

# WAC Deputy Supervisor JOB DESCRIPTION

Job Title:	Wrap Around Care Club Deputy Supervisor	Job Ref:	WACDeputySupervisor
Company:	Funtastic Kids	Salary:	£12 per hour. See Rates of Pay document for more details.
Reports To:	Directors		

**Employment Status:** Permanent.

Your contract will run all year round, with 5.6 weeks of paid annual leave (including public and bank holidays) given on a pro-rata basis.

#### **Hours of Work:**

Breakfast Club: Days as required 7:15 – 9am

After School Club: Days as required 2:45 – 6:15pm
(Timings may vary dependent on location)

School Holidays: Outside of term time, the equivalent of your contracted weekly hours will need to be worked at one of our Holiday Camp locations. Standard holiday camp hours are 7:45/8am- 6/6:15pm or 9.15am-3.45pm.

Please refer to the job advert for the specific hours needed at the club you are applying to. In cases where any availability is considered, please indicate which days/shifts you are able to work.



#### Job Purpose:

## To support the Club Supervisor in the following:

- To supervise the running of the Club, in line with the company policies using the additional paid time before the club to plan and carry out managerial tasks
- To lead by example and set high standards to other staff in ensuring positive outcomes for all children attending Club
- To manage a team of playworkers, ensuring there is adequate supervision of children
- To organise cover staff in the event of staff sickness or unavailability
- To direct playworkers to carry out tasks and activities
- To audit club resources and food informing the Directors where stock needs replenishing
- To manage a weekly or fortnightly food budget and order the food to be delivered
- To ensure safeguarding policies are followed by all members of the Club team
- To ensure risk assessments are in place, and health and safety policies are adhered to and to inform school site managers and directors in the event of damage to school site or equipment
- To plan and devise the activities to promote enjoyment and play of all children attending the club, taking into account their different needs
- To manage fair and acceptable behaviour in the club, promoting respect, tolerance and social skills
- To communicate appropriately with parents and school staff (where appropriate) and give feedback, on incidents or accomplishments
- To ensure activities are run in accordance with the company's expectations and opportunities are created to enhance language, communication and basic literacy and numeracy skills
- To ensure the club setting is kept clean and hygienic throughout the duration of the club and ensure the club setting is left clean and hygienic at the end of each club day
- To support the needs of children with dietary, SEN or medical needs
- To liaise with the directors regarding outcomes of the club
- To lead performance management of playworkers and support their professional develop
- To attend a supervisor meeting once every half term with the Directors.

Scope
Financial Accountabilities
NONE
Staff Responsibilities
YES
Number of employees managed/supervised: Usually 2-6



## Safeguarding statement

We take our safeguarding responsibilities very seriously, and we work hard to make sure our organisation has effective safeguarding systems in place. We expect everyone working in the organisation to share a common objective to help keep children and young people safe by contributing to:

- providing a safe environment for children and young people to learn, develop and play in
- identifying children and young people who are likely to suffer significant harm and taking appropriate action with the aim of making sure they are kept safe both at home and in the club setting.

#### PERSON SPECIFICATION

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

#### **Knowledge/Qualifications:**

- Minimum NVQ Level 3 in Playwork/Early Years/ Childcare or equivalent (after school club only)
- Good standard of general education e.g. GCSE English, Mathematics minimum Grade C
- Paediatric First Aid

#### Skills/Abilities:

- Excellent communication skills and interpersonal skills
- Ability to lead a team, promoting individuals' strengths and be able to identify and support weaknesses
- Good questioning skills
- Good observation and assessment skills
- Understanding of open-ended questioning and investigative work
- Understanding of their role to assist and supervise pupils on particular tasks and the expected outcome of individual activities within the allocated timescale
- Confidentiality at all times

#### Experience:

- Some experience of working with children in a school or play setting is essential.
- Experience of leading a team is desirable but not essential.



