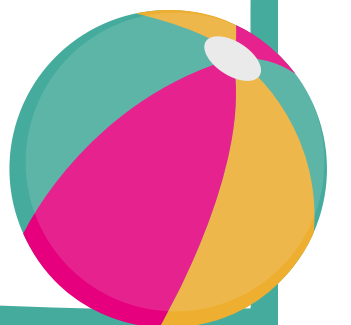


Pre-Summer Workshop #3

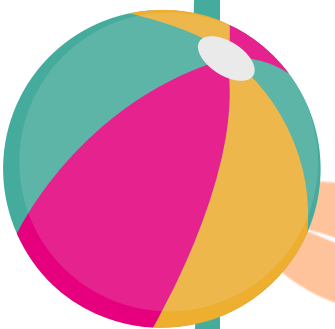
Welfare Team

PLEASE CHANGE YOUR NAME TO
NAME-ROLE-CENTRE



What we will cover today

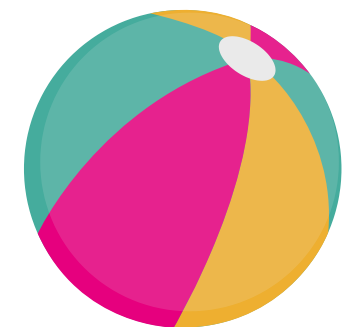
- STAFF HUB – QUICK TOUR
- PAPERWORK
- IMPORTANCE OF STUDENT WELFARE
- STUDENT SUPERVISION
- STUDENT WELLBEING CHECK-IN
- INDIVIDUAL STUDENTS
- DEALING WITH SENSITIVE STUDENT ISSUES



Staff Hub

[HTTPS://WWW.STAFFORDHOUSE.COM/CAREERS/
CAREER-PORTAL.HTM](https://www.staffordhouse.com/careers/career-portal.htm)

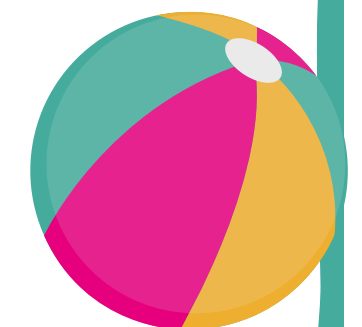
- CENTRE FACTSHEETS
- RECRUITMENT AND HR INFORMATION
- SAMPLE WORK TIMETABLES
- ROLE PREPARATION FAQs
- TRAINING INFORMATION



Paperwork

SWO ROTA

	A	B	C	D	E	F	G	H
1		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
2	Shift 1 07:30 - 13:30	Lee Yasmin	Lee	Alex	Yasmin & Camile	Yasmin	Alex	Camile
3	Shift 2 12:30-19:30	NA	Alex Sarah	Sarah	Alex & Camile	Sarah	Lee	Sarah & Camile
4	Shift 3 17:30-22:30	Lee Yasmin	Lee Yasmin	Yasmin	Yasmin	Lee	Sarah	Lee
5	Shift 4a 22:30-01:00	Sarah Yasmin	Anna	Sarah	Lee	Sarah	Lee	Sarah
6	Shift 4b 22:30-01:00	Alex	Yasmin	Alex & Camile	Alex	Camile	Yasmin	Alex
7								



STUDENT TIMETABLE

	Morning	Afternoon	Evening
Sunday	Arrival		Welcome Evening for New Students
Monday	Local Orientation & Campus Tour	English Lessons	Welcome Disco
Tuesday	Punting in Cambridge & City Tour	English Lessons	Quiz Night
Wednesday	Included Half Day Excursion: Stamford (no entrance included)	English Lessons	Casino Night
Thursday	Football Tournament or Arts & Crafts	English Lessons	"X Factor" Talent Competition
Friday	"Mini Olympics" Competition	English Lessons	Beach Party Disco
Saturday	Included Full Day Excursion: London & Thames Boat Cruise		Film Night
Sunday	Optional Full Day Excursion: Oxford & Christ Church College or Onsite Activities		Games Night
Monday	English Lessons	Volleyball Tournament or Drama Workshop	Black & White Disco
Tuesday	English Lessons	Tennis Tournament or Arts & Crafts	Fashion Show
Wednesday	English Lessons	Included Half Day Excursion: Peterborough (no entrance included)	Murder Mystery
Thursday	English Lessons	Cricket Competition or Talent Show Preparation	Talent Show
Friday	English Lessons	Tribal Wars	Masked Ball Disco
Saturday	Included Full Day Excursion: Canterbury & Canterbury Cathedral		Film Night
Sunday	Departure		



Paperwork


SWO LOG

48 hours
(52 for SSWOs)

The hours will include:

- Supervision
- Lights out
- Night duty (4 times a week)
- Admin
- Transfers

Ask your CD to sign off your weekly log.

