



ULTRA
EDUCATION

Parent Handbook

2025

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ABOUT US

Ultra Education C.I.C is a for profit enterprise that creates significant social impact by enhancing the self-esteem, employment level and life chances of children.

Our offerings span a wide range of educational initiatives, including primary and secondary school programs, after-school clubs, and weekend workshops, all thoughtfully designed to cater to young individuals aged 7 to 18. Additionally, we collaborate closely with charities, housing associations, and various private and public sector entities to facilitate entrepreneurship courses and programs that leave a lasting impact on our communities

OUR VISION

Our vision is that all children and young people regardless of background or social standing have access to essential entrepreneurial education.

OUR MISSION

To be the leading brand and #1 provider of entrepreneur education in the world.

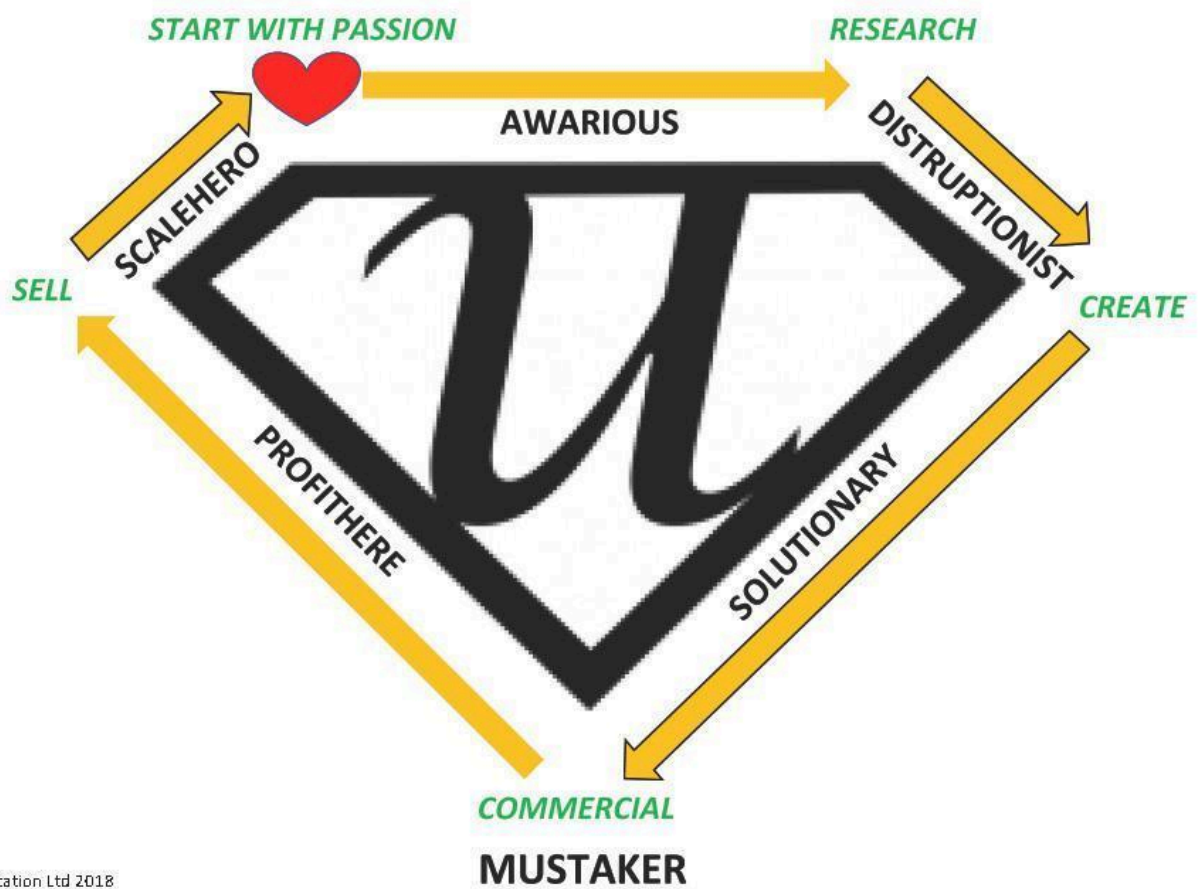
OUR PRODUCTS AND SERVICES

- School Programmes
- Community Programmes
- After School and Weekend Clubs
- Kids Business Fairs
- Kids Business Awards
- Online Programmes

