

Pre-Summer Workshop #3

Welfare Team

Please note – this meeting will be recorded. You may turn off your camera if you wish.

Please change your name to Name-Role-Centre

What we will cover today

- Staff Hub – quick tour
- Quick hello from Talent
- Paperwork
- Importance of Student Welfare
- Student Wellbeing Check-in
- Setup week
- Q&A

1. Staff Hub

<https://www.staffordhouse.com/careers/career-portal.htm>

- Previous workshop recording
- Facebook group link
- Recruitment and HR information
- Centre basics
- Sample work timetables

2. 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								

2. Paperwork

- SWO 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

- Weekly payroll report

[illegible][illegible]

3. The Importance of Student Welfare

Why will students need our care during their stay with us? (POLL)

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.

4. 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?

4. 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

4. 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

4. Student Wellbeing Check-in (BREAKOUT ROOM)

Example: Homesickness

Background: Emily 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. Emily is feeling overwhelmed and finds it difficult to enjoy the activities at the camp because she can't stop thinking about home.

You notice Emily not joining in the afternoon activities, looking upset. What would you say to her?

5. Setup Week

Aims:

- Learn About your Centre
 - Each centre is unique – your centre induction training will provide all the necessary information specific to your centre
- Help your WAM/CD to set up the procedures that your centre will operate by
 - This includes setting up the centre office and signposting the school and accommodation buildings
- Prepare for the arrival of the students
 - Make sure rooms and student packs are ready
 - Make sure you have all necessary transfer information
- Learn How to Use Intrinsic
 - SWOs need basic knowledge of our system for welfare and transfers

5. Setup Week Tasks

1. Receive your induction training
2. Set up the centre office
3. Get to know the centre
4. Signpost the centre
5. Do room checks
6. Help to plan arrivals and confirm transfers
7. Help to complete accommodation and buildings risk assessments
8. Help to set up internal procedures/systems
9. Help to plan GL and Student inductions
10. Help to plan staff arrivals and inductions



Any Questions?



Bonus Round

- Group Induction Card

NB: This document replaces the Student Return. You need to complete this document for each group. You need to attach a "Student Group List, HQ" printed from Intrinsic. You no longer need to print or complete a Student Return.

For full instructions on the Group Check-in procedure and its paperwork, please see the CRG.

Group Details

Group Number:	Agent Name:	Nationality:
Arrival Date:	Departure Date:	Accommodation Building(s):
Group Leaders' full names:	GLs' mobile numbers:	GLs' room numbers:
First Meal on Arrival*:	Planned Last Meal* (complete this on arrival):	Actual Last Meal* (complete this on departure):

* Please indicate if packed.

Confirmation of Numbers

No. Male Students:		No. Female Students:	
No. Male GLs:		No. Female GLs:	
No. Male "Others":		No. Female "Others":	

Please sign to agree/confirm the numbers on arrival:

Group Leader Name: _____ Signature: _____ Date: _____

SHSH Staff Name: _____ Signature: _____ Date: _____

Confirmation of Completion of Legal Paperwork

All passports have been seen and checked (tick here):

Passports requiring visas will be stored securely by SHSH until the student departs OR have been photocopied and the photocopy stored securely by SHSH (tick here):

Group Leader Declarations have been completed by all GLs (tick here):

SHSH Staff Name: _____ Signature: _____ Date: _____

Bonus Round

- Group Induction Card

Induction Checklist

Induction Step	Planned Date & Time	Actual Date & Time	Completed by SHSH Staff Name	Signature
Check-in Induction (see Crib Sheet overleaf)				
Keys Issued				
PowerPoint Induction Presentation				
Campus Tour				
Induction Lesson				
Collection of Damage Deposits				
GL Induction				

Collection of Damage Deposits

Group Number:	Number of students:	Total Deposit Received: £ / €
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Please sign to agree/confirm the amount collected on arrival:

Group Leader Name: Signature: Date:

SHSH Staff Name: Signature: Date:

Damage Deposit Log

Balance on Arrival (as above):		
Deductions/Reasons	Amount Deducted	Remaining Balance
Balance on Departure (returned to GL):		

Please sign to agree/confirm the amount returned on departure:

Group Leader Name: Signature: Date:

SHSH Staff Name: Signature: Date: