

Unit 332 1.6

Challenging situations scenarios

The scenarios included in this resource were collected from all centres during the Autumn 2025 network events. They are not mandatory but can be used to support Unit 332 1.6, where learners should reflect on each situation and link their responses to relevant policy, legislation, guidance, and best practice.

Each centre should decide on the **number of challenging situations** they want learners to cover. Learners are also encouraged to include any **real-life experiences** they may have encountered during their work placement experience.

This reflective activity can also provide evidence towards Unit 332 1.11. Engaging with these scenarios is excellent preparation for learners before completing formal reflections required in the structured tasks of practice units.

Safeguarding

- You notice a staff member leaving a child unattended on the playground while they check their phone. What should you do?
 - A child makes a disclosure about being hurt at home. What is your immediate response?
 - You suspect neglect because a child frequently arrives hungry and tired. What should you do?
 - You notice a safeguarding concern but hesitate to report it because you know the family. What should you do?
 - Someone unknown to the setting arrives to collect a child. How do you respond?
 - A parent arrives under the influence of alcohol or drugs to collect their child. What should you do?
 - You see an intruder in the setting. What steps should you take?
 - Your setting has no lockdown procedure, and a security incident occurs. What should you do?
 - You know a child personally and suspect they may be at risk at home. What steps should you take?
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✓ Professional Boundaries & Conduct

- A parent asks you to babysit their child outside work hours, but the setting has a policy against personal relationships with families. What should you do?
 - A parent asks you to attend their child's birthday party. How do you respond according to professional boundaries?
 - A parent sends you a friend request or contacts you on social media about an issue in nursery. How do you respond?
 - A colleague posts on social media: 'The kids have driven me mad today, pass the wine,' referring to children at the setting. What should you do according to setting policy?
 - You are asked to share your personal phone number with a parent. What should you do?
 - You overhear staff gossiping about a family. How do you handle this professionally?
 - A colleague shares inappropriate jokes about children. How do you respond?
 - You see your mentor drunk in a bar outside of work. How do you handle this situation professionally?
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✓ Role Boundaries & Placement Issues

- A staff member frequently asks you to supervise children alone, which is beyond your role. How do you respond?
 - A staff member repeatedly asks you to take on tasks beyond your role, like supervising alone or changing nappies. How do you respond?
 - A new student is asked to change a baby's nappy unsupervised without training. What should they do?
 - You misunderstood instructions for an activity, and the teacher was abrupt, creating an awkward atmosphere. How do you resolve this professionally?
 - Other staff members are socialising and discussing work without including you, making you feel isolated. How do you address this professionally?
 - You are excluded from the staff room and feel isolated. How do you address this professionally?
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✓ Health & Safety

- You notice a gate outside is rusting and unstable during windy weather, but staff are unaware. What should you do according to health and safety guidance?
 - You notice cleaning chemicals left within children's reach. What do you do?
 - A fire exit is blocked by equipment during an activity. How do you respond?
 - The setting uses the same chopping boards for all snacks, but a child has a severe allergy. What should you do?
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✓ Behaviour Management

- A staff member says you are 'too soft' with children and need to be stricter. How do you respond?
 - Two staff members argue about handling a child's behaviour in front of the children. How should you act to maintain professionalism and safeguard children?
 - A child uses racist language. How do you handle this?
 - A child spits during an activity. How do you respond?
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✓ Equality, Diversity & Inclusion

- How would you ensure LGBTQIA+ families feel included in your setting?
 - You notice differing religious beliefs among staff and families. How do you ensure respectful language and inclusion?
 - A child with SEND is excluded from a group activity. How do you adapt the activity to ensure inclusion?
 - A parent expresses discriminatory views about another family. How do you respond professionally?
 - You notice resources in the setting do not reflect cultural diversity. How do you address this?
 - How do you support children with hidden disabilities?
 - Children in care – how do you support them?
 - A child in your care experiences bereavement. How do you support them?
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✓ **Parent & Family Interactions**

- A parent insists their child should bring a toy from home, despite the setting's 'no personal toys' policy. They become frustrated when reminded of the rule. How do you handle this situation?
 - A parent complains because you used medical terms for body parts instead of colloquial terms. How do you respond professionally?
 - A parent claims their child was neglected after being hurt in the playground. How do you respond according to safeguarding and complaints procedures?
 - A parent is angry because their child's coat is lost and demands to enter the setting to search. How do you respond?
 - Parents disagree on how to manage their child's behaviour. How do you handle this professionally?
 - A parent insists their child is fine to return after vomiting yesterday, despite it being 24 hours. How do you respond?
 - A child's parent is in jail. How do you support the child?
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✓ **Data Protection & Reporting**

- You see a child's personal file left open on a desk. What should you do?
 - A parent asks for information about another child. How do you respond?
 - You witness an accident, but the accident form contains inaccurate information. How do you respond?
 - You are asked to sign a medication witness form, but you weren't present when it was administered. What should you do?
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✓ **Professional Development & Inspection**

- You suggest a new way to engage children, but a senior staff member dismisses your idea, saying, 'You're just a student.' How do you respond professionally?
- ESTYN/CIW inspectors arrive at your setting. How do you prepare and respond professionally?