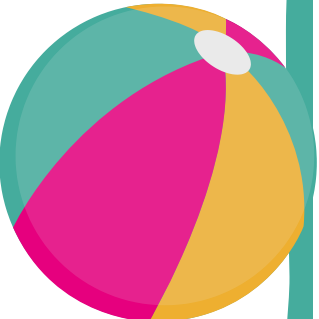
 SWO Weekly Log

Centre.....
Week Commencing.....
Name.....

	Time	Task	Hours Used
Sat			
Sun			
Mon			
Tue			
Wed			
Thur			
Fri			
Total Hours for Week:			

CD Signature.....

Note: Completed form must be approved by CD and submitted with weekly payroll

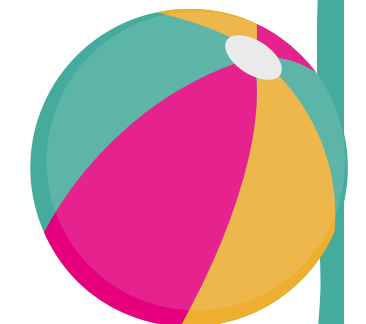


Paperwork

WEEKLY PAYROLL REPORT

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Family name	First name	Post	Start	End	Max hours per week	Sat	Sun	Mon	Tue	Wed	Thu	Fri
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													

M	N	O	P	Q	R
Fri	Total hours	Day off	Emergency phone	Signature	Date
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				
	0.0				



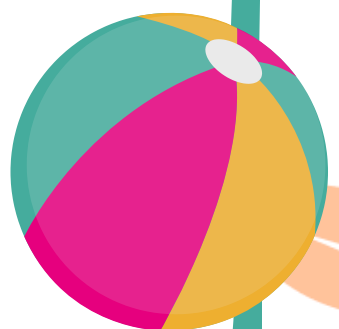
The Importance of Student Welfare

WHY WILL STUDENTS NEED OUR CARE DURING THEIR STAY WITH US?

THE WELFARE TEAM HAS A HUGELY IMPACTFUL ROLE IN ENSURING A POSITIVE AND SUPPORTIVE SUMMER EXPERIENCE FOR OUR STUDENTS.

THE CARE THAT STUDENTS RECEIVE FROM US DURING THE SUMMER CAN HAVE A LASTING IMPACT ON THEM.

WE PRIORITIZE BUILDING TRUST AND RAPPORT WITH STUDENTS FROM THE BEGINNING BY CREATING A WELCOMING ATMOSPHERE AND BEING APPROACHABLE AT ALL TIMES.



Student Supervision

SUPERVISION IS A HIGH PRIORITY FOR SHSH - DUTY OF CARE
MINIMUM OF THREE ATTENDANCE CHECKS EACH DAY

- IN CLASS
- ACTIVITIES AND EXCURSIONS
- FREE TIME
- MEAL TIMES
- LIGHTS OUT
- NIGHT DUTY

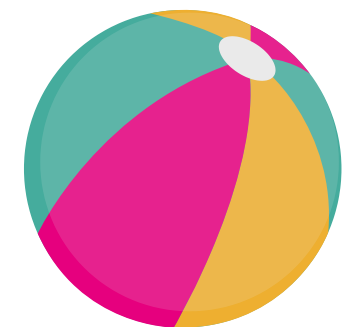
NORMALLY, STAFF ON THE PRECEDING ACTIVITY TAKE
STUDENTS TO THE FREE TIME AREA OR AT THE END OF AN
EVENING ACTIVITY, TO THE ACCOMMODATION BLOCKS



Attendance Checks

MINIMUM OF 3 A DAY AND SPACED OUT AT REGULAR INTERVALS

- CLASS REGISTERS – MANAGED BY THE DOS AND IMPLEMENTED BY TEACHERS
- ACTIVITIES REGISTERS – MANAGED BY THE AM OR A DEPUTY AND IMPLEMENTED BY THE GL
- EXCURSIONS CHECKS – MANAGED AND IMPLEMENTED BY THE STAFF LEADING THE EXCURSION, WITH EMERGENCY CONTACT AT CENTRE
- LIGHTS OUT – MANAGED BY THE SWO/CMT AND IMPLEMENTED BY THE STAFF ON DUTY AND THE GLS



Attendance Checks

When?	Who Checks?	Document to Use	Manager Responsible
Lessons	Teacher	Class Register	DOS
Daytime Activities	GL	Activities Register	AM
Evening Activities	GL	Activities Register	AM
Lights Out	SWO	Fire List	WAM/CD
Excursions	Staff leading	Coach Lists/Student Return	Staff leading excursion or Emergency contact

Lights Out Duty

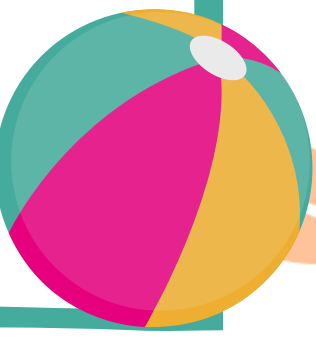
- DIFFERENT TIMES ACCORDING TO YOUR CENTRE AND WHETHER YOU ARE ONSITE OR OFFSITE.
- LIGHTS OUT IS ONE OF THE THREE COMPULSORY ATTENDANCE CHECKS.
- GLS SIGN THE ACCOMMODATION LIST/FIRE LIST TO CONFIRM THAT ALL THEIR STUDENTS ARE IN THEIR ROOMS.
- DO NOT ENTER THE STUDENTS' BEDROOMS UNLESS IT'S AN EMERGENCY. IF THIS IS THE CASE, ALWAYS CALL FOR BACK UP FIRST.



Night Duty

NIGHT DUTY IS CARRIED OUT BY THE WELFARE TEAM AND THE CMT

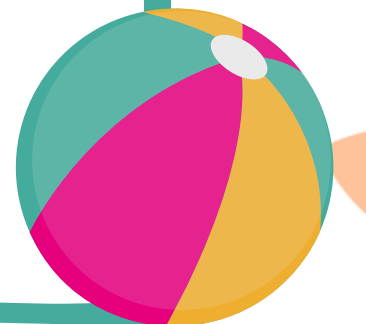
- SWOS DO 4 NIGHT DUTIES PER WEEK
- YOU SHOULD CARRY THE EMERGENCY PHONE AND THE RED EMERGENCY BAG, WHICH SHOULD CONTAIN, AMONGST OTHER THINGS, THE EMERGENCY PLAN, THE FIRE LIST AND A FIRST AID KIT.
- YOU MUST MONITOR THE PHONE AND RESPOND TO ANY EMERGENCIES.
- STUDENTS, GLS AND STAFF MUST KNOW WHERE TO FIND YOU



Student Supervision cont.

SUPERVISION IS NOT NECESSARILY ALWAYS WITHIN LINE-OF-SIGHT

- STUDENTS UNDERSTAND WHAT THEY'RE ALLOWED TO DO AND WHERE THEY'RE ALLOWED TO GO
- ADULTS TAKE AN ACTIVE PART IN SUPERVISION AND IDENTIFY RISKS
- ADULTS KNOW WHERE TO GO FOR HELP
- RELEVANT AREAS TO BE STAFFED DURING FREE TIME, INCLUDING THE COMMON ROOM OR OFFICE



Student Wellbeing Check In

WHAT SHOULD YOU DO WHEN A STUDENT'S WELLBEING IS IN QUESTION?

STARTING A CONVERSATION WITH A STUDENT ABOUT THEIR WELLBEING:

- MAKE SURE YOU HAVE TIME TO TALK TO THEM AND WON'T BE INTERRUPTED
- THINK CAREFULLY ABOUT HOW YOU WANT TO OPEN THE CONVERSATION – AVOID YES/NO QUESTIONS
- ASK OPEN QUESTIONS SUCH AS
 - HOW ARE YOU FEELING?
 - HOW ARE YOU TODAY?
 - YOU SEEM TO BE A BIT UNHAPPY, CAN YOU TELL ME WHY?
 - I SEE THAT YOU ARE ARRIVING LATE TO CLASSES AND ACTIVITIES – CAN YOU TELL ME WHY?
 - WHAT WOULD YOU LIKE TO HAPPEN? HOW?
 - WHAT CAN WE DO TO HELP?

Student Wellbeing Check In

PRACTICE NON-JUDGMENTAL LISTENING – LISTEN TO WHAT SOMEONE IS TELLING YOU WITH YOUR UNDIVIDED ATTENTION AND SHOW AN INTEREST IN WHAT THEY HAVE TO SAY

- GIVE THEM PLENTY OF TIME TO TALK, DON'T INTERRUPT
- LISTEN CAREFULLY TO THE WORDS SPOKEN, NOD TO SHOW YOU ARE LISTENING
- MAINTAIN EYE CONTACT BUT DON'T STARE
- EXPRESS EMPATHY, DO NOT JUDGE
- BE AWARE OF YOUR TONE OF VOICE
- KEEP AN OPEN BODY POSITION

Student Wellbeing Check In

ONCE THEY HAVE FINISHED SPEAKING:

- RELAY AND SUMMARISE WHAT THEY HAVE TOLD YOU
- THANK THEM FOR SPEAKING TO YOU
- TELL THEM WHAT THE NEXT STEPS ARE
- LET THEM KNOW THE WELFARE TEAM WILL BE MADE AWARE OF THE SITUATION
- LET THEM KNOW THEY CAN TALK TO ANYONE ON THE WELFARE TEAM ABOUT WHAT IS HAPPENING
- REPORT THE CONVERSATION (WAM/CD/GL) AND FOLLOW UP

