

All adults who volunteer their services for Youth Exchange are required to submit to training and the DYEO is responsible for delivering it. Exactly how this is done depends upon a number of factors, the numbers of exchanges involved and the geography of the district being two significant factors. It may be convenient to run a session for Host Families and Counsellors on the same day as Student Orientation. This is particularly useful for STEP Host Families as they will already need to be there for part of the day with their son or daughter.

As the documentation contains includes personal data it is good practice for the DYEO to use Drop box folders to share information, thereby giving access without duplicating it unnecessarily. It is under the control of the DYEO and is there for reference on a need to know basis.

### The Preparation Packs for Host Families and Counsellors

Training materials for Host Families and Counsellors consist of information which not only addresses their own special role for a specific programme but also seeks to give a background of Youth Exchange and in particular to enable an understanding of what is required of the students with whom they will have contact.

Some of the material repeats that which is sent out to the Inbound students by the DYEO as part of their Orientation. This is to ensure that the Host Families and Counsellors know exactly what the students are being told. The material sent to the students makes it clear to them how they are expected to behave, as well as giving them practical advice about the exchange, information about the district and tips about coping with some of the many challenges which could confront them on exchange.

Information varies according to the Exchange programme and for convenience the materials for the Host and the Counsellor are available in downloadable packs:

*L9A /S9A / C(I)9A: The Host Family Preparation Pack*

and

*L7A / S7A / C(I)7A: The Counsellor Preparation Pack (L7A, S7A, C(I)7A)*

More information for the DYEO about these packs is at L9, S9,C(I)9, and L7,S7,C(I)7, including the list of contents as well as an indication of any customising that needs to be done by the DYEO.

The packs need to be made available to the relevant people as soon as appointments are made so that any tasks that the roles demand may be carried out.

### The Inbound Student Records Folder

This Folder accumulates documents in electronic form about and relevant to a specific Inbound student. It is made available on Dropbox by the DYEO and shared with the CYEO, the Counsellor and to each Host Family in turn on a need to know basis.

Details as to the contents are in *R4: Records Folder for the Inbound Student,*

*R4A: The inbound Student Folder* may be downloaded, named and will gather the required student information. The DYEO needs to work with the Counsellor to ensure that all signed documents are retrieved from the student and put into the folder. Any new relevant material is added as the Exchange progresses. Nothing may be removed by anyone other than the DYEO. At the end of the Exchange the Folder is removed to the district's Record Retention system.

The DYEO should ensure that all the volunteers and students understand the need to communicate their concerns as quickly as possible, and to whom, so that they do not escalate. The attention of volunteers should be directed to *CP10D: Record Of Concern – a Form for Host Families, Counsellors and CYEOs* and *CP10E: Student Incident Report* which may be downloaded from as needed so that the DYEO is aware of problems of any nature as soon as possible.