

Unit C37 Look after participants who are away from home

Introduction

Summary

This unit is about providing basic pastoral care to participants who are staying away from home. This could be, for example, in residential accommodation such as an outdoor activity centre, hotel or hostel or could be under canvas. The purpose of providing this care could be to:

- provide information on relevant facilities and their location
- provide information on restricted areas and their location
- give information on ground rules for behaviour
- make participants aware of health and safety considerations
- give information on planned activities
- help participants deal with home sickness
- help participants deal with abuse
- help participants deal with anxiety about activities

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-7) describes the five things you have to do. These are:

- C37.1** Assist with participants' arrival
- C37.2** Look after participants' physical welfare
- C37.3** Look after participants' emotional welfare
- C37.4** Help participants look after their belongings
- C37.5** Assist with participants' departure

The third part (pages 8-9) describes the knowledge and understanding you must have.

Target Group

The unit is aimed mainly at outdoor activity centre staff or staff, such as playworkers, who are accompanying participants whilst away from home.

Linked Units

This unit links to C22 and C36.

Place in the NVQ/SVQ Framework

This is an optional unit in both the level 2 Activity Leadership NVQ/SVQ and the level 3 Playwork NVQ/SVQ.

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Communication 2.1a, 2.1b, 2.2, 2.3
Application of Number 1.1, 1.2, 1.3
Working with Others 2.1, 2.2, 2.3
Problem Solving 2.1, 2.2, 2.3

and the following SQA Core Skills:

Communication Intermediate 1
Numeracy Access 3
Working with Others Intermediate 1
Problem Solving Intermediate 1

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What We Mean By Some of the Words Used in this unit

Authorised person	<i>a pre-arranged adult, in whose care a child would be placed</i>
Emotional problems	<i>in this unit, these are restricted to problems associated with the programme, for example phobias, home sickness, loneliness, bullying or fear of particular activities; you are not expected to deal with wider emotional problems</i>
Empathy	<i>showing that you can imagine and relate to what another person is feeling</i>
Medical needs	<i>needs for special medication or for physical support to take part in certain activities</i>
People with particular needs	<i>people for whom activities will be more than normally challenging, for example people with medical conditions, people who are overweight, unusually shy or nervous, pregnant women; this unit does not cover disabled participants</i>
Responsible colleague	<i>the person in the organisation who is responsible for dealing with participants' emotional problems when you are unable to</i>
Special clothing	<i>for example, wet weather gear, wet suits, boots.</i>

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C37.1

Assist with participants' arrival

The National Standard

What you must do

To meet the national standard, you must:

1. make sure you have all relevant information about the **participants**, their needs and the programme they will be taking part in
2. check the accommodation and catering arrangements to make sure they meet the **participants'** needs
3. meet the **participants** punctually and help them to feel welcome and at ease
4. introduce yourself and other staff and explain your responsibilities
5. supervise and control the **participants'** behaviour when they arrive in a way appropriate to them
6. provide the **participants** with the **information** they need on arrival
7. deal with the **participants'** questions positively and informatively

What you must cover

From your work you must show that you have assisted at least two of the following types of:

a **participants**

- 1 adults
- 2 children and young people
- 3 people with particular needs

and provided all of the following types of:

b **information**

1. relevant facilities and their location
2. restricted areas and their location
3. ground rules for behaviour
4. health and safety considerations
5. planned activities

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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C37.2

Look after participants' physical welfare

The National Standard

What you must do

To meet the national standard, you must:

1. make sure that food, accommodation, clothing and footwear meets the **participants'** needs throughout the programme
2. tell the **participants** in good time when they will need special clothing for **activities** and encourage them to use this clothing properly
3. escort the **participants** in a supervised and organised way when they are **travelling** to and from **activities**
4. encourage the **participants** to maintain their personal hygiene
5. make sure the **participants** have adequate opportunities for recreation, rest and sleep
6. deal with the **participants'** personal and medical needs sensitively and effectively
7. maintain the **participants'** safety and security at all times when they are in the your care

What you must cover

From your work you must show that you have looked after the physical welfare of two of the following:

a participants

- 1 adults
- 2 children and young people
- 3 people with particular needs

in one of the following types of:

b activities

- 1 on-site
- 2 off-site

to at least one of the following types of:

c travelling

- 1 on foot
- 2 using transport

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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C37.3

Look after participants' emotional welfare

The National Standard

What you must do

To meet the national standard, you must:

