



## Welcome on board the CocoRio team!

To register as a sitter, please follow this link: [www.CocoRio.co.uk](http://www.CocoRio.co.uk). Once you have verified your email address and we have approved your profile, you will be able to explore the following features:

The top right menu (three lines) allows you to:

1. Update your **Availability**

Please fill in your availability for the current week as well as the one after (be as accurate as possible). On each day you are available, you must select each available hour. At the end of each week, you can then copy the previous week's availability or re-enter a whole new one. At the moment, there isn't an option to edit entered availability but we are working on this! So try not to make any mistakes. However, if it happens, just reject any jobs for which you aren't available anymore :)

If you find this too difficult and would rather always show as 'available', please contact us at [info@cocorio.co.uk](mailto:info@cocorio.co.uk)

2. Browsing the **Sitters Area** including Important Information, CocoRio Activity Pool, Guidelines for working with different age groups, Infant First Aid refresher guidelines and our CocoRio Songbook

Please read the Important Information and Age Group Guidelines thoroughly before your first session as a CocoRio sitter. Please also attend a First Aid course if you haven't yet done the training, [here](#) is a free online resource. We suggest you have a refresher every year. Feel free to have a look at our Activity Pool, download our Songbook (you can use it in your sessions!). And please let us know of any activity you would like to add to the Activity Pool.

Clicking the profile icon next to your name, takes you to your Dashboard. There you can see and update your details and view any bookings.

**Please update your details** as below (all fields are compulsory but we will only touch on the not-so obvious ones here):

- Please change your **profile picture** to a smiling headshot!
- NB: You can't change your **email address** as it acts as a login for you, so if you need to change your email address you will have to re-register. Please let us know if that is the case.
- Select available **locations**. Don't forget to add 'Online' as a location if you are available for remote sessions.

- **Upload a copy of your Enhanced DBS check and First Aid Training certificate**
- For the **Creative Expertise** section, please write a short sentence to explain what you do.
- Please tick all **Age-groups** you feel comfortable with and have experience working with
- Please tick **Enhanced DBS check** and **First Aid Training** if you have both. If you have not done any First Aid Training, please complete [this online course](#) before your first session as a CocoRio sitter (although we will accept all recognised training). You can read some guidelines in the Sitters Area to get an idea of what infant first aid entails - note this is a refresher and does not substitute completing the online course
- Please select any **Languages you speak** (including English) and matching level as below:

In order to match families with the perfect sitter, it is extremely important to input your language level correctly. If you know your CEFR level (A1 - C2), please fill in as indicated below. Please only input Native if that is your first language.

Beginner A1, A2

Intermediate B1

Conversational B2 -C1

Advanced C2

If you don't know your level, please use the infographic on the next page

# CEFR LEVELS

## BEGINNER (A1 AND A2)

- Can take part in basic, factual conversations. For example, 'Where does your rabbit live?' 'It lives in my garden.'
- Can write a short letter with basic factual information. For example, their name, age, where they live, etc.



### In a shop

Can ask for what they want and exchange basic information with other customers. For example, who was first in the queue.

## INTERMEDIATE (B1)



- Can take part in a casual conversation for a reasonable period of time. For example, 'How was your camping holiday this year? Did you get washed away in all that rain?' 'When we got there the campsite was closed because of flooding. But we were really lucky – the holiday company offered us a cottage instead for the same price.'
- Can write simple letters stating facts and events.'

### In a shop

Can go to a counter service shop (where goods are not on display) and ask for most of what they want.

## CONVERSATIONAL (B2 AND C1)

- Can take part in conversations on a range of topics. For example, conversations about events currently in the news.
- Can write letters expressing opinions and giving reasons



### In a shop

Can bargain for what they want and ask effectively for a refund or exchange an item.

## ADVANCED (C2)



- Can take part in conversations on a range of abstract topics with a good amount of fluency and a variety of expressions.
- Can write letters on any subject with good expression and accuracy.

### In a shop

Can deal with complex and sensitive transactions.

If you input Advanced level on a language, the CocoRio team will be in touch to give you a language test.

- Select as many Skills as you have

Make sure to select the more general one as well as specific ones (for example *Singing* as well as *Singing: Opera*). Please let us know if one of your skills aren't listed and we will ask our developers to add them to the list.

- It's important you input your bank details - otherwise we will not be able to pay you!

Now just turn your email notifications on your phone and you are ready to go!

## Bookings

You will be notified of bookings via email if they are requests coming directly from the website or through us. We may also call you from our landline if we need an urgent reply. Please ensure you save [info@CocoRio.com](mailto:info@CocoRio.com) to ensure no booking request or confirmation goes to your spam folder.

Please answer any booking request promptly, as this smoothes the booking process on the clients' end. If you have any questions, please contact us on 0208 126 5577 or on [info@CocoRio.com](mailto:info@CocoRio.com).