OUR VALUES

- We seek success for children and young people
- We continuously innovate in what we offer and how we operate
- We care about the importance and impact that education provides

ULTRA EDUCATION PEDAGOGY



PROGRAMME OVERVIEW

1. START WITH PASSION

Do what you love and learn how to make money from it



2. BE THE DIFFERENCE

Research the competition and figure out what makes you unique



3. CREATE SOMETHING

Solve a problem by creating a much needed product or service



4. MAKE MONEY

How much money you can make? Plan your costs and don't make a loss



5. BOOST SALES

Understand the best way to sell and market your product or service



6. GO BEYOND BE ULTRA

Gain new life skills, make your mark; and give back



EXPECTATIONS

Behaviour code for adults working with children

The purpose and scope of behaviour code

This behaviour code outlines the conduct that Ultra Education expects from all our staff and volunteers. This includes trustees, volunteers, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.s

The behaviour code is there to help us protect children and young people from abuse. It has been informed by the views of children and young people.

Ultra Education is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

The role of staff and volunteers

In your role at Ultra Education you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

Responsibility of staff and volunteers

You are responsible for:

- Prioritising the welfare of children and young people
- Providing a safe environment for children and young people
- Ensuring equipment is used safely and for its intended purpose
- Having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- Following our principles, policies and procedures including our policies and procedures for safeguarding and child protection, whistleblowing and online safety
- Staying within the law at all times
- Modelling good behaviour for children and young people to follow
- Challenging all inappropriate behaviour and reporting any breaches of the behaviour code to Julian Hall, CEO
- Reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures this includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age.

Respecting children and young people

You should:

- Listen to and respect children at all times
- 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 if you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

Diversity and inclusion

You should:

- 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, and appreciate that all participants bring something valuable and different to the group/organisation
- Challenge discrimination and prejudice
- Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Appropriate relationships

You should:

- Promote relationships that are based on openness, honesty, trust and respect
- avoid showing favouritism
- Be patient with others
- Exercise caution when you are discussing sensitive issues with children or young people
- Ensure your contact with children and young people is appropriate and relevant to the nature of the activity you are involved in ensure that whenever possible, there is more than one adult present during activities with children and young people
- If a situation arises where you are alone with a child or young person, ensure that you are within sight or can be heard by other adults
- If a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are
- Only provide personal care in an emergency and make sure there is more than one adult present if possible
- Unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

Inappropriate behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- 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 including having any form of sexual contact with a child or young person
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- 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.

Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave Ultra Education. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them to Julian Hall, CEO. If necessary, you should follow our whistleblowing procedure and safeguarding and child protection procedures.

Behaviour Code for Children and Young People

Why we have a behaviour code

This code of behaviour is there to make sure everyone who takes part in Ultra Education's activities knows what is expected of them and feels safe, respected and valued. Ultra Education must make sure that everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand what will happen if there is inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

Dos and don'ts for children and young people

You should:

- be supportive and kind to others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- take responsibility for your own behaviour
- talk to your designated facilitators about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone.

What happens if I do not follow the code of behaviour?

This code of behaviour is part of our process for making sure everyone who takes part in our activities gets the support they need.

Minor or first-time incident

If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to change your behaviour. This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning

If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity. They will make a record about what happened and inform your parents or carers if it is appropriate. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We might also decide that further steps should be taken, such as restricting you from taking part in some activities.

Final warning

If the support we have put in place isn't helping you to change your behaviour, we might need to give you a final warning. Again, this will be recorded and we'll inform your parents or carers as appropriate. At this point, we might need to talk with you and your parents or carers about other services that might be more able to give you the support you need.

Child protection procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests you might be in need of protection or that you might present a risk of harm to other children and young people, they will follow our child protection procedures. This might involve making a referral to the local authority.

If child protection procedures are necessary we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

The role of parents and carers

We see parents and carers as important in encouraging positive behaviour and will involve them as appropriate. We will always inform and involve your parents or carers if you receive a formal warning about your behaviour, unless doing so would put you in danger.

