FIRST®
Volunteer Handbook
**Contents**

**Introduction** ........................................................................................................................................................... 4  
**All About FIRST** ...................................................................................................................................................... 4  
  Mission of FIRST ............................................................................................................................................. 4  
  FIRST Core Values ............................................................................................................................................. 4  
  Gracious Professionalism® and Dr. Woodie Flowers .................................................................................... 5  
  Coopertition® ....................................................................................................................................................... 6  

**Description of FIRST® Programs** .......................................................................................................................... 7  

**BUILD TOMORROW by volunteering with FIRST®!** ............................................................................................ 8  
  Let’s unite to BUILD TOMORROW. Here’s how you can help: ............................................................................ 8  
  **FIRST Volunteer Rights and Responsibilities** ................................................................................................. 8  
  What you can expect from FIRST ....................................................................................................................... 10  

**Event Volunteer Role Descriptions** ....................................................................................................................... 11  

**How to become a FIRST® event volunteer** .......................................................................................................... 12  
  Walk-On Event Volunteers ................................................................................................................................... 12  
  **FIRST® Championship** ..................................................................................................................................... 13  
  **Coaches and Mentors** ........................................................................................................................................ 15  

**How to Become a Mentor or Coach by Joining a Team** .......................................................................................... 17  

**How to Become a Mentor or Coach by Starting a Team** ........................................................................................ 17  

**Training for All FIRST Volunteers** ....................................................................................................................... 18  
  To create a Schoology account: ........................................................................................................................... 20  
  To join a training course on Schoology: ................................................................................................................ 20  

**Event Volunteer Training** ..................................................................................................................................... 20  
  Event Volunteer Training ................................................................................................................................... 20  
  Event Volunteer Testing/Certification .................................................................................................................. 21  
  Volunteer Experience Toolkit ............................................................................................................................... 21  

**Mentor and Coach Training** ................................................................................................................................... 21  
  Youth Protection Program Training Videos for Mentors and Coaches .................................................................. 21  
  New Mentor Training ......................................................................................................................................... 21  

**FIRST® Policies** ....................................................................................................................................................... 22  
  **FIRST® Overview on Safety and the Youth Protection Program** ........................................................................ 22  
  **Code of Conduct** .............................................................................................................................................. 22  
  Minimum Age Requirement ................................................................................................................................. 23
FIRST Volunteer Handbook

FIRST Equity, Diversity, and Inclusion Statement..................................................................................................................23
Notice of Non-discrimination....................................................................................................................................................24
Non-Solicitation Policy............................................................................................................................................................24

Volunteer Forms and Incident Reporting Options..................................................................................................................25
Consent and Release Form.........................................................................................................................................................25
Medical Incident Form...............................................................................................................................................................25
Non-Medical Incident Form/Online Non-Medical Reporting Form........................................................................................25
Conflict of Interest Form............................................................................................................................................................25

Thank you for Volunteering with FIRST®...............................................................................................................................26
FIRST® Volunteer Resources Department..................................................................................................................................26

Contact Us....................................................................................................................................................................................26

HAVE FUN!!!............................................................................................................................................................................26
**Introduction**

Welcome to the FIRST® volunteer community! As a FIRST volunteer, you are part of a global community supporting FIRST youth in developing their skills and building tomorrow. Together, we're inspiring the next generation of innovators and technology leaders and impacting over 660,000 youth around the world each year. Whatever your expertise, FIRST has a volunteer opportunity for you. Whether you have a few weekend hours, the desire to mentor a team for a season, or want to work behind the scenes to help FIRST grow, opportunities abound for people who want to give back – helping to change lives, change our culture, and change the future.

**All About FIRST**

FIRST is a robotics community that prepares young people for the future – inspiring them to become leaders and innovators.

**Mission of FIRST**

The mission of FIRST is to inspire young people to be science and technology leaders and innovators, by engaging them in exciting mentor-based programs that build science, engineering, and technology skills, that inspire innovation, and that foster well-rounded life capabilities including self-confidence, communication, and leadership.

**FIRST Core Values**

We express the FIRST philosophies of Gracious Professionalism® and Coopertition® through our Core Values:

- **DISCOVERY**: We explore new skills and ideas.
- **INNOVATION**: We use creativity and persistence to solve problems.
- **IMPACT**: We apply what we learn to improve our world.
- **TEAMWORK**: We are stronger when we work together.
- **INCLUSION**: We respect each other and embrace our differences.
- **FUN**: We enjoy and celebrate what we do!

We appreciate you modeling the FIRST Core Values for all our participants.
Gracious Professionalism® and Dr. Woodie Flowers (1943-2019)

Gracious Professionalism is part of the ethos of FIRST. Created by one of the Distinguished Advisors of FIRST, Woodie Flowers, it's a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.