Process:

- You will be notified when a client has requested you for a session
- You will then accept or reject the booking
- If you accept, you will receive a booking confirmation once the client has paid
- If this is your first session with this client, you will be required to phone the client to introduce yourself and find out exactly what their expectations are so you can plan accordingly and deliver the best possible service
- If you reject, you will receive no further communication for this booking

**Online bookings:** If you are requested for an Online Job, the location will show as 'Online'. Please click on More Info and add the Zoom link, password and meeting id/skype username/google hangouts link in the 'Online call information' box so the client knows where to meet.

If it is the first time you work with the given client, please make sure that you still give them a call in advance before the session so as to understand requirements and expectations and prepare the session. This time, you will also have to ask them their preferred online sessions, between Zoom, Skype, Google Hangouts, Microsoft Teams or more! Then it is your responsibility to familiarise yourself with the platform. If the client doesn't have a strong preference, we recommend using Zoom as we have an extensive guideline and can provide support.

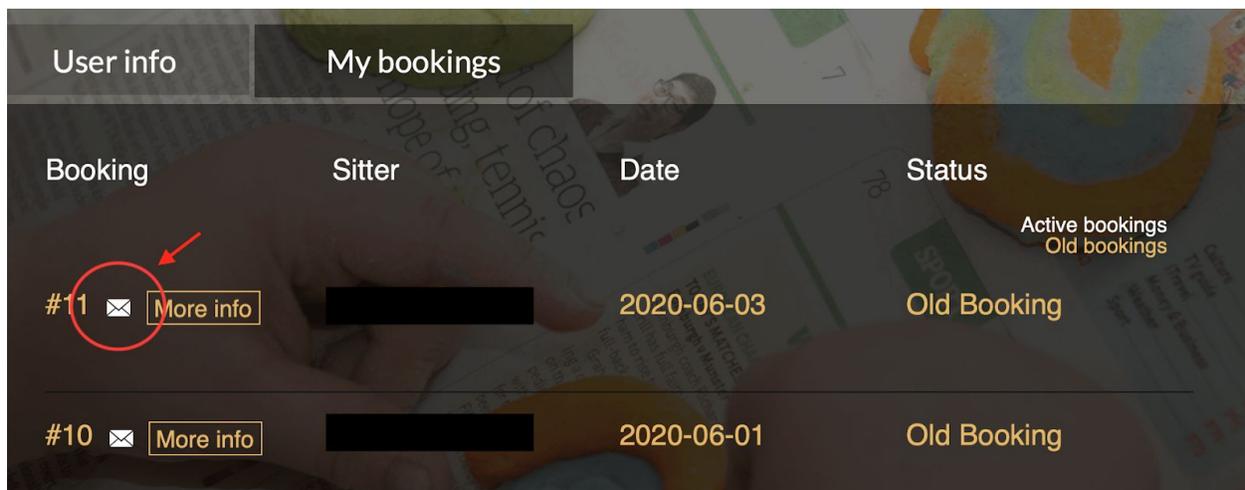
Please read the Online One-to-one session guidelines in the Appendix.

### Communication with the Family

Once an online booking has been confirmed, it is your responsibility to get in touch with the family to ensure you are aware of their expectations for the session.

Process:

- Click the envelope on the left of the booking
- A messaging window will open
- Introduce yourself and request a phone number so you can give the family a call to find out exactly what they expect from the session
- The family will then be able to respond to your message - their answer will go directly to your inbox



You can then use this function for any further communications including sending homework if applicable, reminders of materials needed for the session etc. Simply click on Choose File to attach any material.

### Communication with CocoRio/Best practice

If bookings don't go through the website but through CocoRio agency - mediating between you and your client, you are responsible for keeping your availability updated on the website and for keeping us posted about it for recurring sessions. Make sure to provide the agency with any materials needed by the clients.

If you need to cancel a session at the last minute, please do so as soon as possible and send an email with an Urgent subject line, as well as call us on our landline 0208 126 5577. During out-of-office hours (evenings and weekends), you can also call/ message Corinna directly on her phone if it's urgent (07518592935).

Please don't call/email the agency during the weekend unless it's an urgent matter.

## New Job Guidelines

Please read this guidance carefully before visiting a new family. Please, note that these rules apply to all following sessions with the family as well.

### General

- Make sure to study your itinerary and arrive at the session's address on time. You should try to arrive 15 minutes early to your appointment, especially if it's the first time visiting a family in case there are any problems finding the address, traffic, etc.
- It's essential that you are contactable at all times in the hours preceding a confirmed job, in case the family has any communication for you or there is a last minute cancellation, etc.
- Make sure you bring a functioning charged phone to jobs and do not hesitate to contact us if there are any issues (e.g. address is wrong, emergency, etc). We are always here to answer your calls - even during weekends and evenings. This is CocoRio's number - make sure to save it: 020812 65577
- For online sessions: please start the Zoom call a few minutes early, make sure you have a good internet connection
- During a zoom session, ensure you establish a good relationship with the family, the same way you would if you were meeting them in person
- Report any injuries/health symptoms of the child to the family and to us
- If the child behaves in a concerning manner or says something concerning, please let us know<sup>1</sup>
- If the parent/guardian says or does anything concerning, please let us know<sup>2</sup>