Student Wellbeing Check-in

(BREAKOUT ROOM)

EXAMPLE: HOMESICKNESS

BACKGROUND: NURIA IS A 15-YEAR-OLD STUDENT FROM SPAIN PARTICIPATING IN OUR SUMMER SCHOOL FOR THE FIRST TIME. SHE HAS BEEN FEELING HOMESICK SINCE ARRIVING AT THE CAMP TWO DAYS AGO. SHE MISSES HER FAMILY, FRIENDS, AND THE FAMILIAR SURROUNDINGS OF HOME. NURIA IS FEELING OVERWHELMED AND FINDS IT DIFFICULT TO ENJOY THE ACTIVITIES AT THE CAMP BECAUSE SHE CAN'T STOP THINKING ABOUT HOME.

YOU NOTICE HER NOT JOINING IN THE AFTERNOON ACTIVITIES, LOOKING UPSET. WHAT WOULD YOU SAY TO HER?

Individual Students

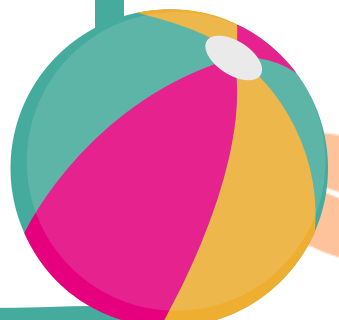
DEFINITION OF AN INDIVIDUAL STUDENT:

- STUDENTS WHO COME TO US WITHOUT A GL
- A GROUP OF STUDENTS WHO TRAVEL WITHOUT A GL

HOWEVER, STUDENTS WHO TRAVEL ON THEIR OWN AND THEN MEET A GL AT THE CENTRE IS NOT AN INDIVIDUAL FOR OUR PURPOSES

RESPONSIBILITY

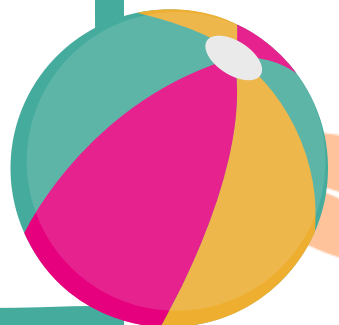
- HIGHER DUTY OF CARE
- RESPONSIBLE FOR THEM FROM ARRIVAL TO DEPARTURE



Individual Students

SYSTEMS TO HAVE IN PLACE

- A THOROUGH PLAN FOR MANAGING THEIR ARRIVAL AT THE CENTRE
- EFFECTIVE PROCEDURES FOR MANAGING THE STUDENT'S PERSONAL NEEDS, INCLUDING A "GROUP LEADER" ASSIGNED TO THEM
- SUPERVISION AND SUPPORT FROM THE STAFF, INCLUDING AT LEAST 1 FORMAL CHECK IN PER DAY
- FORMAL WEEKLY MEETINGS WITH ALL INDIVIDUAL STUDENTS TOGETHER, WITH THEIR "GROUP LEADER"
- A WELL-ORGANISED AND EFFICIENT PLAN FOR THE STUDENT'S DEPARTURE, SO THAT THE LAST PART OF THEIR HOLIDAY IS PLEASANT AND STRESS-FREE



Individual Students

WHEN SHOULD WE CHECK-IN WITH INDIVIDUAL STUDENTS?

- ON ARRIVAL: INDUCTION MEETING
- MONDAYS: CLASSING, GENERAL INFORMATION
- DAY BEFORE AN EXCURSION: EXCURSION INFORMATION
- DAY OF EXCURSION: MAKING SURE ALL INDIVS ARE UP AND READY (ESPECIALLY IMPORTANT FOR FULL-DAY EXCURSION ON SATURDAY)
- THE TUESDAY BEFORE THEIR DEPARTURE: CHECKING DEPARTURE INFORMATION, AGREEING DEPARTURE TIME



Dealing with Sensitive Student Issues (BREAKOUT ROOM)

TALK TO YOUR PARTNERS, CHOOSE TWO POINTS AND DISCUSS
HOW YOU WOULD DEAL WITH THEM:

- HOMESICKNESS
- BULLYING
- ILLNESS/INJURIES
- FINDING CLASS DIFFICULT
- STRUGGLING TO MAKE FRIENDS
- LANGUAGE BARRIER
- FALLING OUT WITH FRIENDS
- ISSUES WITH ROOMS (SOME STUDENTS ARE EMBARRASSED IF A
SHOWER/TOILET IS BROKEN)
- LOSS OF MONEY/ SOMETHING STOLEN

Any questions?

