Handbook for Learners & Apprentices

2026-2027

Actively Transforming Lives

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The ATL Learner Support Hub

Please scan the QR code for support organisations that may be able to help you.

SAFEGUARDING & PROTECTION OF CHILDREN YOUNG PEOPLE AND ADULTS AT RISK

Achievement Training is committed to helping you feel safe, if you have any concerns about your own or anyone else's safety please let us know.

Safeguarding means protecting a person's health, wellbeing, and human rights, enabling them to live free from harm, abuse, and neglect. Safeguarding is all our responsibility.

Abuse is mistreatment by any other person or people that causes another significant harm.

We all deserve to feel free and safe from abuse or harm.

Achievement Training Safeguarding Officers

Paul Ebanks (Designated Safeguarding Lead)

Jackie Vincent

If you feel you or someone else is being harmed or is at risk of harm

Phone: 01752 202263/6 Mobile: 07497413181

Email: safe@achievementtraining.com

SAFEGUARDING INFORMATION

PREVENT (safeguarding people at risk)

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 committing a crime or terrorism, most often by someone else who has his or her own negative objectives.

What you can do: If you are concerned about someone who is behaving in an unusual way, they could just need help and support. If you are concerned, it is usually as simple as a feeling that a friend might need support or help. Talk to someone, a parent, carer, guardian, a relative or a professional for support.

SUPPORT FOR YOUR EMOTIONAL HEALTH AND WELL BEING

Achievement Training aims to support all our learner's emotional well-being needs and will do whatever we can to enable you to complete

your course and support you.

If you have any difficulties or challenges 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 support with life challenges you may face such as low self-esteem, low confidence, mental health, drugs or alcohol misuse, bullying, housing, finance, personal, peer, family relationships and sexual health or anything that may be affecting your life.

We will listen to when you need to talk or can refer or signpost you to appropriate support organisations for additional help when and if required.

You deserve to be listened to!

Contact Paul Ebanks (Learner Support Manager)
& Designated Safeguarding lead
on 01752 202263 M: 07497413181
e-mail: paulebanks@achievementtraining.com

Libby McMahon: (Learner Support/Youth worker)
libbymcmahon@achievementtraining.com
01752 305814 M: 07566 259397

EMOTIONAL WELL BEING/MENTAL HEALTH

Being mentally healthy does not mean you may not develop a mental health problem as we all have mental health.

Emotional health and well-being are 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.
- Mixed anxiety and depression have been estimated to cause **one fifth** of days lost from work in Britain.
- **One adult in six** had a common mental disorder.

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

Mental health impacts all our lives. We all have times when we feel low, anxious, or stressed, most of the time those feelings pass, however sometimes they become more serious, and it can happen to anyone.

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

Sometimes we feel uncomfortable and do not talk much when we are feeling low. At times people do not feel comfortable talking about their feelings, however, it is healthy to know and say how you are feeling to those you feel safe with.

It is just as important to support those around you who are 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

RUN HIDE TELL

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.

Safety guidelines to follow if you find yourself in a firearm or weapons attack.

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 if inside a building and 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 procedures below:

Remain calm, immediately cease all activity and listen to instructions from staff.

Stay low, away from windows and doors and barricade doors if possible' use furniture or desks as cover. Sit on the floor or crouch under or behind any makeshift barrier where possible.

Immediately put all mobile phones into "Vibrate" or "Silent" mode, be as quiet as possible.

DO NOT respond to anyone at the door until you get an "all clear" text message 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 the safest point as instructed by the emergency services of Achievement Training or the staff where you work.

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

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!

Email: safe@achievementtraining.com

Phone: 01752 202263/6 Mobile: 07497413181

Externally: PREVENT TEAM Telephone: 01392 452555

E-mail: prevent@devonandcornwall.pnn.police.uk

Anti-terrorist hotline: 0800 789 321

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

https://www.protectuk.police.uk/guidance

www.direct.gov.uk/reportingonlineterrorism

BRITISH VALUES

THE MORALS AND PRINCIPLES OF LIFE IN BRITAIN

- democracy

- the rule of law
- individual liberty
- mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith.

TO:

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

EQUALITY/EQUITY/DIVERSITY & INCLUSION

The Equality Act 2010

This act simplified and strengthened legislation to provide Britain with a discrimination law, which protects individuals from unfair treatment and promotes a fair and equal society. This 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.

The Equality 2010 nine protected Characteristics

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

DISCRIMINATION: Treating a person or 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: is 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.

A SELECTION OF THE WORLD'S LARGEST RELIGIONS, BELIEFS OR NON-BELIEF

AGNOSTIC

Someone who does not know, or believes that it is impossible to know, if a God exists.

