# **Case Study Task 3.1 – Parent Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as one of the student’s parents. The candidate will act as Danny’s Team Leader. Another volunteer will act as Danny, an Educator at Sparkling Stars Early Years Learning Centre.

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Scenario

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| **SCENARIO**  Danny is one of the casual employees at Sparkling Stars Early Years Learning Centre. They are a member of the LGBTQ+ community. The parents of one of the children under Danny’s care learned about this.  On one occasion, the candidate overheard Danny and one of the children’s parents talking. The candidate grew increasingly worried when the child’s parents started raising their voices. It sounds like they are arguing about something.  As Danny’s assigned Team Leader, the candidate tried to intervene to defuse the situation and avoid further conflict.  As the candidate approaches their group, they see Danny looking deeply upset and agitated. They also realise Danny is with the parents who have previously raised their concerns about having members of the LGBTQ+ community employed at the centre. |

## **Role Play Guide**

Note that throughout the role play, you (educator) are free to come up with your own responses to the questions asked by the candidate as long as your responses or actions are consistent with:

* The scenario
* The descriptions provided about Danny
* The descriptions provided about the student’s parent

General discussion points are provided below for your guidance.

1. The candidate will defuse the situation by calmly asking Danny to step outside while they talk to the parent.
2. The candidate will assist in avoiding further conflict with the parent.
3. The candidate will tell the parent they have taken note of their concern.
4. The candidate will advise the parent that they will relay their concern to their supervisor.

The parent (volunteer) is extremely dissatisfied with the candidate’s response. They will tell the candidate that they will make a formal complaint to the school/centre’s management.

End of Briefing Document