

Skills Champion's Code of Conduct

WorldSkills UK is a four nations partnership between education, industry and UK governments. We are working to help the UK become a 'skills economy', boosting the prestige of technical and professional education by embedding world-class training standards across the UK to help drive investment, jobs and economic growth.

Skills Champions are WorldSkills UK competition alumni who form a network of voluntary advocates for WorldSkills UK programmes and mission, championing skills excellence through competitions and technical routes.

What is the role of a Skills Champion?

- To support WorldSkills UK in our mission to champion future skills, raise standards and empower young people from all backgrounds through competitions-based training through your insight, experience and expertise.
- To increase awareness of WorldSkills UK programmes and technical skills excellence in different skills, roles, and sectors amongst stakeholders at external events.
- To promote WorldSkills UK programmes and highlight the impact of skills competitions through internal and external organisational activity.
- To support the development and delivery of WorldSkills UK activity where appropriate.
- To model professionalism and excellence, positively representing WorldSkills UK, your organisation, sector and self.

What is the Code of Conduct?

The Code of Conduct is a summary of the policies which apply to being a Skills Champion. It sets out the standards of behaviour that WorldSkills UK expects from you and identifies your rights and responsibilities as a Skills Champion.

Compliance and agreement with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask a member of the WorldSkills UK Operations and Careers team. By working within the guidelines of the Code of Conduct you will be contributing to the success of WorldSkills UK.

Quality and excellence are at the heart of everything we do. All WorldSkills UK's partners are entitled to a high level of service. As a Skills Champion, you have a responsibility to uphold these high standards and professionalism when representing WorldSkills UK in any capacity. Whilst volunteering as a Skills Champion on behalf of WorldSkills UK it is expected that you will always behave in an appropriate and professional manner.

General Guidelines

Accountability

As a WorldSkills UK Skills Champion, you have a shared responsibility for making sure WorldSkills UK stakeholders have an exceptional experience at our events and activities. We offer pre-event training and communication as well as support onsite to make sure you feel comfortable in your role. It is important that you complete any training required, read event briefs and attend volunteering engagements you have signed up for. However, should you have any questions or queries, you must get in touch with the WorldSkills UK Operations and Careers team (email provided below).

If you cannot attend an event you are booked to attend, you must inform the Skills Champion and Operations Development Manager as soon as possible. This is to ensure we make alternative arrangements to fill your role.

If we have booked hotels or travel for you in advance of the event and you do not attend without informing us within reason, we may request the fees be covered. Failure to contact us will place extra pressure on your fellow Skills Champions and may mean we cannot go ahead with the event, consequently damaging our relationship with the stakeholders.

Professional behaviour

All Skills Champions have a responsibility to always behave professionally. If you travel in uniform, you will be highly visible as a representative of WorldSkills. You must, therefore, ensure that you present yourself in a professional manner and consider how your words and actions reflect on yourself and WorldSkills UK, making every effort to be always professional and positive. Any Skills Champion found to be engaging in criminal or illegal activity in on-site will be referred to the police.

We expect your conduct to align with our values and policies. WorldSkills UK values are:

We are driven by excellence

We deliver excellence in UK skills at a global level. Our ambitions for young people are mirrored in the standards we set ourselves. We take pride in our reputation for quality, aim high, and support each other to be the best we can be.

We innovate with purpose

We work at our best in a spirit of joint endeavour and collaboration. We create space to listen, share, challenge, celebrate achievements and learn from setbacks. We create a respectful, dynamic and inclusive environment where colleagues are able to achieve their potential.

We are people-centred and professional

We build positive, collaborative relationships with colleagues as well as stakeholders. We seek to understand each other's priorities, show kindness and respect in our interactions, and to build trust and clarity through honest and open communication.

All policies, including our Safeguarding and Communications policy, Gifts, Expenses and Hospitality policy and Sexual Harassment policy can be found in the Policies for Skills Champion document. All Skills Champions must agree and adhere to these policies.

Communication

Upon signing up to be a Skills Champion you will be added to the Skills Champions opportunity mailing list through which monthly community updates, training and opportunities will be shared. It is key you read and respond to this operational email to perform your role as a Skills Champion.