Parent Must Do

- Acknowledge that each child is unique and has their own learning style, strengths, and areas for improvement
- Celebrate achievements, both big and small, to instill a sense of accomplishment
- Encourage a supportive and collaborative atmosphere among children.
- Offer positive feedback that focuses on effort, improvement, and perseverance.
- Create a culture where mistakes are viewed as opportunities to learn and grow.
- Use language that promotes a positive attitude towards challenges and learning.

Parent Must Not

- Compare other children's abilities or achievements with each other
- Use language that promotes a negative attitude towards challenges and learning.

ONLINE SAFETY

Ensuring the safety of our online activities is as paramount as our in-person interactions. These safety measures are unique to our online programmes.

Our online sessions, as well as those by our delivery partners, utilise various platforms such as Zoom and Microsoft Teams. Each online session is password-protected, ensuring access solely to the facilitators and students. We've configured our sessions to grant control to our facilitators over fundamental functions like screen-sharing and audio/video controls. This enables prompt action if any issues arise during a session. We conduct risk assessments for our online events, designating staff responsible for both safeguarding and health and safety during these sessions.

To foster a safe and positive online learning space, we count on the collaboration of parents, our team, and external programme facilitators.

Parents, we request:

- Before your child's first online session, please review the Student Online Code of Conduct provided below with them.
- During their initial session, supervise your child until you feel assured of their ability to engage safely and respectfully independently. Older students might quickly adapt, while younger ones or those with special needs might require continual supervision.
- While we understand and appreciate your vigilance, we request parents remain off-screen. Should your child need direct assistance or monitoring, kindly inform us before the session commences by reaching out via **Telephone:** 0800 211 8133 or **Email:** info@ultra.education.
- We find it crucial for young individuals to recognize the advantages and challenges of the digital realm. Below are some resources to enhance your child's online safety:

[Internet Matters](#): Expert guidance and practical tips aiding parents in safeguarding their children online.

[Keeping Children Safe Online](#): An NSPCC guide detailing social networks, apps, and games.

[Thinkuknow](#): NCA-CEOP's educational initiative offering age-tailored advice for kids, teenagers, and parents.

[Be Internet Awesome](#): A compilation of online privacy, etiquette, and safety suggestions by Google.

STUDENT ONLINE CODE OF CONDUCT:

- Join the session on time and be ready to learn.
- Wear appropriate clothes to the session (so should members of your household if they may be seen in the background at any point).
- Not have any inappropriate objects/material in view in the background.
- Take responsibility for making each session a great learning experience for yourself and others: participate, stay on topic, avoid distractions and be proactive.
- Contribute to a class environment in a way that is safe and welcoming for students from all backgrounds, beliefs, and locations.
- Keep your personal information private and don't ask others to share personal information during delivery sessions/in group chats (e.g., email address, mailing address, phone number, gamer tags, etc.).
- Do not browse, download, upload, post, share or forward material that could be considered offensive, harmful or illegal. If you accidentally come across any such material they should report it immediately to the trainer.
- Do not record or take photos of the sessions.
- Treat the facilitators and other students with respect. Any use of abusive language towards the facilitators or other students will not be tolerated and you will be removed from the course. This includes sexist, racist and homophobic language and any form of bullying.
- If you have any concerns about the behaviour of other students or the facilitators at any time, you can raise this in confidence via info@ultra.education and it will be looked into.

How do you safeguard children and young people?

Safeguarding Children and Vulnerable Adults Policy – Jan 2025

Ultra Education C.I.C is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, engaged in the breadth of its activities. As a consequence, **Ultra Education C.I.C** has taken the view that in the interests of good practice, there should be a clear policy and associated procedures to guide work with under 18-year-olds and vulnerable adults.

Ultra Education C.I.C recognises that it has a duty to help staff and learners recognise their responsibilities (through guidance, support and training), minimise risk, and avoid situations (where possible) where abuse or neglect might be alleged. **Ultra Education C.I.C** has in place an organisational structure for safeguarding children and vulnerable adults. We take the view that all staff and learners are required to take a shared responsibility for the protection and safety of any children, young people and vulnerable adults on campus must be aware of and abide by Ultra Education C.I.C's Codes of Good Practice.