#### **Personal Qualities:**

- Use of initiative is very important
- Good problem solver
- Calm under pressure, adaptable and energetic
- A caring and positive attitude
- A good listener and sensitive to children's needs
- A sense of responsibility
- Positive behaviour management
- A good sense of humour
- Flexibility

## **Special Factors:**

- Responsibility for first aid
- Flexibility of working hours and some willingness to join our holiday camps as a supervisor (part-time or full-time)
- Be willing to attend supervisor meetings one evening per half term
- Be willing to give feedback on company policies and procedures and contribute as a manager to the development of the company.
- Be available to attend occasional training held on an evening or a Saturday morning for annual training



# **RATES OF PAY**

Pay Scale (From 1st April 2023) Hourly Rate:

Experience/Qualifications:	Suggested rates:	
Supervisor (starting rate)	£14.00 (rising to £14.50*)	
Deputy Supervisor	£12	
Unqualified/trainee sports	£10 (aged 17 and above as	
coach or training towards level 2	trainee or to lead sports)	
Level 2 coach	£12 Leading sports	
Level 3 coach or QTS	£14 Leading sports	
Playworkers and trainee	Hourly Rate of Pay:	
sports coaches:		
EYFS recognized level 3	£11.50	
qualification or HLTA (L3 TA)		
Playworker		
Playworker Aged Over 22	£10.75	
Playworker Aged 21-22	£10.50	
Playworker Aged 18-20	£10	
Playworker Aged 17	£9	
Playworker Aged 16	£7.50	
Qualified Teacher Status	£12	
Playworker		

# \*Higher supervisor rate:

**Holiday camp supervisors** who have worked more than 30 supervisor days with us **WAC supervisors** of clubs with on average 35 children per day (after school club) or for supervisors who have worked with us for more than 2 years.

For School Holiday Camp staff only – accrued holiday pay is paid additionally at the end of the working period.

For all year round staff – 5.6 weeks holiday pay is paid (includes bank holidays).



# SAFEGUARDING POLICY

# Safeguarding Children Policy 2022

Funtastic Kids is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

Funtastic Kids will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. Funtastic Kid's child protection procedures comply with all relevant legislation and with guidance issued by the Pan Berkshire Safeguarding Children Procedures

There is a Designated Safeguarding Lead (DSL)-Louise Holloway who is available at all time while the clubs/camps are in session. The DSL coordinates safeguarding and child protection issues and liaises with external agencies (e.g. Social Care and Ofsted). The clubs deputy DSL are Marcus Holloway/Clare Sheppard/Kerry Player and Trudy Heronjason

#### Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether
  or not the child is aware of what is happening. This can involve physical contact, or noncontact activities such as showing children sexual activities or encouraging them to
  behave in sexually inappropriate ways.



 Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

All staff should be aware that abuse, neglect and safeguarding issues are rarely stand-alone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.

All staff should be aware that safeguarding incidents and/or behaviours can be associated with factors outside the school or college and/or can occur between children outside of these environments. All staff, but especially the designated safeguarding lead (and deputies) should consider whether children are at risk of abuse or exploitation in situations outside their families. Extra-familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual exploitation, criminal exploitation, and serious youth violence.

#### Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

Both CSE and CCE are forms of abuse and both occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into sexual or criminal activity. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, sexual identity, cognitive ability, physical strength, status, and access to economic or other resources. In some cases, the abuse will be in exchange for something the victim needs or wants and/or will be to the financial benefit or other advantage (such as increased status) of the perpetrator or facilitator. The abuse can be perpetrated by individuals or groups, males or females, and children or adults. The abuse can be a one-off occurrence or a series of incidents over time, and range from opportunistic to complex organised abuse. It can involve force and/or enticement-based methods of compliance and may, or may not, be accompanied by violence or threats of violence. Victims can be exploited even when activity appears consensual and it should be noted exploitation as well as being physical can be facilitated and/or take place online.

#### **Mental Health**

All staff should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.

Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Staff however, are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Staff should also be aware of any changes to a child's behaviour and question the reasons behind the changes.



Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. It is key that staff are aware of how these children's experiences, can impact on their mental health, behaviour and education.

If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken.

## Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a
  girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that
  a child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

#### If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not guestion them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see Logging an incident below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that Funtastic Kids is obliged to and the incident will be logged accordingly.

All staff recognise that children may not feel ready or know how to tell someone they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers, They may also feel embarrassed, humiliated or are being threatened. Our staff recognise this and where they have concerns about a child they will raise these with the Designated Safeguarding Lead without delay.



#### Child - on child abuse

Children are vulnerable to abuse by their peers. Child on child abuse is taken seriously by the staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- sexual activity (in primary-aged children) of any kind, including sexting
- one of the children is significantly more dominant that the other (eg much older)
- one of the children is significantly more vulnerable that the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliancy or secrecy
  lf peer-on-peer abuse is suspected or disclosed
  We will follow the same procedures as set out above for responding to child abuse.

#### Female genital mutilation (FGM)

FGM is an illegal, extremely harmful practice and a form of child abuse, and is therefore dealt with as part of our existing safeguarding procedures. All of our staff receive training in how to recognise when girls are at risk of FGM, or may have been subjected to it.

If FGM is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse and will make a report to Children's social care directly

#### **Extremism and radicalisation**

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, including:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs



## Signs of radicalisation:

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- · claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a Logging a concern form and refer the matter to the DSL.

#### Logging an incident

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to Funtastic Kid's DSL who will decide on the appropriate course of action.

For concerns about child abuse, the DSL will contact Social Care. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding radicalisation, the DSL will contact the Pan Berkshire Safeguarding Board or Local Authority Prevent Co-ordinator. For more serious concerns, the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.



## Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate Funtastic Kids will make a referral to the Disclosure and Barring Service.
   Promoting awareness among staff

Funtastic Kids promotes awareness of child abuse and the risk of radicalisation through its staff training. Funtastic Kids ensures that:

- the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- safe recruitment practices are followed for all new staff
- all staff have access to a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation. They are required to sign to acknowledge that they have read the policy.
- Designated person training is refreshed every 2/3 years as appropriate
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training (Universal safeguarding)
- staff are familiar with the Safeguarding File which is kept by Louise Holloway
- Funtastic Kids' procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are required to read "Keeping children safe in Education Part One" and to sign to acknowledge having read and understood this document
- Staff are required to read the "Anti-bullying" and "Behaviour" Policies and sign to acknowledge having read these policies.

#### Use of mobile phones and cameras/technology

Photographs will only be taken of children with their parents' permission. Only cameras or I pads belonging to Funtastic Kids will be used to take photographs of children at the holiday camp. Supervisors will be allowed to use their phones for the sole purpose of taking photographs of the activities but these will not include children. Neither playworkers nor children may use their mobile phones to take photographs at the holiday camp. To protect staff and children, personal mobile phones can only be used by staff during breaks given by the supervisor and away from children. If any staff member has concerns about a child being the



victim of online abuse or witnesses inappropriate behaviour linked to online technology, a safeguarding form will need to be completed and DSL informed. We will aim to support children and families about online safety. The supervisor will keep all mobile phones belonging to Young Play leaders (aged 11-15) until they leave the camp. Smart watches which connect to the internet, should also not be worn during sessions where children are present, by either staff or children.

#### **Contact numbers**

Social Care: Wokingham - 0118 908 8002; West Berkshire - 01635503090; Reading - 0118 937

3641; Bracknell - 01344 352005

Social Care out of hours contact: 01344 786 543 Berkshire

LADO (Local Authority Designated Officer): 0118 974 6141(Wokingham); 01635503153 (West Berkshire); 01189373555 (Reading) 01344 352005 (Bracknell)

LSCB (Local Safeguarding Children Partnership): http://www.wokinghamlscb.org.uk/ (Wokingham); http://www.westberkslscb.org.uk/ (West Berkshire); http://www.readinglscb.org.uk/ (Reading) https://bflscb.org.uk/ (Bracknell)

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321 NSPCC: 0808 800 500

Ofsted: 0300 123 1231 https://proceduresonline.com/berks/

This policy was adopted by: Funtastic Kids Ltd

Date: September 2022

To be reviewed: September 2023

Signed: Marcus Holloway Director

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13



# SAFE RECRUITMENT POLICY

Funtastic Kids uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

## Advertising the vacancy

We will advertise vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

#### **Initial enquiry**

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form
- a copy of the Club's Safeguarding Children policy
- rates of pay

The application form includes:

- instructions that the application form must be completed rather than a CV
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

All applicants must submit an application form by the closing date.

#### Interview procedure

We will notify all candidates selected for interview by letter/email. All candidates will be asked to bring to the following items to the inteview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)
- Criminal convictions signed declaration form in a sealed, named envelope. This will only
  be opened if the candidate is considered to be successful following interview and
  satisfactory references. Where the candidate is unsuccessful, the unopened envelope
  will be shredded.



The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

We may request to observe the candidate in a practical session.

When we have interviewed all candidates, we will make our final selection.

#### Appointing a new member of staff

When we have selected the successful candidate, we will

- send him or her a written offer by email, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- ask the candidate to complete a health questionaire
- notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work at Funtastic Kids we will give him or her:

- Of all our policies (Supervisors), Safeguarding, Code of conduct and privacy notice (Playworkers) and ensure that they sign via Planday to confirm that they have read and understood them:
- Our terms and conditions, and get them to sign their contract via Planday; a copy of which will be kept on file

We will conduct a full induction programme with all new members of staff. Please refer to our **Staff Induction and Development policy.** 

#### **DBS** checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information, including our administrator. If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has



been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. Additional criminal record checks will be made for anyone who has lived abroad.

New staff will only be allowed to work *unsupervised* with children when we have had full sight of a satisfactory DBS certificate for them.

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We recommend that all staff sign up for the update service and if necessary, check this annually (in the case of students returning from University).

#### Disqualification

Funtastic Kids will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified we will terminate their employment and notify Ofsted.

#### DBS checks with any recorded information

If the DBS check returns showing criminal records information relating to harm to children or young people, violence, sexual assault, child sexual abuse images, terrorism offences, or anything else that might indicate they are unsuitable to work with children, we will firstly check the list of offences that automatically disqualify a person from working with children under the terms of the Childcare Act 2006. The list is available here:

https://www.gov.uk/government/publications/disqualification-under-the-childcare -act-2006

We will also seek further advice from social care or the LADO (Local Authority Designated Officer) if they are unsure the disclosed offence is on the list of disqualifiable offences.

If the candidate's offences disqualify them from working with children then the offer of employment will be withdrawn

If the offence on the disclosure is not on the list of disqualifying offences but still gives cause for concern, for example offences related to theft or fraud or anything else that might pose a risk to the integrity of the club, we may choose to seek further advice (e.g. from UNLOCK OR NACRO) to help form a decision.



Where the offences are minor and where children are unlikely to be at risk of harm, we will decide on a case by case basis whether to confirm the appointment. The decision will be subject to the undertaking of a risk assessment of the applicants criminal record. This will include giving the applicant the opportunity to provide an explanation for their offences, as well as the circumstances at the time. We will assess the applicants attitude to their offences, and whether they would act differently now.

In all cases we will discuss any matter revealed on a DBS certificate with the applicant before withdrawing the conditional offer of employment.

#### **Immigration status**

Funtastic Kids is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

#### **Equality Act 2010**

At all points during the recruitment process, Funtastic Kids will comply with the Equality act 2010 to ensure the fair and equal treatment of practitioners of different gender, race and sexual orientation etc

Related Policies: Safeguarding Policy

#### **Contact Information**

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http://www.readinglscb.org.uk/ (Reading)

https://bflscb.org.uk/ (Bracknell)

NACRO: https://www.nacro.org.uk/ UNLOCK: http://recruit.unlock.org.uk/

This policy was adopted by: Funtastic Kids Ltd Date: December 2022

To be reviewed: December 2024 Signed: Marcus Holloway Director

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021):Safeguarding and Welfare Requirements: Suitable people [3.9-3.14]; Staff qualifications, training, support and skills [3.20-3.26].