working with children and young people, staff and volunteers must not:**

- Allow concerns or allegations to go unreported
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with children and young people
- Make inappropriate promises to children and young people
- Engage in behaviour that is in any way abusive
- Act in a way that can be perceived as threatening or intrusive
- Patronise or belittle children and young people
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- Let children and young people have your personal contact details (mobile number, email, address or social media details). If you want to communicate with a young person you must always do this through the school and Be the Change team



# ONLINE CODE OF CONDUCT

When working with children and young people online, staff and volunteers must:

- Let the Be the Change team know if you are concerned about anything you see online or by any messages that you receive
- Not deliberately browse, download or upload material that could be considered offensive or illegal. If you accidentally come across any such material please report it immediately to the Be the Change Team
- Not send anyone material that could be considered threatening, bullying, offensive or illegal
- Not share any personal information with students, (mobile number, email, address or social media details)
- Not communicate with students on social media or outside of the Be the Change programme, all communication must be done through the Be the Change team or school
- Not arrange meetings with students without event team members or school representatives

STAFF AND VOLUNTEERS  
SHOULD ALWAYS FOLLOW  
THE CODE OF CONDUCT.

# GROUND RULES & BOUNDARIES

**Be the Change takes seriously its responsibility to support business guides in their role with young people. An important part of this is to establish appropriate boundaries to operate within. All guides will be given the Be the Change Child Protection and Safeguarding Policy to read and sign.**

BELOW ARE SOME COMMON QUESTIONS AND ANSWERS ABOUT THE MAINTENANCE OF APPROPRIATE BOUNDARIES; PLEASE SPEAK WITH BE THE CHANGE IF YOU WOULD LIKE TO DISCUSS IN MORE DETAIL.

**Q. A young person asks if they can take your contact details (mobile, email, business card) to send you further questions**

Be the Change does not offer a one-to-one mentoring programme and therefore does not have the processes or support structures in place to operate personal engagements. However, Be the Change encourages young people to network and seek opportunities. If the student is under 16 years of age, we would suggest that you inform your teacher contact of their request and ask whether they would be willing to facilitate your discussion. Always ask them specifically what they want to get out of contacting you outside sessions? We would advise all business guides to safeguard themselves and students by not providing contact details to those aged under 16.

**Q. A young person requests you as a friend on Facebook or follows you on twitter**

As above, in regards to the age boundary. However we strongly recommend that you do not share your personal social media channels with students. Unless boundaries and expectations have been clearly agreed and understood, this engagement could result in unsolicited and inappropriate sharing of information that could put you and the student at risk.

**Q. A young person says that they're in a crisis and need to borrow £10**

You should never lend a young person money, irrespective of the circumstances. Apologise and remind them of the ground rules, boundaries and expectations of your relationship. Please consider whether the nature of the request alerts you to any risk to their personal safety and if so please act in accordance with Be the Change's Child Protection Policy. REMEMBER: Never promise a young person complete confidentiality.

**Q. A young person asks you for help with their homework**

Ask the young person for clarification on the kind of help they would like. You may be able to provide advice, tips or ways to approach but you cannot and should not write or contribute any direct content or give the young person 'the answers'. You should facilitate their learning by asking open and clean questions and give advice or sign-post.

**Q. A young person asks if they can come into your workplace for work experience**

Be the Change has a structured Workplace Visit as part of the programme when students are invited into the business guides' work places to raise their awareness of career opportunities and routes into specific industries, alongside their guidance. If your company is willing and able to facilitate work experience at the end of the Be the Change programme, please let the Be the Change team know so that we can support arrangements. Do not promise the young person anything but inform them you are going to research the possibilities. Any work experience must be arranged with the school so that parental consent can be sought and a risk assessment undertaken.

**Q. A young person has lots of questions about how you met your boyfriend/girlfriend/partner**

Self-disclosure is a personal choice. Consider why the young person is asking the question? What do they hope to learn by asking it and how relevant is it? Use your judgement and ask follow-up open questions to learn more about their motivations so you can decide - on a case by case basis - an appropriate response.

**Q. A young person asks how much you earn and what car you drive!**

This is a frequent question and shows that the young person has interest in the kind of success measures that mean something to them – that they can understand. Again, sharing this information is your personal choice. If you wish to de-personalise the question you could answer in more general terms by talking about wage brackets linked to seniority and experience, and share other personal measures of your own success.

# TOP TIPS

- Always inform the young person if you intend to disclose any information, identifying to them, with whom, when and for what purpose
- You cannot promise 100% confidentiality as you are bound by the Child Protection Act
- Set and remind students of boundaries and ground rules whenever required
- Self-disclosure is a personal choice. Always think about the purpose and value of sharing the information with the young person and do what you are comfortable with
- Always inform your Be the Change coordinator about questions/actions of students if you feel uncomfortable or unsure how to respond



Whenever you're communicating, be aware of what your body language is saying and make sure that all the components of the 'dance' are saying the same thing. For example, if you say "I hope we can be open with each other and share experiences" and, at the same time, have your arms crossed you will be sending a mixed message – open words and closed body language.

# POST-SESSION DE-BRIEFS

The following questions are useful to consider in debrief after your business guide session. Please discuss as a group and make note of anything you think would aid future sessions.

## Self-reflection

1. What went well and why? What did I see or hear that made me think it had gone well?
2. If all the session aims were not achieved, comment on what you think hindered that outcome?
3. What I might do differently in the future is...
4. What skills/models did I use and what was the impact of using them? On me and my mentees.
5. Which specific students do I need to pay particular attention to next time? For what reason or outcome? (Use note section at the end of booklet)



# NOTES

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# CONTACT US

If you have any concerns about the programme at any stage, please do not hesitate to get in touch with the Be the Change team.

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Event Manager

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