1. encourage the **participants** to tell staff about any **emotional problems** they may have during the programme
2. show empathy and understanding to **participants** who have **emotional problems**
3. where possible, gather information about the **emotional problem** from other sources
4. deal with the **emotional problem** in a way which safeguards the **participants'** well-being and is in line with organisational guidelines
5. maintain a necessary level of confidentiality about the **participant** and their **emotional problem**
6. get help from the responsible colleague when an **emotional problem** is beyond your level of competence and responsibility
7. keep an accurate record of **participants'** **emotional problems**

What you must cover

From your work you must show that you have looked after the emotional welfare of two of the following:

a participants

- 1 adults
- 2 children and young people
- 3 people with particular needs

and dealt with two of the following types of:

b emotional problems

- 1 home sickness
- 2 isolation in the group
- 3 bullying
- 4 anxiety about activities

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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C37.4

Help participants look after their belongings

The National Standard

What you must do

To meet the national standard, you must:

- 1 encourage the **participants** to organise their belongings and keep them safe and tidy
- 2 check facilities for any lost property
- 3 check lost property for names and any other identifying features
- 4 follow procedures to find the owner of any lost property
- 5 deal with unclaimed property according to organisational and legal requirements

What you must cover

From your work you must show that you have helped with belongings for two of the following types of:

a participant

- 1 adults
- 2 children and young people
- 3 people with particular needs

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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C37.5

Assist with participants' departure

The National Standard

What you must do

To meet the national standard, you must:

- 1 prior to **participants'** departure, encourage them to pack thoroughly, checking their belongings to ensure that nothing has been left behind
- 2 make sure that the **participants** have the **information** they need about departures
- 3 answer any questions that the **participants** have
- 4 make sure the **participants'** behaviour is safe and acceptable
- 5 follow your organisation's departure procedures
- 6 where necessary, make sure the **participants** leave with an authorised person
- 7 make a final check to ensure that personal belongings are not left behind

What you must cover

From your work you must show that you have helped with belongings for two of the following types of:

a participant

- 1 adults
- 2 children and young people
- 3 people with particular needs

and provided all of the following:

b information

- 1 time and location of departure
- 2 travel arrangements

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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What you must know and understand

To be competent in this unit, you must know and understand the following

For C37.1 Assist with participants' arrival

- K1 the importance of welcoming the participants to the programme and giving them the information they need
- K2 the particular medical, cultural, dietary and emotional needs which participants may have
- K3 your responsibilities in relation to the participants, the responsibilities of other staff and with whom they should liaise
- K4 levels of anxiety and excitement which participants are likely to have on arrival
- K5 the information which the participants must have when they arrive
- K6 the importance of knowing about the participants before they arrive
- K7 how to gather such information
- K8 the importance of checking accommodation and catering arrangements prior to the participants' arrival
- K9 how to control participants' behaviour on arrival and what to look for
- K10 how to make participants feel welcome and at ease

For C37.2 Look after participants' physical welfare

- K11 what types of special clothing the participants may need during activity programmes
- K12 the importance of informing participants in advance of the need for special clothing
- K13 how participants can plan the use of clothing during a programme
- K14 the common health and safety hazards outside of activities against which participants must be safeguarded
- K15 the importance of supervising participants during on and off site travel, on foot and using transport, and the procedures to follow
- K16 the importance of participants' personal hygiene during the programme and how to encourage this for different types of participants
- K17 the importance of making sure participants get enough recreation, rest and sleep during a programme and how to encourage this
- K18 the most common personal and medical needs which participants may have and how to deal with these
- K19 organisational and legal requirements for safeguarding participants' safety during the programme

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For C37.3 Look after participants' emotional welfare

- K20 the most common emotional problems which participants may have during a programme and how to cope with these according to organisational guidelines
- K21 how to judge when an emotional problem goes beyond your own level of responsibility and competence and the importance of seeking assistance
- K22 the importance of confidentiality when dealing with emotional problems, what confidentiality means and how to safeguard it
- K23 the importance of the participants feeling physically and emotionally safe and how to encourage this
- K24 how to show empathy and understanding to participants who have emotional problems and the importance of this
- K25 why emotional problems and action taken should be recorded and reported.

For C37.4 Help participants look after their belongings

- K26 organisational and legal requirements for dealing with lost property
- K27 the importance of participants taking responsibility for organising and looking after their belongings and how to encourage this

For C37.5 Assist with participants' departure

- K28 the information that participants need about their departure and why it is important that they receive this information
- K29 ground rules for participants' behaviour during departure and why they are important
- K30 your organisation's departure procedures
- K31 procedures to follow to ensure participants leave with an authorised person and why this is important