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

\square	А	В	С	D	Е	F	G	Н
1		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
2	Shift 1	Lee			Yasmin &			
	07:30 - 13:30	Yasmin	Lee	Alex	Camile	Yasmin	Alex	Camile
3	Shift 2	NA	Alex		Alex &			Sarah &
	12:30-19:30		Sarah	Sarah	Camile	Sarah	Lee	Camile
4	Shift 3	Lee	Loo					
			Lee					
	17:30-22:30	Yasmin	Yasmin	Yasmin	Yasmin	Lee	Sarah	Lee
5	Shift 4a	Sarah						
	22:30-01:00	Yasmin	Anna	Sarah	Lee	Sarah	Lee	Sarah
	22.30-01.00	14311111	Allia	Jaiaii	Lee	Saran	Lee	Saran
6	Shift 4b			Alex&				
	22:30-01:00	Alex	Yasmin	Camile	Alex	Camile	Yasmin	Alex
7								

2. Paperwork

• SWO Log



SWO Weekly Log

Centre	-
Week Commencing	
Name	

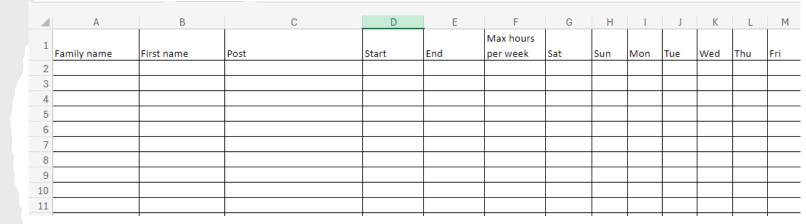
	Time	Task	Hours Used
Sat			Oscu
Sun			
Mon	23	8	
Tue			
Wed			
Thur			
Fri			
		Total Hours for Week:	i.

CD Signature

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

2. Paperwork

Weekly payroll report



	M	N	0	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					
-							_

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
 - O 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?
 - O What would you like to happen? How?
 - O 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?

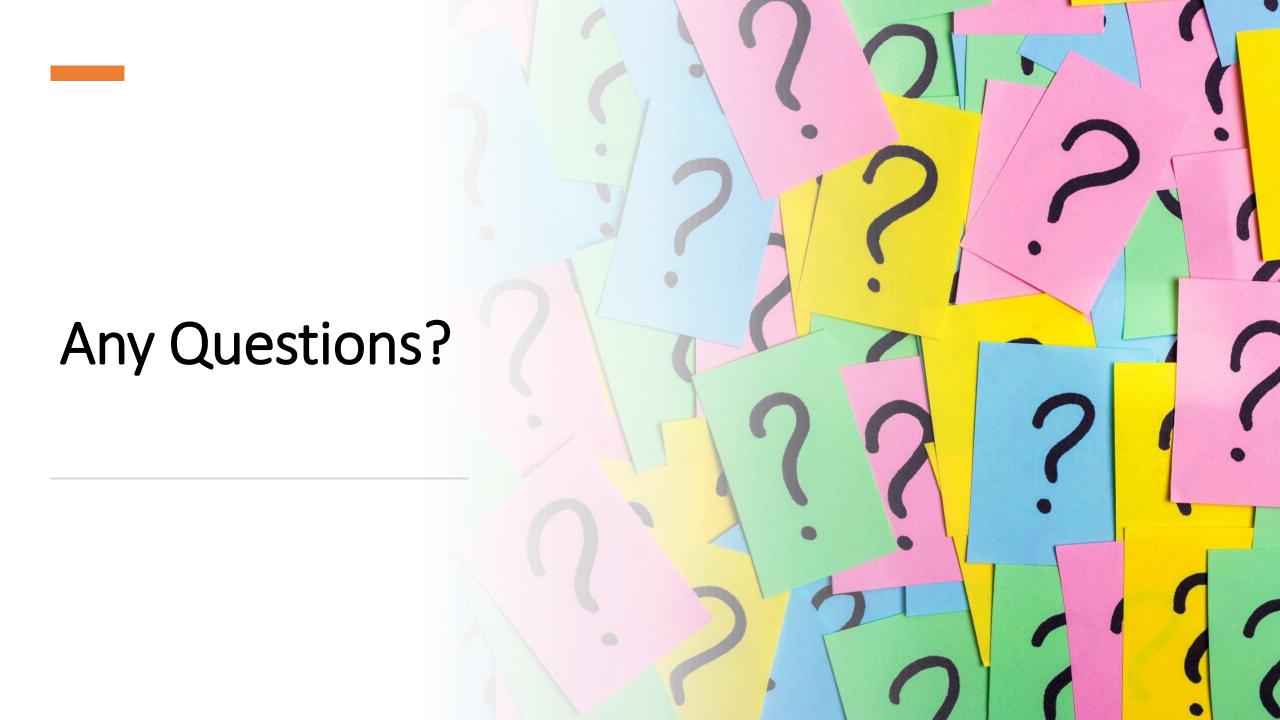
5. Setup Week

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 Intrinsiq
 - 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



Bonus Round

Group Induction Card



GROUP CHECK-IN 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, HO" printed from intrinsiq, 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:	AgentName:	Nationality:
Arrival Date:	Departure Date:	Accommodation Building(s):
Group Leaders' full names:	GLs' mobile numbers:	GLs' roomnumbers:
First Meal on Arrival*:	Planned Last Meal* (complete this on arrival):	Actual Last Meal* (complete this on departure):

Confirmation of Numbers

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

Group Leader Name:	Signature:	Date:
SUSU Shelf Name	Simonatura-	Date:

Confirmation of Completion of Legal Paperwork

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

Please sign to agree/confirm the numbers on arrival:

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: _____

^{*}Presse Indicate/Fpacked.

Bonus Round

Group Induction Card



GROUP CHECK-IN CARD

Induction Checklist

Induction Step	Planned Dat Time	4.6	Actual Date & Time		pleted by: Staff Name	Signature		
Check-in								
Induction (see								
Critis Sheet eventual)				_				
Keys Issued								
PowerPoint								
Induction								
Presentation								
Campus Tour								
Induction Lesson								
Collection of				_				
Damage Deposits								
GL Induction								
	Co		on of Damage berofstudents:	Depos				
Group Number:		PROJECT OF	per or severence.		Total Depos			
						*		
Please sign to agre	e/confirmthe	amou	nt collected on arr	(Visit)				
Group Leader Nam	w:		Signature:		Dete:			
SHSH Staff Name: .			Signature:		Der	be:		
		Da	mage Deposit	Log				
Balance on Arrival	(as above):							
Deductions/Reaso	ns			Amo Ded	ount ucted	Remaining Balance		
				+				
				+				
				+				
				+				
Balance on Departure (returned to GLI:				-				
Service on only the total trips for the p.								
Please sign to agree/confirm the amount returned on departure:								
Group Leader Name:Signature:					Det	*		
Control Conflictions								