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## Frequently Asked Questions – Duty of Care When Working with Providers

### **If I am unhappy with the supervision of an activity provided by a third party provider, who is responsible and what should I do?**

Any third party provider should have been selected in line with the employer's policy. You should be aware of, and comply with, the requirements of this policy, including the need for clear hand-over arrangements at the start and end of any session.

You must be clear about who is responsible for what and when - so there are no 'grey areas'. Where you are involved in a supervisory role alongside the provider's staff, then you must be clear about who has responsibility for which aspect of the session.

It is good practice for you to be involved in, or observe, activities in order to monitor the quality of provision and to ensure it meets the planned learning outcomes. It is poor practice to simply 'hand over' a group on an educational visit to a third party provider, unless this is in the best interests of the participants, has been planned and agreed in advance, and the visit leader is still comfortable with the arrangement.

Should the provider run an activity in a way that causes concern, you should consider stopping the activity at the first appropriate moment. Such an intervention should be done with sensitivity and discretion to ensure that it does not result in young people being put at greater risk.