With Gracious Professionalism, fierce competition and mutual gain are not separate notions. Gracious professionals learn and compete like crazy but treat one another with respect and kindness in the process. Knowledge, competition, and empathy are comfortably blended.

In the long run, Gracious Professionalism is part of pursuing a meaningful life. One can add to society and enjoy the satisfaction of knowing one has acted with integrity and sensitivity. Use Gracious Professionalism in all interactions as a volunteer.

One way to model Gracious Professionalism as a volunteer is to always treat everyone with respect, even if you disagree. If you have a conflict, set aside some time and space to hear each other out and come to a resolution privately.

Dr. Woodie Flowers was Co-Chair of the FIRST Executive Advisory Board, Distinguished Advisor to FIRST, and Pappalardo Professor Emeritus of Mechanical Engineering at the Massachusetts Institute of Technology. Soon after Dean founded FIRST, he and Woodie collaborated on the development of the FIRST Robotics Competition. Woodie was also critical to establishing the ethos of FIRST by coining the term Gracious Professionalism and nurturing its meaning in his every action.

Throughout the over 30 years of FIRST, Woodie was an incredible supporter of our mission, a friend to everyone he met, and an inspiration to our students, alumni, mentors, volunteers, supporters, and staff. Woodie’s legacy will live on indefinitely through the gracious nature of our community and our ongoing commitment to empowering educators and building global citizens. Our Woodie Flowers Award recipients, past and future, will carry on his legacy as mentors who inspire young people through the art and science of engineering and design.
Coopertition®

Coopertition® produces innovation. At FIRST, Coopertition is displaying unqualified kindness and respect in the face of fierce competition. Coopertition is the philosophy that teams can and should help and cooperate with each other, even as they compete.

Coopertition involves learning from teammates. It is teaching teammates. It is learning from mentors. And it is managing and being managed. Coopertition means competing always but assisting and enabling others when you can.

“FIRST is more than robots. The robots are a vehicle for students to learn important life skills. Kids often come in not knowing what to expect—of the program nor of themselves. They leave, even after the first season, with a vision, with confidence, and with a sense that they can create their own future”

Dean Kamen
Description of FIRST® Programs

FIRST® offers a progression of K-12 science, technology, engineering, and math (STEM) programs that prepare young people for the future.

Elementary school robotics programs

Explore real-world scientific challenges, learn life skills and introductory coding principles using LEGO® Education WeDo® 2.0 or LEGO® MINDSTORMS®

- FIRST® LEGO® League Jr. (Grades K-4)
- FIRST® LEGO® League (Grades 4-8)

Middle school robotics programs

Design, build, and program a robot using LEGO® / Android technology to compete against other teams

- FIRST® LEGO® League (Grades 4-8)
- FIRST® Tech Challenge (Grades 7-12)

High school robotics programs

Unique engineering varsity Sport for the Mind™, teams create, build, and program robots to play on a competitive playing field

- FIRST® Tech Challenge (Grades 7-12)
- FIRST® Robotics Competition (Grades 9-12)

All grades/ages may vary by country.
BUILD TOMORROW by volunteering with FIRST®!

FIRST® volunteers build and bolster millions of young people to embrace innovation and collaboration. As a FIRST volunteer, you're working side by side with FIRST participants to build their leadership and problem-solving skills and, more importantly, their sense of belonging and self-confidence. As part of our global robotics community, you help build tomorrow with inspiration, creativity, and hope. With your help, the next generation will be ready and willing to solve the complex challenges of the future.

Let’s unite to BUILD TOMORROW. Here’s how you can help:

**Event Volunteers** - Run and support seasonal events at the local, regional, and national levels; take on a variety of roles from judging and field reset to crowd control and safety attendant.

**Mentors & Coaches** - Guide teams participating in FIRST programs; mentoring is needed both during and off-season.

**FIRST Championship Volunteers** - Support one or both FIRST Championship events in Houston and Detroit.

**FIRST Volunteer Rights and Responsibilities**

The foundation of the relationship between FIRST and our volunteers is respect.

