

The Brokerage Online Bootcamp February 2022

Day 1: Sector Insights

Volunteer Brief

Thank you for volunteering your time to contribute to the Online Bootcamp delivered by The Brokerage. The support of volunteers is vital to the programme; without which we would not be able to give so many students an insight into working life.

The Online Bootcamp is an intensive programme aimed at sixth form students (aged 16 to 18) and university students. This is the first day of the Online Bootcamp. It focuses on developing students' knowledge and insight into FPRS businesses and recruitment processes.

We are looking for volunteers to join an online panel to talk about their jobs, answer questions and highlight the following industries:

10:00 – 11:00: Insurance masterclass (VOLUNTEERS REQUIRED - click [here](#) to sign up)

11:00 – 12:00: Law masterclass (VOLUNTEERS REQUIRED - click [here](#) to sign up)

Logistics

- All online sessions are monitored and facilitated by Brokerage staff. Volunteers are not expected to facilitate sessions themselves. Where virtual breakout rooms are used, The Brokerage staff will supervise by rotating through the rooms and observing each group.
- **Volunteer requirement:** up to 3 volunteers for one hour. Volunteers will spend a few minutes each introducing themselves, which will be followed by a Q&A with the students. For their introductions, volunteers are asked to prepare a few comments on their area of business (e.g. law, technology, banking and finance, accounting, insurance), and their own job roles.
- The session will be hosted on the Zoom platform, and volunteers will be provided with the registration details in advance.
- We recommend that volunteers are in a suitable room with sufficient lighting and ideally a plain background, a laptop and good internet connection to allow the best setup for broadcast.

Each session will have the following agenda:

5 mins **Introduction from Brokerage staff**

15 mins **Volunteer introductions**

Each volunteer to briefly introduce themselves, their jobs and how they fit into the wider business

30 mins **Q&A**

This will be a question and answer session moderated by The Brokerage staff.

Students will ask a range of questions about your career, your background and your experiences.

Please give your honest views when answering, as our workshops aim to give students a balanced and realistic insight into your business sector, company and career. Equally, you are under no obligation to answer any questions that you feel are inappropriate or too personal.

Potential Challenges and Problems

Given that this programme will be delivered over a webinar due to COVID-19 and the diverse range of students taking part in our webinar, we can never promise that a session will be perfect! Fortunately, students are generally appreciative of the opportunity to participate and keen to make a good impression during the webinar, so behaviour is usually very good and problems are rare.

Bearing in mind that structure and listening are often not particular strong points for school students, the challenges you could face include:

- If students are shy or struggling to ask questions, prompt with questions about your own experiences and ambitions.
- Sometimes, students can ask irrelevant questions, for example about an area outside your field, or about your social life, sports etc. While some conversations such as this can be useful to break the ice and find common ground, do feel free to rapidly move conversation on to more relevant areas.
- Silence - fortunately very rare, but often the hardest problem to deal with! If you get a particularly shy or quiet group that quickly runs out questions, try asking them a few questions (e.g. "What careers are you interested in?") or answer a question that you think they should have asked.

The best advice we can give you is to be open and honest and to simply enjoy the activity, as this has always proved to be the best way to engage effectively with our participants.

Volunteer Code of Conduct

We ask that all volunteers contributing to our webinar carefully read and follow our code of conduct.

In this document, "participants" refers to any young person participating in a webinar. Participants will be accompanied by members of staff from The Brokerage.

- The Brokerage shall provide briefing sheets when necessary, which volunteers shall read before participation to gain an understanding of what is expected of them during the session. Volunteers are encouraged to get in touch with the Brokerage should they have any questions.
- Volunteers will use any resources provided by The Brokerage appropriately, as per volunteer briefing sheets.

- Volunteers will not be responsible for the welfare of participants and should immediately inform The Brokerage staff of any concerns they have regarding the safety and welfare of a participant at a webinar.
- Volunteers should not disclose their personal contact details to a participant or accept the personal contact details of a participant, including via social media. If such a situation does arise, a Brokerage staff member should be informed. Any contact with participants after the webinar should be directed through The Brokerage or through the school of the participant.
- Volunteers are not required to answer any question they feel uncomfortable with; in return they should be sensible with regards to the information they provide and the questions they ask participants.
- Volunteers must not discriminate against, or show discriminatory attitudes towards, any race, religion, gender or sexuality.
- Volunteers should be aware that they are in a position to which many participants aspire and should therefore behave appropriately and show respect to all participants and staff members.

NB: Health and Safety, Equal Opportunities and Child Protection Policies for The Brokerage are available in full on request.