Achievement Training

Employer Handbook

Guidance for Supporting Apprentices and Learners in the Workplace

Actively Transforming Lives

WELCOME TO ACHIEVEMENT TRAINING

This booklet aims to support all employers who have students, apprentices or volunteers in their workplace.

Learners come under the same safeguarding procedures as any young person under the age of 18 (or 19 whilst in education) and up to 25 years old if the young apprentice has an educational health care plan or additional needs.It will benefit you and your employees if you are aware of appropriate guidelines in the workplace.

EMOTIONAL WELL BEING

POSSIBLE SIGNS AN EMPLOYEE MAY NEED ADDITIONAL SUPPORT

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

- Unexplained absences from work
- Lack of confidence/low self-esteem
- Lacking awareness in work
- Low energy or tiredness
- Drop in standard of work
- Continually turning up late
- Financial difficulties
- Changes in behaviour
- Academic concerns

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.

There can be a reluctance to seek help from others, including professionals, because of embarrassment, not feeling understood and believing that no one can help.

We all 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.

SUPPORTING YOUR 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 your employees to 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 can enable a positive learning and working environment for all. Everyone works more effectively when they feel like part of the team!

EMOTIONAL HEALTH

Being mentally healthy does not just mean that you cannot get 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.

- Mixed anxiety & depression is the most common mental disorder in Britain, with 7.8% of people meeting criteria for diagnosis.
- 4-10% of people in England will experience depression in their lifetime. The poorer and more disadvantaged are disproportionately affected by common mental health problems and their adverse consequences.
- Mixed anxiety and depression has been estimated to cause one fifth of days lost from work in Britain.
- One adult in six has had a common mental disorder.

mentalhealth.org.uk/statistics/mental-health-statistics-most-common-mental-health-problems

If you have any concerns/queries regarding an employee's well-being please contact us at Achievement Training. Your concerns will be treated confidentially unless someone is at risk of harm. We will strive to do whatever is in everyone's best interests

SAFEGUARDING YOUNG PEOPLE AND ADULTS AT RISK

Achievement Training is committed to supporting all our learners to feel safe, with Child Protection/safeguarding young people and adults at risk.
Safeguarding is protecting a person's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect.
Whatever our personal views and opinions, as an employer you should be aware and be ready as you can be to deal with them in a safe way.

We all have a responsibility to promote the safeguarding, health and well-being of young people and adults at risk!

The main categories of abuse:

- Physical
- Emotional/Psychological
- Neglect
- Sexual

These are also forms of abuse:

- Domestic Violence
- Bullying
- Harassment
- Self-harm

ANYONE CAN BE AT RISK!

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 any safeguarding concerns, have any concerns about an apprentice/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 of this booklet.

SAFEGUARDING/PROTECTION SUPPORT SERVICES

- Plymouth City Council, Families First team on 01752 668000 (Urgent Safeguarding Calls) or email familiesfirst@plymouth.gov.uk.
- General Inquiries: Use 01752 308600 for advice and assessment during standard office hours.
- Children's Front Door Devon Child Protection: 0345 155 1071.
- Cornwall Child protection: 0300 123 1116 email: multiagencyreferralunit@cornwall.gov.uk
- Manage apprenticeships helpdesk: 08000 150600 or helpdesk@manage-apprenticeships.service.gov.uk
- Child Line: 0800 1111, NSPCC: 0808 800 5000 email: help@nspcc.org.uk

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.

What is radicalisation?

This is where someone has their vulnerability exploited to support extreme crimes or terrorism by a third party who has their own negative agenda. People might be at risk because of:

- Low self esteem
- Lack of knowledge
- Negative media stories
- Feeling socially excluded
- Distorted view of the world
- Additional mental health needs

That does not mean that having one or all of these characteristics or circumstances will drive someone to extremism.

What you can do.

We can all play a part in protecting people from being radicalised by being aware of how these things can make someone feel. This is important to being able to protect and support them.

