



# Employer Handbook

Guidance for Supporting Learners  
in the Workplace 2016-17

[www.achievementtraining.com](http://www.achievementtraining.com)

## WELCOME TO ACHIEVEMENT TRAINING

Achievement Training recognises that individuals and groups in society have been and are discriminated against on the basis of their age, disabilities, ethnic origin / culture, gender, gender reassignment, religion/beliefs and sexuality. We are aware that this discrimination may be direct or caused by attitudes, practices and structures that have discriminatory effects.

We are committed to creating an entirely non-discriminatory environment for both study and work and to being an equal opportunity employer.

All employers need to be aware of appropriate guidelines and behaviour in the workplace. Learners come under the same safeguarding procedures as any young person under the age of 18 (or 19 whilst in education).

Where a learner is classed as vulnerable due to additional learning, social, mental health or disability need, the age of the learner is no longer relevant. Employers also have a duty of care to all their employees, regardless of age.

## POSSIBLE WARNING SIGNS OF EMPLOYEES' LACK OF EMOTIONAL HEALTH AND WELL-BEING

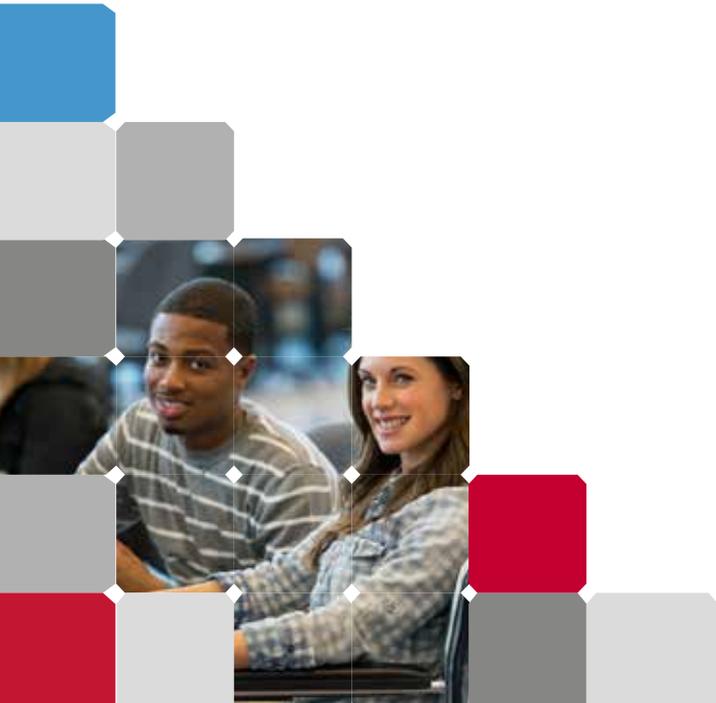
One of the reasons that you have happy, hardworking employees is because they are emotionally healthy. This is when they are generally happy in and outside of their working lives. When this is not the case, it can have a negative impact on their efficiency as an employee, affecting them and ultimately you as their employer, because their work suffers.

### POSSIBLE WARNING SIGNS

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- Appearing more tearful
- Appearing restless
- Becoming easily annoyed
- Daydreaming
- Drop in personal hygiene
- Drop in standard of work.
- Financial difficulties
- Lacking energy or tiredness
- Lack of confidence
- Lack of interaction in the workplace
- Low self esteem
- Not wanting to do things they usually enjoy
- Not wanting to talk or be with people
- Physical marks
- Turning up late
- Unexplained absences from work
- Unusual behaviour
- Using excessive amounts of alcohol



## BRITISH/MORAL VALUES

Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but recognises that their needs are met in different ways. Equality focuses on those areas covered by the Equality Act 2010:

- Democracy
- The rule of law
- Individual liberty
- Tolerance of those with different faiths and beliefs

## WHAT IS EQUALITY?

Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but recognises that their needs are met in different ways. Equality focuses on those areas covered by the Equality Act 2010:

- Age
- Disability
- Ethnic background
- Gender
- Gender reassignment
- Marital status
- Pregnancy and maternity
- Religion or belief
- Sexuality



## WHAT IS DIVERSITY?

Diversity is about valuing individuals' differences. So 'diversity' is much more than just a new word for equality. A diverse approach aims to recognise, value and celebrate differences.

