



achievement  
training<sup>ltd</sup>

# Learner Handbook

## 2018-19

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





## **PERSONAL SUPPORT / HEALTH & WELL BEING**

Achievement Training offer support to all our learners on a pastoral basis and we do whatever we can to enable you to complete your course.

If you have any difficulties that affect your life inside or outside of your education, if you need any advice, guidance or would like individual one off or continued support, please let us know.

We offer you support with individual difficulties such as low self-esteem, low confidence, physical or mental health, drugs or alcohol misuse, bullying, housing, finance, relationships and sexual health or anything that is affecting your life.

We offer a full range of mentoring, advice and guidance. We can just listen to when you need to talk or can refer or signpost you to appropriate support organisations for additional help.

***Anything bothering you is worth talking about!***

Contact Paul Ebanks (Learner Support) on: 01752 202263

Mobile: 07497413181 or e-mail: [paulebanks@achievementtraining.com](mailto:paulebanks@achievementtraining.com)

## **SAFEGUARDING AND CHILD/VULNERABLE ADULT PROTECTION**

Achievement Training is committed to helping you feel safe; if you have any concerns about your own safety of anyone else's please let us know. Abuse is mistreatment by any other person or persons that causes another person or person's significant harm.

The abuse can vary from significantly affecting someone's quality of life by treating them with disrespect, to causing actual physical suffering.

Abuse can be Physical, Emotional, Sexual or Neglect. Domestic violence, bullying; cyber bullying, financial abuse and self-harm are also classed as abuse.

***Abuse or harm can happen to anyone!***





## SAFEGUARDING INFORMATION

### **PREVENT** (safeguarding vulnerable people)

Prevent is part of the UK's counter terrorism strategy, preventing people from becoming involved in or supporting terrorism.

**Radicalisation:** The process where someone is exploited and manipulated towards crime or terrorism, most often by someone else who has their own negative objectives.

**What to do:** If you are concerned about someone you know who may be displaying unusual behaviours, they may be having problems at home or other personal issues, this could mean that they could benefit from support.

**Behaviours:** If you are concerned, it is usually as simple as a gut feeling that a friend might be in need of some support or help.

Talk to someone for support.

***While the risk of someone being radicalised is very rare, it's not one we can totally ignore!***

## SUSPICIOUS ITEMS

### **H.o.t or H.o.t.t procedure hidden, obvious, typical, threat**

A suspicious item is one that has unusual appearance or placement and looks out of place.

- **Hidden** - i.e. placed where they will not be easily seen or noticed as unusual
- **Obviously** suspicious, not typical of what you would normally expect to find in that environment
- **Typical** of what you would normally expect to find in that environment - If you are concerned that an item might be suspicious please contact a member of staff immediately
- **Threat**

Note: If the item is believed from the outset to pose an immediate threat to life, police advice will be to move people at least 100m away.

**Remember a threat of this kind is highly unlikely!**



## What to do in the unlikely event of a terrorist attack:



Firearms and weapons attacks are very rare, having a plan and being conscious of your surroundings when out and about will help you stay safe and could save your life. Guidelines to follow if you find yourself in a firearms or weapons attack.

**The current threat level for a terrorist incident in the UK is severe which means an attack is 'highly likely' and, however small the risk, it helps to be prepared if you find yourself in this situation.**

There are three key steps to keeping safe during an attack:

### **Run**

- If there is a safe route, run.
- Leave your belongings behind.

### **Hide**

- If you can't run, hide.
- Find cover
- Lock and move away from the door, barricade yourself in.
- Be very quiet and silence your phone.

### **Tell**

- Dial 999 when you are safe.
- Give your location and as much information as you can
- Can you safely stop others from entering the area?





## EMERGENCY LOCKDOWN PROCEDURES

In the event of an emergency, please follow the below procedures:

- Remain calm, immediately cease all activity and listen to instructions from staff.
- Stay low, away from windows and doors and barricade door(s) if possible; use furniture or desks as cover. Sit on the floor or crouch under or behind and bookshelves where possible, so as to be as invisible as possible.
- Immediately put all cell phones into "Vibrate" or "Silent" mode, be as quiet as possible.
- DO NOT respond to anyone at the door until an "all clear" text message is received or if you are certain it is safe to do so (i.e. if police are at the door).
- If you are outside of a building when a lockdown is announced, if it is safe to do so, run into the nearest building and follow the above lockdown instructions.
- Do not attempt to leave the building until told to do so by police or official personnel.