Achievement Training Safeguarding Officers

Tel: 01752 202266 Email: safe@achievementtraining.com
PREVENT SUPPORT SERVICES
Police: 101 Emergencies: 999
PREVENT TEAM Telephone: 01392 452555
prevent@devonandcornwall.pnn.police.uk
Anti-terrorist hotline: 0800 789 321
Crime stoppers: 0800 555 111
www.direct.gov.uk/reportingonlineterrorism

Acts of Terrorism are still highly unlikely!

EQUALITY/EQUITY/DIVERSITY & INCLUSION

The Equality Act 2010 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.

- Age
- Disability
- Marriage or in a civil partnership
- Pregnancy or maternity
- Race including colour, nationality, ethnic or national origin
- Religion/belief or non-belief
- Sex
- Sexual orientation
- Transgender

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.

DIVERSITY:
Aims to recognise, respect and value people's differences to contribute positively to our society and promote an inclusive culture for all.

EQUALITY
Means each individual or group of people is given the same resources or opportunities.

EQUITY
Recognises that each person has different circumstances, and allocates the exact resources and opportunities needed to reach an equal outcome.

INCLUSION:
is to embrace all people irrespective of race, gender, disability, medical or other need.

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.

PRONOUNS

Pronouns are the words we use to refer to people when we're not talking directly to them, and they can be used instead of names in conversation.

Example of some of the pronouns used today.
He/Him She/Her She/They He/They They/Them
Xe/Xem Xe/They Ze/Zie/Hir Ze/Zie/They

Often, they have gendered implications when we use them.
Everybody has pronouns that they like to be called by, not just Trans and non-binary people. Some people may ask to be addressed with they/them/their pronouns, instead of he/him/his or she/her/hers.

Some of us believe that it is grammatically incorrect to use they/them/theirs to refer to a singular person, this is false. We cannot always tell someone's gender just by looking at them, and we know there are more genders than just "man" and "woman". Using they/them pronouns for people as standard before you know their gender or pronouns can be a useful way to avoid using the wrong pronouns by mistake.

How do I know someone's pronouns and gender?
If you're not sure of a person's gender, often you don't really need to know. If you are having a conversation with or about a person, it is polite to ask for a person's pronouns. You can ask the person privately "how would you like me to refer to you?" or "can I just check, what pronouns do you use?"

What if I make a mistake?
Everyone makes mistakes from time to time, it's just important that you acknowledge them and learn from them. If you make a mistake, acknowledge it, apologise quickly, correct yourself, and move on with the conversation, do not over apologise.

The person you have misgendered may be annoyed or angry, but these feelings are often not directed at you personally. Do not take these feelings personally but use it as motivation to try and do better next time.

ORGANISATIONS/LINKS FOR INFORMATION AND ADVICE

- www.plymouthonlinedirectory.com
- Citizens Advice Bureau: 0808 278 7910 citizensadviceplymouth.org.uk
- Devon Mind (mental health support) 01752 512280
- Email: hello@devonmind.com
- The Zone (early intervention and targeted health and social care supporting young people aged 13–25 Phone 01752 206626
- Harbour (drug and alcohol support advice) Phone 01752 434343
- www.talktofrank.com/contact-frank
- First Light (For those who have been affected by domestic abuse and sexual violence) 03458 12 12 12

OUT OF HOURS SUPPORT

- The Samaritans (24 hour free-phone helpline) 116 123
- Kooth (online counselling support for young people) www.kooth.com
- Qwell: Online counselling and well-being for adults Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm
- The mix: (Essential support for under 25s) www.themix.org.uk
- Plymouth Domestic Abuse Service (PDAS) and refuge support and protection from abuse call 01752 252033 or the Plymouth Refuge on 01752 562286
- Cruse (bereavement support) call the free helpline 0808 808 1677 until 8pm.

For further information please contact:

Paul Ebanks -Learner Support manager: Tel: 01752 202263
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Scan the ATL Hub QR code for further support organisations