**It is your right to:**

- Be treated with *Gracious Professionalism®*. Gracious Professionalism is a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.
- Feel valued. FIRST recognizes the significant efforts that volunteers contribute. The time that you donate not only helps FIRST succeed but also builds the FIRST community.
- Understand your role. FIRST will inform you about what’s expected of you, your event schedule, any meals provided, any changes to program or policy, and who to contact should you need assistance.
- Expect a safe environment. FIRST strives to create and maintain a safe environment for all volunteers and participants and will always factor safety into program planning.
- Receive fair treatment and inclusion. All volunteers will be treated with respect and dignity in inclusive environments. FIRST does not discriminate on the basis of race, color, national origin, sex, disability, age, status as a veteran who served in the military, religion, sexuality, gender, gender identity, or gender expression in its programs and activities.
- Reevaluate your time commitment. FIRST appreciates all our volunteers and understands that volunteers experience life situations that may affect their commitment.
- Communicate with your volunteer coordinator or your local FIRST leadership about:
  - Concerns or limitations that are affecting your volunteer role.
  - Any mistreatment towards you or others. You may be asked to fill out a [Non-Medical Online Reporting Form](#).
  - Contact FIRST Headquarters directly if you feel that you are being treated improperly and attempts to resolve issues and conflicts at the local level are not successful. Volunteers can call (800) 871-8326 or email [volunteer@firstinspires.org](mailto:volunteer@firstinspires.org)
It is your responsibility to:

- Treat others with *Gracious Professionalism*.
- Follow the schedule and the role description provided for your position. Contact your local *FIRST* leadership if there are any issues.
- Respect others; treat them fairly and kindly. Be inclusive and follow the non-discrimination policy of *FIRST*.
- Follow safety rules and ensure the safety of others. Adhere to all *FIRST Youth Protection Program* (YPP) policies. Report any injuries or safety concerns within 48 hours.
- Adhere to the *FIRST Code of Conduct*.
- Have FUN!

We ask all our volunteers to embody the *FIRST* Core Values in all their interactions.

“EVERY YEAR, I LOOK FORWARD TO COMPETITION SEASON BECAUSE I GET TO WORK WITH A WIDE SELECTION OF VOLUNTEERS, PARENTS, TEACHERS, AND INDUSTRY PROFESSIONALS TOWARD A COMMON GOAL. INSPIRING STUDENTS TO LEARN AND PURSUE THEIR DREAMS BY WORKING TOGETHER TO CREATE ROLE MODELS AND OPPORTUNITIES THAT EMPOWER THEM TO TAKE A CHANCE.”

— JAMES GRIFFIN-ALLWOOD, HEAD REFEREE FOR THE FIRST LEGO LEAGUE COMPETITION AT ACADIA UNIVERSITY IN NOVA SCOTIA, CANADA
Event Volunteering

What you can expect from FIRST

FIRST is a volunteer-driven organization and our success depends on you. FIRST has many different event volunteer opportunities to offer. Each opportunity offers a variety of exciting experiences. Here are the expectations you can have as a FIRST event volunteer.

Communication – Communications will mainly occur through event organizers or volunteer coordinators. They will be available to answer all your questions prior to and during the event. Once registered as a volunteer, communications may also be sent from your local program delivery partner and FIRST Headquarters.

Training – You will receive training specific to your assigned volunteer role either before or on the morning of the event. You should receive communications from your event organizer about whether training is required. There are other general trainings available for volunteers listed on page 20.

Volunteer Lounge with food – Generally, at a full day or multi-day FIRST event, a volunteer lounge with food and refreshments away from the crowd will be provided for the day to show our appreciation for your time and to help re-energize you.

Volunteer T-Shirt and Name Badge – Depending on the program and event, you may be given a t-shirt and name badge. These designate you as a FIRST volunteer for the event. These items will grant you access to the areas you will need to access to complete your volunteer role and are also your ticket to the volunteer lounge for food and refreshments throughout the day if a volunteer lounge is provided.

Year of Service Pins and Volunteer Passport – As a token of our appreciation, we offer year of service lapel pins to represent milestones of volunteering with FIRST. Pins are available at participating events in increments representing 1-5, 10, 15, 20, and 25 years of service. FIRST volunteer passports are a piece of memorabilia of your journey with FIRST. Be sure to grab your volunteer passport and get it stamped at participating events. Ask the volunteer coordinator at your event or email us at volunteer@firstinspires.org to get your pin or passport.

And a whole lot more! – It doesn’t matter which FIRST program you volunteer with; you will always walk away at the end of the day inspired. When you volunteer with FIRST, you are part of a global community with a vision laid out by FIRST founder, Dean Kamen, "To transform our culture by creating a world where science and technology are celebrated and where young people dream of becoming science and technology leaders."

Thank you for helping us BUILD TOMORROW!
**Event Volunteer Role Descriptions**

There are 250,000 people like you around the world working to support the next generation. Whether you have a few hours, a day or a weekend to help, have technical or non-technical expertise, there is an event volunteer role suited to your unique interest. Available volunteer positions vary depending on the program and event.

Event roles could include:

Field Resetter | Judge | Reviewer | Scorekeeper

The following links give a general description of most event volunteer positions. Where indicated, Key Volunteer positions denote positions that require additional commitment, experience, and training.

