



achievement
training^{ltd}

Employer Handbook
Guidance for Supporting
Apprentices and Learners
in the Workplace 2018-19
www.achievementtraining.com





WELCOME TO ACHIEVEMENT TRAINING

We are committed to creating an entirely safe, non-discriminatory environment for both study and work, plus 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 and you can access confidential advice and guidance on steps we can take together to offer support.



SIGNS OF AN EMPLOYEES LOW MENTAL HEALTH or 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.

POSSIBLE WARNING SIGNS

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

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 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 first 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 is 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 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 & Maternity

Sexuality

Religion or non-belief

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

BULLYING / HARASSMENT: to continually cause harm to another person(s) either physically or emotionally.

DISCRIMINATION: Where a person or group is treated differently than another, based on the protected characteristics above.

PREJUDICE: a usually negative judgement or opinion formed beforehand of a particular type of person or group.

RACISM: Hatred or intolerance of other ethnic group or groups.

BRITISH/MORAL VALUES

- Democracy
- The rule of law
- Individual Liberty
- Tolerance of different faiths, beliefs and non-beliefs

PREVENT (Safeguarding Vulnerable People at Risk)

Prevent is part of the UK's counter terrorism strategy, to prevent vulnerable people from becoming involved in or supporting terrorism, It is about safeguarding people 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

Achievement Training is committed to supporting all our learners to feel safe.

Child Protection/safeguarding of vulnerable young People and adults and covers a range of issues around people's safety, including abuse, radicalisation, bullying etc. and can be 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 way.

The four main Categories of abuse are:

- Physical
- Emotional/Psychological
- Neglect
- Sexual

These can also be classed as abuse

- Domestic Violence
- Bullying
- Harassment
- Financial
- Discriminatory

Anyone can be vulnerable!

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.

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.

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.



IMPORTANT CONTACT PHONE DETAILS:

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

Plymouth City Council, the Gateway: Public 01752 668000

Professionals 01752 307160 email: gateway@plymouth.gov.uk

Plymouth City Council: Multi-Agency Hub on 01752 305200 (or 01752 346784 out of hours) or email multiagencyhub@plymouth.gov.uk.

Advice & Assessment Children's Services: 01752 668000

e-mail: AdviceandAssessment@plymouth.gcsx.gov.uk.

Vulnerable Adults Referrals Plymouth City Council: 01752 668000

Police abuse investigation unit: 01752 284522

Child Line: 0800 1111

NSPCC: 0808 800 5000 email: help@nspcc.org.uk

Devon & Cornwall Police Prevent Team 01392 452555

Anti-Terrorist Hotline: 0800 789 321

USEFUL ORGANISATIONS / LINKS FOR INFORMATION AND ADVICE

Citizens Advice Bureau: 0344 826 9717 / www.plymouthcab.org.uk 01752 254406

Family Information Services: 0344 411 1444 / www.adviceplymouth.org.uk

FRANK: 0300 123 6600

Harbour: 01752 434343 / 434567

Intercom Trust: 0800 612 3010 www.intercomtrust.org.uk

Mental Health support Plymouth & District Mind: 01752 512280

e-mail: admin@plymouthmind.com

Plymouth & Devon Racial Equality Council: 01752 224555

www.plymouthonlinedirectory.com

Young people's service The Zone: 01752 206626 enquiries@thezone.co.uk

ACHIEVEMENT TRAINING

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