



**Joint Short Term Staff Training #1
TUTORING AND MENTORING
Lisbon, 06 to 10 March 2017**

Select two persons from your group and simulate the conversation between you (Programme coordinator) and the participant. The final outcome of your presentation can be whichever you want.

- A Portuguese Childcare Technician would participate in a mobility programme in Spain for 10 weeks
- The participant's mother, a medical doctor, prescribed her medication to control anxiety issues, although she was not diagnosed with any specific pathology.
- She started the internship in a private day care centre (bilingual), with children aged from 4 months to 3 years old
- Only three days after starting the programme, the internship tutor reported the following:
 - o She was presenting inadequate behaviour
 - o When she was asked to read a story, she would just flip the page and not read it
 - o She would not talk to the children
 - o She would not take proper care of the children. For instances, when the children had a running nose, she would not wipe it
 - o She fell asleep twice during internship
- When confronted by her programme tutor, she admitted to have fallen asleep during her break but she said it was not related to the medication. About the reading, she was shy and did not feel comfortable reading in English. Finally, about the care, she replied she was simply replicating what she saw on her first day of work, even though she found it odd
- During this confrontation and regardless her justifications, the programme tutor presented her a warning note that stated that if she maintained the behaviours she would be expelled from the internship and consequently from the programme.
- After this, the situation became worst, the participant felt unsupported by the programme tutor (intermediary organization) and she felt uncomfortable in her internship placement. Her parents also became involved saying that they thought this attitude to be unfair, not only the warning note, but especially because it had only been three days since the beginning of the programme.
- The participant and the parents decided that it would be better if she would come to Portugal.
- After staying a few days, the intermediary partner found a new placement and the participant went back to start a new internship. Although the evaluation was positive, the participant decided to abandon the programme after two weeks for personal reasons.
- The coordinator tried to persuade the participant to stay in the programme, but she wanted to return. With this, it was necessary to reimburse the unused funds.



**Joint Short Term Staff Training #1
TUTORING AND MENTORING
Lisbon, 06 to 10 March 2017**

How would you handle it?

The same situation can be handled differently depending on who is involved. Please read the scenario proposed and discuss it within your group, taking into consideration the following:

- What went wrong?
- What would you do differently?
- Have you ever faced a similar situation?
- What would you make to ensure a different ending?
- What personal characteristics do you encounter in each of the persons involved that might influence the outcome of the situation?
- What do you think is the role that both tutors (programme and internship) should have?
- What about the sending institution? What is the role of the programme coordinator?