Links for volunteer role descriptions by program:

- FIRST LEGO League Jr.
- FIRST LEGO League
- FIRST Tech Challenge
- FIRST Robotics Competition

Please note that some roles do require previous experience before you can volunteer in that role. Please see the role descriptions linked above for more information about the experience needed or visit the website at:

https://www.firstinspires.org/ways-to-help/volunteer/event-volunteers

Or email volunteer@firstinspires.org and we can help connect you to local leadership.

---

We encourage our volunteers to try multiple roles and to progress from one role to the next both within a specific program as well as between the programs. If you are interested in progressing to a volunteer role with more responsibility, reach out to your local leadership with any questions:

https://www.firstinspires.org/find-local-support
How to become a FIRST® event volunteer

Sign up to volunteer at an event by following these steps (Note: the minimum age to volunteer is 13):

1. Create an account in the FIRST Dashboard at http://my.firstinspires.org/Dashboard/
2. Click the Volunteer Registration tab & click ‘Volunteer at an Event’
3. Filter events by area and/or program and select event
4. Select roles you are interested in
5. Complete your required youth protection background screening

Volunteer Registration on the FIRST Dashboard can connect you to many features, including your FIRST participation report, event assignments, event role training/certification, and volunteer information.

For additional volunteer resources, including a Volunteer Registration User Guide, visit the volunteer resource library on our website: https://www.firstinspires.org/resource-library/volunteer/general-volunteer-resources

Walk-On Event Volunteers

Volunteers who have not registered or registered late in the Volunteer Registration system and have not been screened must complete a FIRST Walk-On Event Volunteer Application Form and be placed with a screened volunteer throughout the event. Volunteers that walk-on should read and complete the FIRST Walk-On Event Volunteer Policy and Application: https://www.firstinspires.org/sites/default/files/uploads/resource_library/volunteer/FIRST-Walk-On-Event-Volunteer-Policy-and-Application-Form.pdf
**FIRST® Championship**

Be part of something extraordinary. Work with and inspire tens of thousands of students as a volunteer at the ultimate celebration of science and technology, **FIRST® Championship**. In April of each year, students in grades K-12 from around the world will gather in downtown Houston and Detroit to showcase their STEM skills and compete with their robots, and you can be part of the excitement.

Volunteers are a vital component of making these events a success with more than 1,500 volunteer opportunities at each location. A culmination of the season’s **FIRST** programs, the **FIRST** Championship features the **FIRST® Robotics Competition** Championship, the **FIRST® Tech Challenge World Championship**, the **FIRST® LEGO® League World Festival**, and the **FIRST® LEGO® League Jr. World Festival Expo**.

To learn more about volunteering at **FIRST** Championship, visit our **FIRST** Championship website: [https://www.firstchampionship.org/volunteer](https://www.firstchampionship.org/volunteer)

Due to the size and scope of the **FIRST** Championship events, the following special guidelines address **FIRST** Championship volunteer minimum age restrictions. The minimum age to volunteer at **FIRST** Championship is 16 except for the specific exceptions listed below by program.
Youth between the ages of 13 and 15 that wish to volunteer for one of the roles listed below must register and be approved through the Volunteer Registration system prior to the event and be accompanied by a responsible adult.

- **FIRST Robotics Competition**
  - May accept volunteers 14+ to be Student Ambassadors

- **FIRST Tech Challenge**
  - May accept volunteers 14+ to be Student Ambassadors
  - May accept volunteers 13+ for the following volunteer roles:
    - Queuer
    - Field Reset
    - Safety Attendant
    - Pit Runner

- **FIRST LEGO League**
  - May accept volunteers 15+ for the following volunteer roles:
    - Practice Table Assistants
    - Pit Runners

- **FIRST LEGO League Jr.**
  - May accept volunteers 15+ for the following volunteer roles:
    - Team Queuer
    - Floater
    - Ceremony Assistant
    - Activities Assistant

At **FIRST Championship**, this is the registration process for 13-15-year-old volunteers:

- Apply in the Volunteer Registration system for one of the roles listed above and complete consent and release forms
- When applying for a role in Volunteer Registration, name the responsible adult that will be assigned to monitor and accompany the youth volunteer in the comments section
  - A responsible adult is defined as either a parent or legal guardian or someone 21+ who has written permission from the parent/guardian to act as substitute guardian
  - A team mentor or coach may also serve as a responsible adult
- On-site at Championship:
  - 13-15-year-old volunteers must be accompanied by their responsible adult when they check-in at the Volunteer Registration desk and both must provide ID
  - The responsible adult is responsible for accompanying and monitoring the youth volunteer while they are volunteering on-site at **FIRST Championship**. The responsible adult may accompany the youth as a volunteer in the same area or monitor the volunteering youth from nearby as a non-volunteer.