## Evacuation

Remember the chances of this happening is very small, however if an emergency were to occur for *anything else other than a fire*, the designated safe meeting point will be across the road outside of St Andrews Church.

### Achievement Training Safeguarding Officers

Paul Ebanks

Linda Friend

Jackie Vincent

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

Phone: 01752 202263/6 Mobile: 07497413181

Externally: PREVENT TEAM Telephone: 01392 452555

E-mail: [prevent@devonandcornwall.pnn.police.uk](mailto:prevent@devonandcornwall.pnn.police.uk)

Anti-terrorist hotline: 0800 789 321

Crime stoppers: 0800 555 111 Local Police: 101 Emergency calls: 999

[www.direct.gov.uk/reportingonlineterrorism](http://www.direct.gov.uk/reportingonlineterrorism)

[www.citizenaid.org](http://www.citizenaid.org)





## EQUALITY & DIVERSITY

**The Equality Act 2010** brings together many separate pieces of legislation into one single act. Combined, they make up a new act that provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. This act simplifies, strengthens and harmonises the current legislation to provide Britain with discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.



### **Equality Act 2010**

*Age*

*Disability*

*Ethnic background*

*Gender*

*Gender Reassignment*

*Marital status*

*Pregnancy & Maternity*

*Sexuality*

*Religion or non-belief*

The Equality Act sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation or failing to make a reasonable adjustment for a person with a disability.

**DISCRIMINATION:** Treating a person or particular group of people differently from others.

**PREJUDICE:** Usually a negative judgment or opinion formed beforehand of a particular type of person or group.

**RACISM:** Hatred or intolerance of another ethnic group or groups.

**STEROTYPING:** When people “label” a type of group or individual based on what they think the person or people should be like.

**DIVERSITY:** Diversity aims to recognise, respect and value people’s differences to contribute positively to our society and promote an inclusive culture for all.





## BRITISH VALUES

### THE MORALS AND PRINCIPLES OF LIFE IN BRITAIN

- Democracy
- The rule of law
- Individual liberty
- Tolerance of those with different faiths and beliefs/non beliefs
- Participation in community life

### TO:

- Improve your self-knowledge, self-esteem and self-confidence.
- Distinguish right from wrong and to respect British law.
- Accept responsibility for your behaviour and to show initiative.
- Contribute positively to your local community and society as a whole.
- Gain a broad general knowledge of and respect for public institutions and services in Great Britain.
- Further tolerance and harmony between different cultural traditions, to gain an appreciation for and respect for their own and other cultures.
- Encourage respect for other people, and have a healthy respect for democracy.





## MENTAL HEALTH

Being mentally healthy doesn't just mean that you don't have a mental health problem.

***We all have mental health!***

Some people call mental health 'emotional health' or 'well-being' and it's just as important as good physical health.

### *Common mental health difficulties:*

### *Affects approximately*

<b>Anxiety</b>	<i>4.7 in 100 people</i>
<b>Depression</b>	<i>2.6 in 100 people</i>
<b>Eating disorders</b>	<i>1.6 in 100 people</i>
<b>Mixed anxiety and depression</b>	<i>9.7 in 100 people</i>
<b>OCD</b>	<i>1.3 in 100 people</i>
<b>Panic disorder</b>	<i>1.2 in 100 people</i>
<b>Phobias</b>	<i>2.6 in 100 people</i>
<b>Post-traumatic stress disorder</b>	<i>3.0 in 100 people</i>

Stats: <http://www.mind.org.uk/>

Mental health is everyone's business. We all have times when we feel down or stressed or frightened. Most of the time those feelings pass, but sometimes they develop into a more serious problem and that could happen to any one of us.

Everyone is different. You may bounce back from a setback while someone else may feel weighed down by it for a long time. Your mental health doesn't always stay the same. It can change as circumstances change and as you move through different stages of your life.

Sometimes some of us might feel uncomfortable and don't talk much when we are feeling low. Many people don't even feel comfortable talking about their feelings. But it's healthy to know and say how you're feeling.

It is just as important to support those around you who maybe experiencing a period of low mental health.

If you or someone you know is having difficulties with their mental health go straight to your GP, a trusted professional or friend for support.

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)



## USEFUL INFORMATION

### Financial support

You may be eligible for support with travel costs, a meal allowance or support for equipment.

