

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home



Overview

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:

1. provide information on relevant facilities and their location
2. provide information on restricted areas and their location
3. give information on ground rules for behaviour
4. make participants aware of health and safety considerations
5. give information on planned activities
6. help participants deal with home sickness
7. help participants deal with abuse
8. help participants deal with anxiety about activities

The unit is divided into three parts. The first part describes the four things you have to do. These are:

1. Assist with participants' arrival
2. Look after participants' physical welfare
3. Look after participants' emotional welfare
4. Assist with participants' departure

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in the unit.

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

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

Performance criteria

You must be able to:

Assist with participants' arrival

- P1 make sure you have all relevant information about the participants, their needs and the programme they will be taking part in
- P2 check the accommodation and catering arrangements to make sure they meet the participants' needs
- P3 meet the participants punctually and help them to feel welcome and at ease
- P4 introduce yourself and other staff and explain your responsibilities
- P5 supervise and control the participants' behaviour when they arrive in a way appropriate to them
- P6 provide the participants with the information they need on arrival
- P7 deal with the participants' questions positively and informatively

You must be able to:

Look after participants' physical welfare

- P8 make sure that food, accommodation, clothing and footwear meets the participants' needs throughout the programme
- P9 tell the participants in good time when they will need special clothing for activities and encourage them to use this clothing properly
- P10 escort the participants in a supervised and organised way when they are travelling to and from activities
- P11 encourage the participants to maintain their personal hygiene
- P12 encourage and help participants to take care of their own belongings
- P13 make sure the participants have adequate opportunities for recreation, rest and sleep
- P14 deal with the participants' personal and medical needs sensitively and effectively
- P15 maintain the participants' safety and security at all times when they are in your care

You must be able to:

Look after participants' emotional welfare

- P16 encourage the participants to tell staff about any emotional problems they may have during the programme
- P17 show empathy and understanding to participants who have emotional problems
- P18 where possible, gather information about the emotional problem from other sources
- P19 deal with the emotional problem in a way which safeguards the participants' well-being and is in line with organisational guidelines
- P20 maintain a necessary level of confidentiality about the participant and their emotional problem

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

- P21 get help from the responsible colleague when an emotional problem is beyond your level of competence and responsibility
- P22 keep an accurate record of participants' emotional problems

You must be able to:

Assist with participants' departure

- P23 prior to participants' departure, encourage them to pack thoroughly, checking their belongings to ensure that nothing has been left behind
- P24 make sure that the participants have the information they need about departures
- P25 answer any questions that the participants have
- P26 make sure the participants' behaviour is safe and acceptable
- P27 follow your organisation's departure procedures
- P28 where necessary, make sure the participants leave with an authorised person
- P29 make a final check to ensure that personal belongings are not left behind

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

Knowledge and understanding

You need to know and understand:

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

You need to know and understand:

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
 - K17.1 programme and how to encourage this
- K18 the most common personal and medical needs which participants may have and how to away from home deal with these
- K19 organisational and legal requirements for dealing with lost property
- K20 the importance of participants taking responsibility for organising and looking after their belongings and how to encourage this
- K21 organisational and legal requirements for safeguarding participants' safety during the programme

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

You need to know and understand:

Look after participants' emotional welfare

- K22 the most common emotional problems which participants may have during a programme and how to cope with these according to organisational guidelines
- K23 how to judge when an emotional problem goes beyond your own level of responsibility and competence and the importance of seeking assistance
- K24 the importance of confidentiality when dealing with emotional problems, what confidentiality means and how to safeguard it
- K25 the importance of the participants feeling physically and emotionally safe and how to encourage this
- K26 how to show empathy and understanding to participants who have emotional problems and the importance of this
- K27 why emotional problems and action taken should be recorded and reported

You need to know and understand:

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

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

Additional Information

Scope/range related to performance criteria

Participants

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

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

Activities

1. on-site
2. off-site

Travelling

1. on foot
2. using transport

Emotional problems

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

Information

1. time and location of departure
2. travel arrangements

Glossary

Authorised person

A pre-arranged adult, in whose care a child would be placed

Emotional problems

In this unit, these are restricted to problems associated with the programme, for example home sickness, loneliness, bullying or fear of particular activities; you are not expected to deal with wider emotional problems

Empathy

Showing that you can imagine and relate to what another person is feeling

Medical needs

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

Needs for special medication or for physical support to take part in certain activities

People with particular needs

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 etc; this unit does not cover disabled participants

Responsible colleague

the person in the organisation who is responsible for dealing with participants' emotional problems when you are unable to

Special clothing

For example, wet weather gear, wet suits, boots etc.

Links to other NOS

This unit links to SKAC22.

SKAC37 (SQA Unit Code - FA46 04)

Look after participants when they are away from home

Developed by SkillsActive

Version number 1

Date approved June 2009

Indicative review date June 2014

Validity Current

Status Original

Originating organisation SkillsActive

Original URN SA44NC37

Relevant occupations Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations

Suite Activity Leadership

Key words look after, participants, away, home