Note: 13-15-year-olds are ineligible to apply as walk-on volunteers at **FIRST Championship**
Coaches and Mentors

You can power tomorrow’s future. Volunteers serve FIRST at every level, each year impacting more than 660,000 young people around the world. As a mentor or coach of a FIRST team, you help build and bolster your team, and ultimately the mission of FIRST. Whatever your expertise, as a FIRST mentor or coach you can:

- Teach others what you know (at any age)
- Share technical or non-technical expertise
- Assist the team with scholarships, marketing, or technical know-how
- Support your community

Mentors and coaches are the backbone of our programs. Together we build tomorrow. The descriptions below outline the definition of coach and mentor for each of the four FIRST programs: FIRST® LEGO® League Jr, FIRST® LEGO® League, FIRST® Tech Challenge, and FIRST® Robotics Competition.

FIRST® LEGO® League Jr.

Coaches - Guided by adult coaches and FIRST Core Values, students build models using LEGO® Education WeDo 2.0 and create Show Me posters to present what they learned. Coaches facilitate team meetings and make sure the children have fun while they learn.

Mentors - A FIRST LEGO League Jr. mentor has a certain expertise a team may need. The mentor may contribute their expertise through instruction, guidance to the team or serve as a resource on a one-time or multiple-time basis. Mentors may be experts on the yearly challenge theme. Check here for Team Management Resources: https://www.firstinspires.org/resource-library/flljr/team-management-resources

FIRST® LEGO® League

Coaches – A coach provides support to his or her team and guides them in completing the season’s Challenge. The coach asks questions, encourages the team to explore options, promotes teamwork and participation by all members, exemplifies Gracious Professionalism®, reinforces FIRST Core Values, and commits to having fun. Students can only be on one team, but a coach may coach multiple teams.

Mentors – A mentor has a certain expertise a team may need. The mentor may contribute their expertise through instruction, guidance to the team, or serve as a resource on a one-time or multiple-time basis. Mentors may be experts on the yearly challenge theme. Watch these FIRST LEGO League Coach Quick Tips: https://www.youtube.com/playlist?list=PLpaPRqT711tiQsbC8hOURbvG4uwFpnzcj
FIRST® Tech Challenge

Coach or Mentor – FIRST Tech Challenge does not differentiate between coaches and mentors. A coach/mentor works with his or her students by helping them to develop skills and to design and build a successful robot. They guide teams through any issues they encounter, making them stronger in both their academic and personal lives. They inspire students in ways far beyond learning about science and technology and enable both students and adults to appreciate the value of sportsmanship, teamwork, and Gracious Professionalism in a way that might not be possible otherwise.

Each team needs two or more adult mentors who are willing and motivated to coach the team through the build and competition season. Other adults can volunteer to help with administration, fundraising, community outreach, and other tasks. Check out the FIRST Tech Challenge Mentor Manual for more specifics.

FIRST® Robotics Competition

Mentors – FIRST Robotics Competition teams have two or more adult Mentors willing and motivated to “coach” the team through the build and competition season. Mentors are individuals from all backgrounds and disciplines who work with students to share their knowledge and guide them through the season. Each team needs at least one adult mentor with technical expertise. Also highly recommended are two or more other adults to help with administration, fundraising, community outreach, and other tasks.

Many mentors contribute on a weekly basis during competition season or support the team with subject matter expertise on an as-needed basis. Teams may have additional or more specialized mentor roles, or a combination of mentor roles as needed. In addition, mentors help to foster the idea of Gracious Professionalism and have the students do as much of the work as possible.

To read more about becoming a coach or mentor, please visit our website at: https://www.firstinspires.org/ways-to-help/volunteer/mentors-and-coaches

Or email us at: mentorcoach@firstinspires.org
How to Become a Mentor or Coach by Joining a Team

If you are interested in connecting with a team as a mentor or coach, follow these steps:

1. Create an account in the FIRST Dashboard at http://my.firstinspires.org/Dashboard/
2. Click the Volunteer Registration tab & click ‘Work with a team’
3. Choose a program and fill out the form to contact someone in your local area who can help you

For more information or assistance getting started, please contact:
1-800-871-8326 or mentorcoach@firstinspires.org

How to Become a Mentor or Coach by Starting a Team

You can find information on how to start a team listed by program in the links below or you can reach out to your local Program Delivery Partner or FIRST Senior Mentor for help at https://www.firstinspires.org/find-local-support.

How to start a FIRST LEGO League Jr. team: https://www.firstinspires.org/robotics/flljr/start-a-team
How to start a FIRST LEGO League team: https://www.firstinspires.org/robotics/fll/start-a-team
How to start a FIRST Tech Challenge team: https://www.firstinspires.org/robotics/ftc/start-a-team
How to start a FIRST Robotics Competition team: https://www.firstinspires.org/robotics/frc/start-a-team
Training for All FIRST Volunteers

FIRST offers online trainings through its website covering a variety of useful and important professional development topics. Completing these trainings will give FIRST volunteers a more comprehensive overview of what is expected of them and how to interact with others in their capacity as a FIRST volunteer.