It is expected that all parents/guardians (either learners or from the general public) who bring children into **Ultra Education C.I.C's** site(s) or any external facilities / events abide by the Code of Behaviour as well as health and safety regulations.

Processes are in place to check the suitability of staff and learners working directly with children and young people. Staff and learners across the company will be in regular or significant occasional contact with under 18s or vulnerable adults in the course of their teaching or other work and we commit that such staff and learners have satisfactory enhanced Disclosure & Barring Service (DBS) checks in place. In line with recommendations from The Birchard Inquiry Report" (2004) – recommendation 19 "New arrangements should be introduced requiring those who wish to work with children or vulnerable adults, to be registered".

The register will confirm that there is no known reason why an individual should not work with these client groups as per working with children.

Purpose and scope of this policy statement

The purpose of this policy statement is:

- To protect children and young people who receive Ultra Education's services from harm. This includes the children of adults who use our services
- To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Ultra Education, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in the United Kingdom. A summary of the key legislation is available from nspcc.org.uk/learning.

Supporting Documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Role description for the designated safeguarding officer
- Dealing with disclosures and concerns about a child or young person
- Managing allegations against staff and volunteers
- Recording concerns and information sharing
- Child protection records retention and storage
- Code of conduct for staff and volunteers
- Behaviour codes for children and young people
- Photography and sharing images guidance
- Safer recruitment
- Online safety
- Anti-bullying
- Managing complaints
- Whistleblowing
- Health and Safety
- Induction, training, supervision and support
- Equal Opportunities Policy
- Volunteer Management Policy
- Adult to child supervision ratios.

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them
- Appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Ensuring all staff receive appropriate safeguarding training and are aware of the escalation process in the event of a disclosure
- Developing and implementing an effective online safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance [more information about this is available from the Information Commissioner's Office: ico.org.uk/fororganisations]
- Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
- Making sure that children, young people and their families know where to go for help if they have a concern.
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Safeguarding Contact details

Nominated child protection lead

Name: Julian Hall, CEO

Phone/email: 07956 902361 / julian@ultra.ventures

Trustee/Senior lead for safeguarding and child protection

Name: Jacqueline Crooks

Email: info@ultra.education

NSPCC Helpline

0808 800 5000

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 3rd Jan 2025

Date: 3rd Jan 2025

A handwritten signature in blue ink, appearing to read 'Julian Hall', is written over a faint, light blue circular stamp or watermark.

Julian Hall - Chief Executive Officer

COMPANY CONTACT DETAILS

☎ +44(0) 800 211 8133

✉ info@ultra.education

Seed Hub,

Empire Way, Wembley HA9 0RJ

 www.ultra.education

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FACEBOOK: <https://www.facebook.com/UltraEducationUK/>

