

Case Handling Training: Facilitator Guide

1. Objectives

By the end of the training Participants will be able to:

- Describe how to take a survivor-centred approach to handling a safeguarding concern or complaint.
- Demonstrate the importance of consent and confidentiality.
- Use the case handling process to respond to a safeguarding concern or complaint.

2. Participant preparation

Participants read:

- [Receiving and responding to a report of sexual abuse, exploitation or sexual harassment \(SEAH\) in Nigeria](#)
- [Consent and confidentiality in Nigeria](#)
- [Case handling for civil society organisations \(CSOs\) in Nigeria](#)
- [Case handling training slides](#)

3. Agenda

The training online is 3.5 hours (including breaks). It is suggested that this is divided into two shorter sessions with at least an half an hour break to maximise the virtual learning space.

For in-person training, the times can be adjusted allowing the training to take place over a shorter-time period if desired.

Training agenda

Time	Activity
30 mins	A. Welcome and introductions
40 mins	B. Responding to a report, consent and confidentiality
20 mins	C. Case handling for CSOs
30 mins	Break
30 mins	D. Groupwork- handling a case
45 mins	E. Presentation- handling a case
15 mins	F. Closure and poll

A. Introductions

Time	Activity	Slides/ Resources	Technology
30 mins	Round robin	1-5	None

Learning outcomes Introduced participants to each other.
Discussed the training objectives.
Agreed ground rules.

Activities

Welcome
Welcome everyone to the training.

Introductions
Share name and your CSO.

Objectives
Present training objectives.

Agree ground-rules
Note on confidentiality- link to safeguarding framework.

Experience
Use the thumbs up icon to show if you have responded to a safeguarding case or concern before.

In-person-participants can raise their hand if they have responded to a safeguarding case or concern before.



B. Responding to a report, consent and confidentiality

Time	Activity	Slides/ Resources	Technology
40 mins	Brainstorm, presentation and group work	6-17 Receiving and responding to a report of sexual abuse, exploitation or sexual harassment (SEAH) in Nigeria Consent and confidentiality in Nigeria	Slides Breakout groups
Learning outcomes	<p>Participants can describe a survivor-centred approach.</p> <p>Participants can describe how to respond to a report.</p> <p>Participants can describe duty of care to alleged perpetrators, consent and confidentiality.</p>		
Activities	<p>Brainstorm and presentation- 15 mins</p> <p>From Receiving and responding to a report of sexual abuse, exploitation or sexual harassment (SEAH) in Nigeria</p> <p>Slide 6- Note on this slide what is meant by a survivor-centred approach. Facilitator can write notes on the slide. <i>In-person- Facilitator can invite a participant to write responses on flipchart.</i></p> <p>Slide 7- Review the graphic on survivor-centred approach.</p> <p>Slides 8-9- Review Look, Listen and Link principles adapted from Psychological First Aid (PFA) approaches.</p> <p>Slide 10- Note on this slide how we should respond to a report. Facilitator can write notes on the slide. <i>In-person- Facilitator can invite a participant to write responses on flipchart,</i></p> <p>Slide 11 – Review the Do’s and Don’ts of responding.</p> <p>Groupwork- 10 mins</p> <p>Divide participants into 3 groups.</p> <p>Allocate each group a slide and question. Each group will write their responses to their questions on Google slides.</p>		

In-person- Participants to write responses on flipchart with the question written on the top of the page.

- Group 1- What is our duty to the alleged perpetrator?

From [Receiving and responding to a report of sexual abuse, exploitation or sexual harassment \(SEAH\) in Nigeria](#)

- Group 2- When do we need informed consent?
- Group 3- What do we mean by confidentiality?

From [Consent and confidentiality in Nigeria](#)

Presentations from groups 10 mins

Facilitator can reinforce content with the relevant slides (13, 15 and 17 respectively) if needed.

C. Case handling for CSOs

Time	Activity	Slides/ Resources	Technology
20 mins	Presentation	18-21 Case handling for civil society organisations (CSOs) in Nigeria	Slides
Learning outcomes	Participants have reviewed a case handling process		
Activities	Presentation Present the slides and respond to questions.		

Break

D. Groupwork- Handling a case

Time	Activity	Slides/ Resources	Technology
30 mins	Group work	22-26	Google slides Breakout groups
Learning outcomes	Participants have used a scenario to demonstrate how they would respond to a reported case.		
Activities	Present the scenario:		

You are visiting your project in the community. A community member comes to tell you that one of your staff is in a relationship with a 14-year-old girl in the community. It is alleged that this relationship has been going on for a period of 6 months, and that the staff member is having sex with the girl.

The girl's family is aware of the relationship but neither she nor her family have reported the staff to the organisation, seemingly because the relationship provides financial support to them – he allegedly pays her school expenses, buys her presents, etc.

The issue came to light when the child's mother mentioned the relationship to a friend who was upset at this situation and decided to tell you.

Questions:

- What would you need to do with the information you have been given? Who would you tell? What would you tell them?
- How would you support or reassure the person disclosing the abuse?
- What would you expect to happen next once you have reported the information on?

Divide participants into 4 mixed groups. Two groups will respond as if they are the safeguarding focal point and two groups will respond as if they are a staff member without specific safeguarding responsibility.

Allocate each group a set of slides and invite them to respond to the questions.

Participants work in their groups using Google slides to support the later presentation.

In-person- Project the scenario and questions. Participants write responses on flipchart.

Facilitators assist as needed.

F. Presentations of groupwork

Time	Activity	Slides/ Resources	Technology
45 mins	Plenary	22-26	Google slides
Learning outcomes	Participants have used a scenario to demonstrate how they would respond to a reported case.		
Activities	Each group presents their group discussions.		

Maximum 5 minutes presentation and 5 minutes discussion per group.
Facilitator consolidates key points.

G. Training closure

Time	Activity	Slides/ Resources	Technology
15 mins	Individual reflection	27	Poll
Learning outcomes	Participants have reflected on their learning		

Activities

Each participant uses *1 word/phrase* to state their most significant learning from the training.

Invite Participants to complete the **poll**:

Poll:

1. I have a clear understanding of case handling- Yes, Partial, No
2. I am confident to handle a case in the organisation I mentor- Yes, Partial, No
3. The facilitation was- Great, OK, poor
4. The training methods were- Great, OK, poor

In-person- Write the four questions on flipchart and ask Participants to tick their response.

	Yes	No	Partial
I have a clear understanding of case handling			
I am confident to handle a case in the organisation I mentor			

	Great	OK	Poor
The facilitation was			
The training methods were			

Facilitators thank everyone for their participation.

References

- [Case handling for civil society organisations \(CSOs\) in Nigeria](#)
- [Consent and confidentiality in Nigeria](#)
- [Receiving and responding to a report of sexual abuse, exploitation or sexual harassment \(SEAH\) in Nigeria](#)



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