- 19+ Discretionary Learner Support Fund
- 19+ Loans Discretionary Learner Support Fund
- 16-17 Discretionary Support Fund
- 16- Traineeships Discretionary Support Fund

A vulnerable bursary is available to those who are in care or a care leaver.

For further information contact:

Paul Ebanks - Learner Funding Support

Phone: 01752 202263 Mobile: 07497 413181

E-mail: [dls@achievementtraining.com](mailto:dls@achievementtraining.com)

### The hourly rates are for the National Living Wage and National Minimum Wage

Year	25 and over	21 to 24	18 to 20	16 to 17	Apprentice
April 2018	£7.83	£7.38	£5.90	£4.20	£3.70

**Alcohol:** Men and women are advised not to regularly drink more than 14 units of alcohol per week.



**Sexual Health:** The C-Card is a condom distribution scheme aimed at 13-24 year olds living and working in Plymouth. Young people are seen and registered by a trained professional (under 16s will be assessed for competency to consent) who may then issue a C-card. The C-Card is recognised in over 50 places, this includes youth services, pharmacies, GP surgeries, clinics and more.

**Voting:** You need to be on the electoral register to vote in elections and referendums. You will need your National Insurance number or your passport if you're a British citizen living abroad.



## USEFUL TERMINOLOGY

**Child/Adult Protection:** Protecting children, young people or vulnerable adults who are suffering, or are likely to suffer, significant harm.

**Disability:** A physical or mental characteristic which means people find an alternative way of carrying out daily activities.

**Ethnicity:** The cultural characteristics that connect a particular group or groups of people to each other.

**Gender Reassignment:** A person may identify with gender characteristics other than those they were born with and may choose to change from male to female or female to male. This may be either by living as and being known by their chosen gender or by undergoing medical procedures, such as surgery or hormone treatment.

**Emotional Health and Well Being:** The combination of a person's physical, social, mental and emotional state.

**LGBT:** A term that collectively refers to people who are "lesbian, gay, bisexual, and transgender".

**Manipulation:** The process where a vulnerable person is exploited and groomed to commit extremist acts.

**Safeguarding:** Pro-active steps taken beforehand to try and reduce the possibility of harm or abuse.

**Sexuality:** A person's preference or orientation, for example homosexual, heterosexual, bi-sexual, pansexual or asexual.

**Trans:** An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gender-variant, cross dresser, genderless, agender, nongender, third gender, two-spirit, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.

[www.stonewall.org.uk/help-advice/glossary-term](http://www.stonewall.org.uk/help-advice/glossary-term)



## **SAFEGUARDING SUPPORT SERVICES**

**The Gateway:** Phone: 01752 668000

e-mail: [gateway@plymouth.gov.uk](mailto:gateway@plymouth.gov.uk)

**Plymouth Out of Hours Service:** 01752 346984

e-mail: [adviceandassessment@plymouth.gov.uk](mailto:adviceandassessment@plymouth.gov.uk) (Social Services)

**Child Line:** 0800 1111 **NSPCC Child Protection Helpline:** 0800 800 500

**Police:** 101 **Emergency:** 999

## **USEFUL ORGANISATIONS / LINKS FOR INFORMATION AND ADVICE**

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

**Citizens Advice Bureau:** 0344 411 1444 [www.plymouthcab.org.uk](http://www.plymouthcab.org.uk)

**FRANK:** 0300 123 6600

**Harbour:** 01752 434343 / 434567

**Kooth:** [www.kooth.com](http://www.kooth.com) (Free, safe and anonymous online support for young people)

**Qwell:** [www.qwellcounselling.com](http://www.qwellcounselling.com) (online counselling and well-being for adults)

**Intercom Trust:** 0800 612 3010 [www.intercomtrust.org.uk](http://www.intercomtrust.org.uk) (LGBT+ information)

**Mental Health support Plymouth and District Mind:** 01752 512280

e-mail: [admin@plymouthmind.com](mailto:admin@plymouthmind.com)

**Plymouth & Devon Racial Equality Council:** 01752 224555

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

**Routeways:** 01752 300700 / 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)

### **For further information please contact:**

Paul Ebanks - Learner Support: Tel: 01752 202263 Mobile: 07497413181  
[paulebanks@achievementtraining.com](mailto:paulebanks@achievementtraining.com) or [safe@achievementtraining.com](mailto:safe@achievementtraining.com)

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