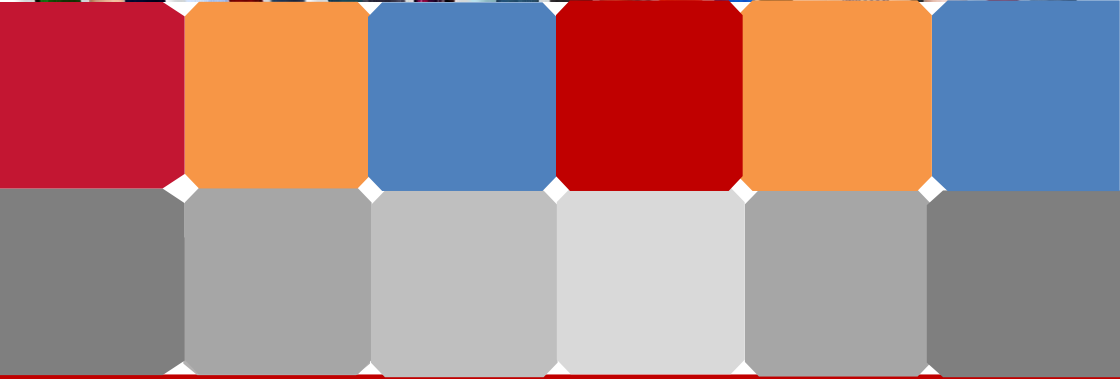




achievement  
training<sup>ltd</sup>



**Employer Handbook**  
Guidance for Supporting Learners  
in the Workplace 2017-18  
[www.achievementtraining.com](http://www.achievementtraining.com)

## WELCOME TO ACHIEVEMENT TRAINING

We are committed to creating an entirely safe, non-discriminatory environment for both study, work and to being an equal opportunity employer. All employers need to be aware of appropriate guidelines 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.

### HOW YOU CAN 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 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, empathetic, non-judgmental and who does not patronise them. Asking open questions and taking time to listen to the person will help facilitate this. You can contact 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.



## SIGNS OF AN EMPLOYEE'S LACK OF EMOTIONAL 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 can also suffer.

### POSSIBLE WARNING SIGNS

- Appearing restless
- Becoming easily annoyed
- Daydreaming
- Drop in standard of work
- Financial difficulties
- Continually turning up late
- Lacking energy or tiredness
- Lack of confidence/low self-esteem
- Lack of interaction in the workplace
- Unexplained absences from work



## 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 very important. 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 focused and develop we have to make sure our own behaviour is supportive. If we just lecture or patronise, barriers may be created that can be difficult to break down. A key component in building rapport are 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.

By showing an understanding of your employees it will hopefully enable a positive learning and working environment for all. Everyone works more effectively when they feel like part of the team!

## EQUALITY AND DIVERSITY

**Equality** is about ensuring 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
- Sexuality
- Religion or belief



**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> Where a person or group are treated differently than another.	<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.

## BRITISH/MORAL VALUES

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

## 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.

## SAFEGUARDING /CHILD /ADULT PROTECTION

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. and can 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
THESE CAN ALSO BE CLASSED AS ABUSE			
DOMESTIC VIOLENCE	BULLYING	CYBER BULLYING	
FINANCIAL ABUSE	DISCRIMINATORY ABUSE	SELF HARM	

## 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.

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.



## 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

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 & District Mind: 01752 512280

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

Plymouth & Devon Racial Equality Council: 01752 224555 [plymouthanddevonrec.org.uk](http://plymouthanddevonrec.org.uk)  
[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)

## ACHIEVEMENT TRAINING

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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)