Volunteering with FIRST – Online Training

FIRST is excited to share an introductory learning module for mentors, coaches and event volunteers that explores what FIRST is and what it means to volunteer with FIRST. Whether a seasoned volunteer or new to FIRST, we recommend taking this “Volunteering with FIRST” training to refresh or test your knowledge. This training will be accessible on our website at: www.firstinspires.org/ways-to-help/volunteer

Strategies for Inspiring Success for All – Online Course

FIRST knows that culture shapes our biases and beliefs about people based on their age, gender, race, language, (dis)ability, or income level, often without our realization. These resources and trainings will equip us for the work that needs to be done to make all FIRST students successful.
FIRST Volunteer Handbook

FIRST has collaborated with the National Alliance for Partnerships in Equity (NAPE) to develop training for coaches, mentors, event volunteers, Program Delivery Partners and other key stakeholders who work directly with students and are committing to create diverse, inclusive and equitable teams. Through engaging and reflective activities on the power of culture on our interactions with students, these modules will equip us with specific strategies to support community outreach, student participation, persistence, engagement and success.

We have prepared a three-part training module course for the FIRST community. This course is free and accessible to anyone.

The three interactive course modules each range from 20-40 minutes. Complete the modules individually or all at once. We recommend completing each module in one sitting as the completion certificates generate based on completion of each module. Learn more here or go to: https://info.firstinspires.org/inspiring-success

First Volunteer Customer Service Training

The FIRST Volunteer Customer Service Training is provided in a PowerPoint format to be viewed by any FIRST volunteer. The purpose of the training is to ensure that all volunteers provide inspiration, safety, support, and a positive experience to our customers. Our customers are anyone who participates in FIRST including teams, parents, coaches/mentors, teachers, sponsors, and volunteers. The training can be found on our website at this link:


FIRST Youth Protection Training

Adults working with FIRST teams are required to undergo training in youth protection once regular involvement with a FIRST program starts and at least every 4 years thereafter. FIRST suggests that if the individual participates in 30 percent or more of the team’s activities, they are regularly involved with the team. However, everyone involved with a team is encouraged to review and complete the training. The training is intended to enable adults working with FIRST teams to recognize situations that may pose a threat to team member safety and take the actions necessary to prevent and report injuries.

The training includes topics such as:

- How to create a safe environment
- Understanding and compliance with the Code of Conduct
- The lead coach and lead mentor roles
- Conducting the Team Safety Meeting
• Contacting the Youth Protection Department
• Safety requirements and recommendations for official FIRST events
• Guidelines for parents

Modules are short (2-3 minutes) and can be viewed in any order.

Access FIRST Youth Protection Training on Schoology, Access Code: 72S5P-RW23T

To create a Schoology account:

1. Open a web browser and go to www.schoology.com
2. In the top right corner, select “Sign Up”.
3. When prompted to choose a type of account, select “Instructor”. DO NOT SELECT “STUDENT”.
4. Fill out the registration form and select “Register”.
5. Another form will appear. Enter your school information if appropriate. If you aren't associated with a school, proceed to the next page. You DO NOT have to enter information on this form.

To join a training course on Schoology:

1. Select “COURSES” from the menu at the top of the screen.
2. Then select “COURSES” on the right side of the menu.
3. Select “Join a Course” on the right side of the screen.
4. Enter the Access Code. Then select “Join”.
5. You’re in!

Event Volunteer Training

Event Volunteer Training

FIRST provides volunteer training for every volunteer role. Some roles may require more extensive training to be completed before the event via phone call, webinars, or online certification. Some volunteer roles require focused trainings that may last multiple days, while other roles can be learned at the event itself. If a role or procedure is not properly explained, please ask for further clarification from your event coordinator.
**Event Volunteer Testing/Certification**

Some volunteer roles require pre-event testing or certification that you must complete before your event to serve in your role. Details regarding which roles require testing or certifications can be found in the volunteer role descriptions. Depending on the program, this training may be accessed via the FIRST Dashboard after you are assigned to a volunteer role. If you are a FIRST Tech Challenge volunteer that requires certification for your role, you will have access to training through your FIRST Dashboard when you apply to the role.

**Volunteer Experience Toolkit**

If you have a key volunteer role which requires you to manage other volunteers, FIRST has created a Volunteer Experience Toolkit with resources to help support you in your role. If you are a volunteer coordinator, event planner, or tournament director, please contact us at volunteer@firstinspires.org for more information about how to access this toolkit.