TWITTER: https://twitter.com/Ultra_Education

LINKEDIN: <https://www.linkedin.com/company/ultra-education-c-i-c>

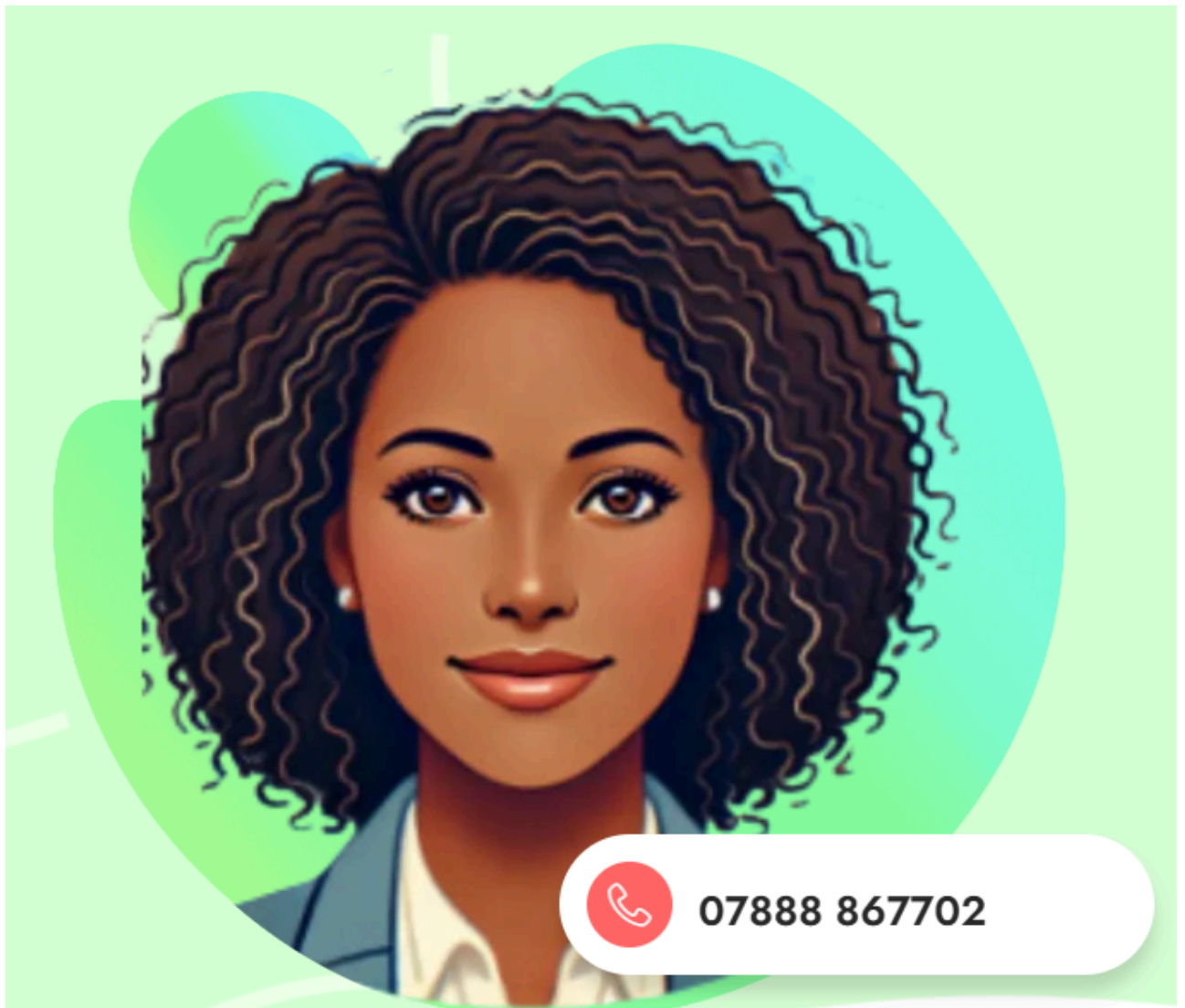
INSTA: <https://www.instagram.com/ultraeducation/>

YOUTUBE: <http://www.youtube.com/c/https://www.youtube.com/channel/>

Entrepreneurship Mentor for 7-18 year olds

Powered by artificial intelligence, and trained by Julian 'The Ultrapreneur' Hall, this powerful mentor can help young entrepreneurs with every aspect of their business.

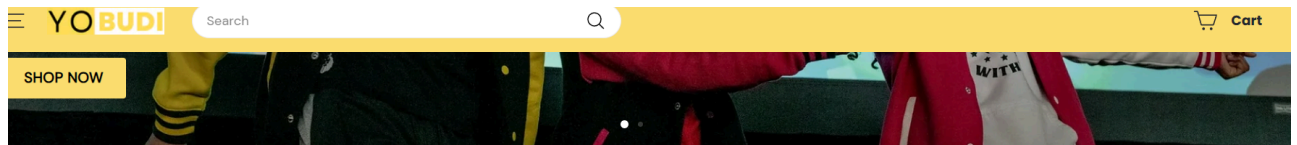
- Introducing Abby: Ultra Education's AI Mentor
- Learn Entrepreneurship
- Get Support with Your Business
- Call FREE and get support 24 hours a day



Welcome to YoBuDi

YoBuDi (Youth Business Directory) is the world's first marketplace for kidpreneurs under 18 yrs old. So if you're looking for products and services made by the next generation of entrepreneurs and you'd like to support them along their journey then you've come to the right place.

[YoBuDi | The World's First Youth Business Marketplace – yobudi](#)



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