<b>DISCRIMINATION</b> <i>Where a person or group are treated differently than another.</i>	<b>RACISM</b> Hatred or intolerance of another ethnic group or groups.
<b>PREJUDICE</b> A usually negative judgement or opinion formed beforehand of a particular type of person or group.	<b>BULLYING / HARASSMENT</b> To continually cause hurt to another person/s either physical or emotional, inflicted by one person or a group.

**Discrimination can happen to anyone or anywhere. It should not be accepted in the workplace, education or anywhere else.**

## CHILD/ADULT PROTECTION & SAFEGUARDING

We at Achievement Training are committed to supporting all our learners to feel safe.

Child Protection/Safeguarding of Adults and Young People covers a range of issues around people's safety, including abuse, radicalisation, bullying etc – a very sensitive issue to cope with.

Whatever our personal views and opinions, as an employer you should be aware of these issues and be ready to deal with it in an appropriate and safe manner.

THE FOUR MAIN CATEGORIES OF ABUSE ARE:			
PHYSICAL	EMOTIONAL	SEXUAL	NEGLECT

We all have a responsibility to promote the safeguarding, health and well being of vulnerable adults and young people.

Abuse is mistreatment by any person that causes another to suffer. The abuse can vary from treating someone with disrespect, in any way which negatively affects their quality of life, to causing actual physical harm.

THESE CAN ALSO BE CLASSED AS ABUSE		
DOMESTIC VIOLENCE	BULLYING	CYBER BULLYING
FINANCIAL ABUSE	DISCRIMINATORY ABUSE	SELF NEGLECT

## ABUSE CAN HAPPEN TO ANYONE!

Abuse still happens as far as we know to a very small minority. The chances are that you will not come across it; however it should be comforting for you to know how to act if you do.

If you require any further information regarding adult/child protection and safeguarding, have any concerns about a student or employee or just need someone to talk to about any of these issues, we are here to support you - our contact details are on the back page.

## PREVENT (Safeguarding Vulnerable People at Risk)

Prevent is part of the UK's counter terrorism strategy, trying to prevent people from becoming involved in or supporting terrorism. Prevent is about safeguarding learners/employees to keep them both safe and within the law. The Prevent Duty is not about preventing People from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist ways.

## SUPPORTING EMPLOYEES' CONFIDENCE AND SELF ESTEEM

Working with and supporting people who have been unemployed for some time or young people who have not had too much experience in the workplace is a skill.

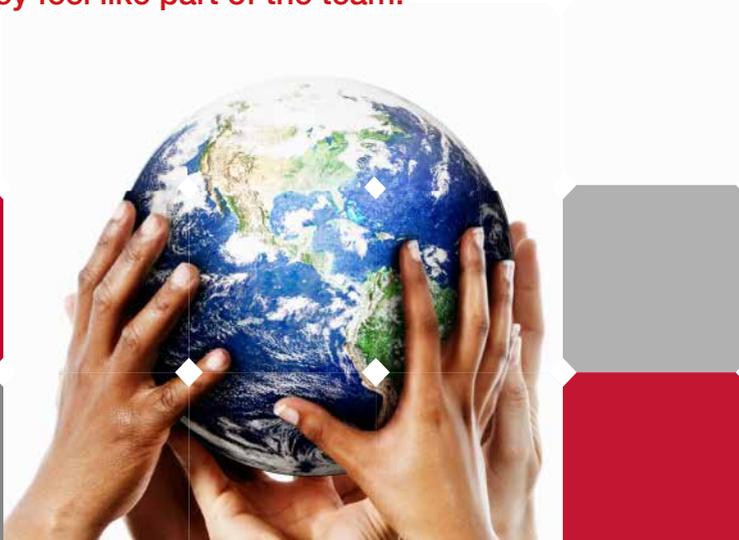
How do we communicate to build rapport? Take a genuine interest in getting to know what's important to the other person. Start to understand them rather than expecting them to understand you first.

A lot of people we work with may not have been employed before or may find it difficult to build positive relationships in the workplace because of low confidence or self esteem.