**Mentor and Coach Training**

**Youth Protection Program Training Videos for Mentors and Coaches**

These videos were created for mentors and coaches to increase their knowledge of how to address safety with youth and in their team meetings. The videos are all available on the Youth Protection Program page or can be found individually using the following links: https://www.firstinspires.org/resource-library/youth-protection-policy

- Keeping Kids Safe - for adults working with youth
- Team Safety Meeting Video - High School version
- Team Safety Meeting Video - Middle School version

**New Mentor Training** (new for 2019)

This training was created to help address the issues that can affect a team. It covers topics such as interpersonal behavior; how to deal with harassment, bullying, and inter-team dating; social media; and overnight travel guidelines.

This training is for you if:

- You are a former team member transitioning into a mentor role with your old team;
- You are a former team member transitioning into a mentor role with a new team;
- You have worked with a youth serving organization before but are new to FIRST;
- You have never worked with a youth serving organization before; or
- You are a veteran mentor and plan on inviting new mentors from any of the above categories to work with you and your team.

Access New Mentor Training on Schoology, Access Code: FCW5J-6KKV8

See instructions for how to sign up for or join training on Schoology on page 20.
FIRST® Policies

FIRST® Overview on Safety and the Youth Protection Program

FIRST asks everyone involved in its programs to place the highest priority on safety, looking out not only for one’s own safety but also the safety of others. Do not hesitate to speak up or act in the interest of safety. Report any safety concerns to event coordinators, volunteer coordinators, or the Youth Protection Program at safety@firstinspires.org or through the Online Non-Medical Reporting Form.

FIRST will strive to create an environment in which team members can grow, learn, and have fun with minimal risk of injury. FIRST will strive to inform everyone involved in its programs of its Youth Protection Program (FIRST YPP), and related resources, and provide assistance in meeting its standards.

Please utilize provided training, access FIRST Youth Protection Training on Schoology, Access Code: 72S5P-RW23T.12

FIRST expects all volunteers to adhere to all provisions of the FIRST Youth Protection Program, including recommendations as well as requirements. FIRST recommends that the standards set forth by the FIRST Youth Protection Program be applied outside of the U.S. and Canada to the extent possible. At a minimum, local regulations regarding youth protection should be complied with.

Prior to serving at any FIRST Official event, all event volunteers must register in the FIRST Volunteer Registration system at: www.my.firstinspires.org/dashboard/

Please visit the FIRST Youth Protection Program webpage for up to date materials including the FIRST Youth Protection Guide and more information regarding the YPP screening/clearance process and what to expect: https://www.firstinspires.org/resource-library/youth-protection-policy

Code of Conduct

The mission of FIRST is to inspire a generation of science and technology leaders who are both gracious and professional. This FIRST Code of Conduct lists some of the basic behavior mentors, coaches, volunteers, team members, affiliate partners, contractors, staff, and other participants should adhere to while participating in FIRST activities.

- Exhibit Gracious Professionalism® at all times. Gracious Professionalism is a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community. With Gracious Professionalism, fierce competition and mutual gain are not separate notions.
- Ensure the safety of all participants in FIRST activities.
- Do not engage in any form of bullying, harassment, use of profane or insulting language, or any actual or threatened violence.
- Adhere to all FIRST Youth Protection Program (YPP) policies.
- Report any unsafe behavior to event or local FIRST leadership.

Persons who do not comply with this Code of Conduct may be barred from participating in FIRST activities.
Minimum Age Requirement

The minimum age requirement of a FIRST volunteer is 13 years old. The Event Manager can accept volunteers who are under 13 years old if there is direct adult supervision of that volunteer by an adult who has responsibility for the child. The Program Delivery Partner reserves the right to increase the volunteer age limit for their region at their discretion.

The minimum age requirement of a FIRST volunteer at FIRST Championship is 16 years old but the assigning Volunteer Coordinator can make exceptions before the beginning of the event. Individuals under the age of 16 will not be accepted as walk on volunteers at FIRST Championship.

A minor must have a parent or guardian give written permission to volunteer. In addition, the FIRST Consent and Release Forms will need to be signed by a parent or guardian in the Volunteer Registration system for any volunteer under age 18.

FIRST Equity, Diversity, and Inclusion Statement

FIRST is committed to fostering, cultivating and preserving a culture of equity, diversity, and inclusion. We embrace and encourage differences in race, ethnicity, national origin, sex, gender, gender identity, gender expression, disability, age, religion, income or any other characteristics that make our adult-force and students unique.

Exploring, developing and implementing strategies to become more inclusive and ensure access to our programs to all students (as well as access to key supports) is critical for FIRST to reach its goal and mission. ALL young people should have the opportunity to become science and technology leaders. FIRST will remove barriers to program participation for underserved, underrepresented students. Pursuant to that end, FIRST Equity, Diversity, & Inclusion is a concerted, organized effort to develop strategies to make its programs more accessible and inclusive.