In addition to this you will be invited to join the Skills Champion community chat, which is optional. This channel is where urgent or miscellaneous information will be shared such as polls, community questions or requests.

Skills Champions are expected to communicate in a professional and positive manner with each other, WorldSkills UK staff and stakeholders in order to represent themselves and WorldSkills UK in the best way whether in-person or in online communication. We will provide you with our Communications policies and guidance document.

Image release form

Upon signing up to be a Skills Champion you will be asked to complete an Image release form. As a Skills Champion you may feature in photos taken during activities or be asked to contribute towards content creation, which is shared via our social media channels, website or with partners.

Confidential Information

As a Skills Champion you have an obligation to protect confidential or personal information about WorldSkills UK, the events you are involved in, other volunteers, Skills Champions, visitors, and any other organisations involved in staging the event or activity.

If you have access to confidential information (including but not limited to addresses or telephone numbers), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the event.

Safeguarding

You will be provided our Safeguarding policy. Please familiarise yourself with this and ensure you have read and understood it.

WorldSkills UK will ask all Skills Champions who have signed up for activities to complete Enhanced DBS checks as part of their onboarding.

As a Skills Champion, you should never be alone with a young person. All interactions with young people at events or organisations should take place in open public spaces with other individuals present with you. You must ensure that you adhere to this when engaging in activity.

There is guidance in the Safeguarding policy about keeping yourself safe when travelling out and about, however you are responsible for your independent safety, and we encourage you to remain alert and vigilant when travelling and on-site for activity.

Contact with the media

If approached by a member of the media then, firstly, please contact the WorldSkills UK Communications Manager. They will advise whether this is an interview we wish to take part in.

If speaking at an event and approached from the organiser about hosting your talk/image etc on their communication channels, then it is your decision whether to give your consent to this. However, WorldSkills UK would encourage you to give your consent so that our message is heard as widely as possible. Please let a member of WorldSkills UK staff know so we can amplify the post when the host circulates it.

You are personally responsible for the content you publish on blogs, social media etc. Please remember that the internet never forgets. Common sense is a huge factor here. If you are about to publish something that makes you even the slightest bit uncomfortable, review. WorldSkills UK is a charity that relies on government money so please ensure you represent us in a positive way online.

Drugs and alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour while you are representing WorldSkills UK. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during an event is not allowed. Consumption of alcohol at a venue or other workplace is only permitted when supplied by management on special occasions and should be enjoyed in moderation. Do not consume alcohol in a public place whilst in uniform during your shift. You must ensure that your actions do not bring into question the professionalism of yourself or WorldSkills UK.

Equal opportunities

WorldSkills UK is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar

philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. We expect anyone participating in our activities to uphold this.

Expenses, subsistence and travel

You'll be provided our Expenses, Gifts and Hospitality Policy and External Expenses Claim Form. Please ensure that you have read and understood this.

Health and safety

WorldSkills UK is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your activity to ensure the health and safety of yourself and others is maintained. Please be aware of and follow all health and safety information.

You will be provided with a copy of the WorldSkills UK Health and Safety Policy and key points will be covered as part of your induction and event briefs. Please ensure you that you have read and understood the policy and understand the process for raising concerns or reporting incidents.

Grievance resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. WorldSkills UK is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance.

In the unlikely event of grievance resolution needed with other Skills Champions, please contact the Operations and Careers team who will liaise with you to resolve and positively move forwards through the best course of action. If related to a WorldSkills UK member of staff, please contact the Senior HR Manager, Andreea Ojog on Aojog@worldskillsuk.org.

Performance issues

We will always attempt to resolve any performance issues or conflict fairly and equitably. In such cases, the relevant Operations and Career team member will discuss their concerns with you and seek to resolve the matter in a timely and professional manner.

Inappropriate practices e.g. such as unprofessionalism will be dealt with by the relevant Operations and Careers team member.

Please remember:

These guidelines are in place to ensure both your and the event organisers safety. They are not designed to be restrictive in any way.

WorldSkills UK want to provide a professional service to its users, but we also want you to have fun and enjoy your Skills Champion experience. We would like you to know that the time you give up is very much appreciated.

For more information or if you would like to discuss any part of this document, please contact us on: operations@worldskillsuk.org.