Helping these employees stay focussed and develop means we have to make sure our own behaviour is supportive. Finding common ground is a key part of building rapport with people. If we just lecture or patronise, barriers may be created that can be difficult to break down. Another key component in building rapport is our own listening skills, many people do not feel listened to and once a person gets the idea they are not being valued you can face an uphill task. Pre-judging someone from a negative viewpoint can mean we do not pay much attention to what they are saying. Effectively we have written them off prematurely and do not actively listen to them.

By showing an understanding of your employees it will hopefully enable a positive learning and working environment for all parties. Not only are you building trust, you could also be gaining fresh ideas that may enhance your business.

**Everyone works more effectively when they feel like part of the team!**



## HOW CAN YOU HELP?

As well as supporting people to develop in the workplace, there may be individuals who you are worried about, perhaps because they are showing some of the warning signs mentioned previously.

Your part in supporting these people may vary depending on your professional role, your relationship with the individual concerned and other support available. However, the following information may be helpful:

People can be generally reluctant to seek help from others, including professionals, because of embarrassment, not feeling understood and believing that no one can help. People value being listened to in confidence by someone who is kind, caring, sympathetic, non judgemental and who does not patronise them. Asking open questions and taking time to listen to the person will help facilitate this.

By contacting us at Achievement Training regarding any concerns you may have about any of your employees, you can access confidential advice and guidance on steps we can take together to offer support.



If you have any questions regarding any of the issues mentioned in this booklet or any other queries please contact:

**Paul Ebanks - Learner Support on:**  
01752 202263/6 / 07497 413181



## IMPORTANT CONTACT PHONE DETAILS

Advice, information and support about services for children, young people, families who are vulnerable and at risk.

The Gateway: 01752 668000 Email: [gateway@plymouth.gov.uk](mailto:gateway@plymouth.gov.uk)

Advice and Assessment Service Children's Services: 01752 308600

Plymouth Out of Hours Service: 01752 346984

Email: [adviceandassessment@plymouth.gov.uk](mailto:adviceandassessment@plymouth.gov.uk) (Social Services)

Vulnerable Adults 01752 668000

ChildLine: 0800 1111

NSPCC Child Protection Helpline: 0800 800 500

Local Police, Central Referral Unit: 0845 6051166

PREVENT TEAM Telephone: 01392 452555 Email: [prevent@devonandcornwall.pnn.police](mailto:prevent@devonandcornwall.pnn.police)

Local police 101 Emergency call 999

Crimestoppers: 0800 555 111 [www.direct.gov.uk/reportingonlineterrorism](http://www.direct.gov.uk/reportingonlineterrorism)

## USEFUL ORGANISATIONS / LINKS FOR INFORMATION AND ADVICE

Citizens Advice Bureau: 0344 826 9717 / [www.plymouthcab.org.uk](http://www.plymouthcab.org.uk) 01752 254406

Family Information Services: 0344 411 1444 / [www.adviceplymouth.org.uk](http://www.adviceplymouth.org.uk)

FRANK: 0300 123 6600

Harbour: 01752 434343 / 434567

LGBT Pride in Plymouth: [prideinplymouth.org.uk](http://prideinplymouth.org.uk)

Mental Health support Plymouth and District Mind Association: 01752 512280

Email: [admin@plymouthmind.com](mailto:admin@plymouthmind.com)

Plymouth & Devon Racial Equality Council: 01752 224555

[plymouthanddevonrec.org.uk](http://plymouthanddevonrec.org.uk)

Plymouth Online directory: [www.plymouthonlinedirectory.com](http://www.plymouthonlinedirectory.com)

Routeways: 0800 783 4259 [www.routeways.org.uk](http://www.routeways.org.uk)

Young people's service The Zone: 01752 206626 [enquiries@thezone.co.uk](mailto:enquiries@thezone.co.uk)

Paul Ebanks - Learner Support on:

Tel: 01752 202263 Mob: 07497413181

[paulebanks@achievementtraining.com](mailto:paulebanks@achievementtraining.com)

Achievement Training Safeguarding Officers

Paul Ebanks, Linda Friend, Jackie Vincent

Phone: 01752 202263/6 Mobile: 07497 413181

Email: [safe@achievementtraining.com](mailto:safe@achievementtraining.com)