This Photo by Unknown Author is licensed under CC BY-SA-NC
Notice of Non-discrimination

For Inspiration and Recognition of Science and Technology (FIRST®) does not discriminate on the basis of race, color, ethnicity, national origin, sex, pregnancy, marital status, sexual orientation, gender identity and expression, genetic information, disability, age, religion/creed, and military/veteran status in its programs and activities.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

Lee Doucette  
Youth Protection Program Manager  
200 Bedford Street  
Manchester, NH 03101  
603-666-3906, Ext. 250  
dloucette@firstinspires.org

Non-Solicitation Policy

As a FIRST volunteer, you may not accept any tips or gifts with a monetary value from participants, their families or friends. We do not want to create an atmosphere where our participants feel obligated to reward FIRST volunteers for doing their job.

Also, you may not promote or solicit your own business enterprise, political agenda, or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.
Volunteer Forms and Incident Reporting Options

Consent and Release Form

Volunteers are required to electronically sign the FIRST Consent & Release Form each season. Volunteers will see a red notification in their FIRST Dashboard if they haven’t yet completed the form and can access this in their user profile drop down menu. See screenshot to the right.

Volunteers under the age of 18 must have a parent or guardian sign the Consent & Release Form and can invite a parent to sign electronically through the FIRST Dashboard.

Walk on volunteers will be permitted to sign a paper Consent & Release form onsite at the event.

Medical Incident Form

All injuries or illnesses that occur at a FIRST event must be reported to FIRST through the Medical Incident Form that is available at each event. Ask your event coordinator, volunteer coordinator, or pit supervisor for a form.

Non-Medical Incident Form/Online Non-Medical Reporting Form

While FIRST desires every volunteer and participant to receive fair and impartial treatment always, it does recognize that conflicts, misunderstandings, and other behavioral problems may occur. These concerns or problems may involve other event volunteers, event participants, mentors, or FIRST policies.

A new Online Non-Medical Reporting Form has been designed to create an ease of access for reporting concerns at any time by anyone. All reports received through the Online Non-Medical Reporting Form are reviewed by the Youth Protection Program Manager and acted on accordingly. A process has been created to loop in the programs and Program Delivery Partners when appropriate. FIRST will keep the identity of any reporter confidential unless absolutely required for further investigation or to disclose by court order. FIRST will not tolerate any form of retaliation against reporters. Please allow a day or two for a response to online forms.

The reporting form is available at this link: http://firstinspires.org/non-medical-reporting

The paper Non-Medical Incident Form is available at each event through the coordinator or may be downloaded, filled out, and sent to: safetyfirst@firstinspires.org

Conflict of Interest Form

Some key volunteers are required to sign a Conflict of Interest and Disclosure Statement, such as field supervisors, judges, robot inspectors, referees, scorekeeper/field power controllers, team queuers, and safety advisors. A volunteer who has a relationship with a team is not excluded from serving in these positions, but they must disclose any relationship they have with a competing team and agree not to bias any match process and/or results. Conflict of Interest Form
Thank you for Volunteering with FIRST®

Our dedicated volunteers are the heart of our programs, and it is our amazing volunteer community that makes FIRST a success. Volunteers share their talents, their passions, and their time to make a difference in the lives of students all over the world.

To showcase your efforts, you can download a virtual “pin” at https://www.firstspires.org/ways-to-help/volunteer/volunteer-recognition/virtual for the number of years of service you have given as a FIRST volunteer. Share it on your social media channels as a graphic or as an update to your profile. You can incorporate the pin into your email signature as well.

FIRST® Volunteer Resources Department

The FIRST Volunteer Resources Department focuses on recruitment, training, communication, and recognition of volunteers to create a positive volunteer experience. Resources are created by our department to share directly with volunteers as well as to our Program Delivery Partners on the local level. We encourage you to share feedback with us on our resources and how we can improve them. You can reach out through the contact information listed below.

Contact Us

Mailing Address:
FIRST®
Volunteer Resources Department
200 Bedford Street
Manchester, NH 03101
USA

Email:
General volunteer inquiries or feedback: volunteer@firstspires.org

Volunteer systems questions about Volunteer Registration or the Volunteer Management System (VMS): volunteersystems@firstinspires.org

 HAVE FUN!!!

We know you will have a great time volunteering with FIRST. Share the fun back with us. Tag us on social media, post a pic of yourself at an event, with your team, or doing any other cool FIRST thing. We love hearing from you so send us your stories, too!
THANK YOU!
YOU #BUILDTHEMUP

FIRST VOLUNTEERS