### Social skills & presentation

- Make sure to liaise with the family as professionally and politely as possible (in person and online) and do not hesitate to ask them questions about the job, children's routine, health and safety, etc
- Cleanliness and personal hygiene are required from all our sitters during all jobs
- You are representing CocoRio at all times when working with a family, so make sure you embrace our values: Approachable, Trustworthy, Sustainable and Diverse
- If the family gives you petty cash for a specific purchase (snacks, tickets for a show, etc), make sure to spend it for that purpose only and bring the family a receipt for every purchase.
- If the family ask you to do a task you are not comfortable with, please let us know so we can discuss it with you and the family and come up with the best possible arrangements

---

<sup>1</sup> Concerning behaviours can take many forms. If you feel something isn't "right", please let us know at your earliest convenience and do not ask any leading questions to the child and/or guardian

<sup>2</sup> Concerning behaviours can take many forms. If you feel something isn't "right", please let us know at your earliest convenience and do not ask any leading questions to the child and/or guardian

- Always ask the family if you are unsure about any instructions they have given you. Ask for feedback at the end of the first session and as often as possible
- Ensure you use appropriate language when speaking with children, do not encourage rude language or general rude/mean/bullying behaviour

#### Covid Specific

- Bring a change of clothes to change into once you have washed your hands - especially if you are travelling by public transport
- Wash your hands before, after and during the session thoroughly and regularly
- Bring with you hand sanitiser and ask the family what they would like you to use to sanitise equipment used (toys, etc).
- Social distance with the adults in the family if possible, but you are not required to do so with the children as it's almost impossible to care for them and make the session fun. Social distance with children if required by the family and possible in that specific situation.
- Make sure to follow the government's advice and to contact us if you or someone in your household have any COVID-19 symptoms or you are told to self isolate

#### After the session

- Please let us know how the session went, via phone or email and anything that we should know about the family's requirements. If the family approaches you directly for a job, you are contractually obligated to let us know
- Invoice us for the worked amount. Payments are on the last Friday of each month. On invoices, make sure to include invoice number and date, your full name, bank details and address and include a breakdown of the hours worked during that month including dates and rate and client's name.

#### What is Creative Child Care

CocoRio provides creative professionals and educators with flexible temporary side jobs where child care and creativity are equally important. Our aim is to tailor each session to each family's requirements so listening to their needs and adapting your sessions to each situation is very important. If you have any questions regarding the session, the age-group, or anything else, please let us know at any point. We are always happy to brainstorm ideas with you and support you.

#### **Appendix**

##### ONE TO ONE ONLINE SESSIONS

##### Preparation:

- **Familiarise yourself with online platform** chosen by the family, create account if necessary and send meeting info to [family/info@CocoRio.com](mailto:family/info@CocoRio.com) –Zoom, Skype, Google Hangouts etc

- **Check Wi-Fi connection**
- **Plan session** according to information provided about children and their age range and prepare multiple activities – CocoRio (0-5 year olds), RocketTunez (6-10 year olds), FineTunerz (11-15 year olds) - see our '[Age group guidelines](#)' on the sitters' area  
**NB. CocoRio age range will need many activities to stay engaged, so it's very useful to have extra activities ready.**
- **Make a list of materials** if applicable, and notify the family prior to the session (how to communicate with families is outlined below) – keep it simple to avoid confusion for families.

#### 5/10 mins before the session:

- **Log in** to online platform using personal account—it sounds obvious, but not doing so will create password confusion, particularly with zoom
- **Re-send meeting ID and password** to family.

#### During the session:

- **Introduce yourself** with your name/stage name, if it's the first session
- **NB. Parents will most likely be present**
- **Stick to 40-minute duration**
- **Play any music through your device** and use zoom's share audio tool. This will greatly improve the quality of sound.

#### 5 mins before the end of the session:

- **NB. As above, it is important to leave 5 minutes at the end of the session to wrap up. Zoom automatically cuts off after 40 mins, so running over isn't an option!**
- **Chat about homework** (if applicable) with child and parent if present
- **Tell them about the "Bring a friend for half price" deal**– not necessary if it is a repeated session. Friend can email [info@CocoRio.com](mailto:info@CocoRio.com), giving name of who recommended them to get deal

### **ZOOM SPECIFIC UPDATES**

- Zoom has recently changed its rules regarding passwords several times.
- By default, Zoom embeds an encrypted version of your password into the meeting link (a long string of letters after 'pwd='). Please make sure you send us this type of link, as a shorter one might require a password to be added further down the line.
- If delivering a recurring session and therefore use a recurring zoom meeting, it's a good idea to refresh your room IDs every now and again, to avoid extra passwords being added.

- We still always recommend keeping the waiting room feature switched on so that you can check the attendee before they enter the room.
- You can reduce your admin by scheduling a handful of different recurring rooms in Zoom with 'No Fixed Time'. This will reserve these meeting links for your exclusive use at all times of the day, so you can then use any of these links on your classes as and when you want.