ATHEISM
The absence of belief in any Gods or spiritual beings.

BUDDHISM
A way of living based on the teachings of Siddhartha Gautama.

CHRISTIANITY
The world's biggest faith, based on the teaching of Jesus Christ.

HINDUISM
A group of faiths rooted in the religious ideas of India.

ISLAM
Revealed in its final form by the Prophet Muhammad.

JUDAISM
Based around the Jewish people's covenant relationship with God.

RASTAFARI
A young religion founded in Jamaica in the 1930s.

SHINTO
Japanese folk tradition and ritual with no founder or single sacred scripture.

SIKHISM
The religion was founded by Guru Nanak in India in the 15th Century CE.

TAOISM
An ancient tradition of philosophy and belief rooted in Chinese worldview.

USEFUL INFORMATION

Financial support

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

16-18 Discretionary Support Fund

19+ Discretionary Learner Support Fund
19+ Advanced Learner Loans Discretionary Learner 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

The hourly rates are for the National Living Wage and Minimum Wage
From April 2026, the rates are:
£12.71 (aged 21 and over)
£10.85 (aged 18 to 20)
£8.00 (aged under 18)
£8.00 (apprentice rate)

Alcohol: Men and women are advised not to regularly drink more than **Fourteen** 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 that is recognised in over 50 places; this includes youth services, pharmacies, GP surgeries, clinics and more.

The right to Vote: When you are 18, 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

County Lines: is a form of criminal exploitation. It is when criminals exploit vulnerable individuals, manipulating them into drug dealing.

Disability: A physical or mental characteristic that 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.

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

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

Misogyny: Misogyny is the hatred of, contempt for, or prejudice against women or girls. It is a form of sexism that enforces traditional gender roles and keeps women in a lower social status than men.

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

Sexual abuse: Is sexual touching of another person without their consent, with any part of the body or with anything else, including unwanted kissing, touching, or being forced/coerced to perform sexual acts.

Sexual harassment: is violating someone's dignity or creating an uncomfortable, intimidating, hostile, humiliating or offensive environment for them.

Trans: A term used 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 range of terms, including (not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gender-variant, crossdresser, genderless, agender, non gender, third gender, two-spirit, bi-gender, trans man/woman, trans masculine/feminine and neutrois. www.stonewall.org.uk/help-advice/glossary-term

CHILD PROTECTION/SAFEGUARDING & ADVICE SUPPORT SERVICES

Plymouth City Council, Families First team on 01752 668000 (Urgent Safeguarding Calls) or email familiesfirst@plymouth.gov.uk.

General Inquiries: 01752 308600 during standard office hours.
Devon Child Protection: 0345 155 1071, out-of-hours emergencies call 0345 600 0388, email: mashsecure@devon.gov.uk
Cornwall Child protection: 0300 123 1116 email: multiagencyreferralunit@cornwall.gov.uk
Police abuse investigation unit: 101, Child Line: 0800 1111
Devon & Cornwall Police Prevent Team 01392 225130

USEFUL ORGANISATIONS / LINKS FOR INFORMATION AND ADVICE

www.plymouthonlinedirectory.com
Citizens Advice Bureau: 0808 278 7910 www.citizensadviceplymouth.org.uk
FRANK: 0300 123 6600 www.talktofrank.com/contact-frank
Harbour: 01752 434343 mail to: thcpltd.harbourhr@nhs.net
The Samaritans: 116 123 or email jo@samaritans.org
Kooth: www.kooth.com
(Free, safe and anonymous online support for young people)
Qwell:(online counselling and well-being for adults)
Devon Mind: 01752 512280 Email: hello@devonmind.com
Intercom Trust: 0800 612 3010 www.intercomtrust.org.uk
(LGBTQ+ information)
Plymouth & Devon Racial Equality Council: 01752 224555 plymouthanddevonrec.org.uk
Young people's service The Zone: 01752 206626 info@thezoneplymouth.co.uk
SHiP: Sexual Health in Plymouth Tel: 01752 431124 yourship.uk
Plymouth Domestic Abuse Service (PDAS): 0800 458 2558 email: pdas@sanctuary-housing.co.uk

FOR FURTHER INFORMATION PLEASE CONTACT:

Paul Ebanks (Learner Support Manager/Designated Safeguarding Lead)
Tel: 01752 202263 M: 07497413181
paulebanks@achievementtraining.com or
safe@achievementtraining.com

The Learner Support Hub

Please scan the QR code for support organisations that may be able to help and support you.

Norwich Union House St Andrews Cross, Plymouth PL1 1DN
Reception: 01752 202266
info@achievementtraining.com
Find us on Facebook www.facebook.com/Achievementtraining.
www.instagram.com/atlplymouth
Find us on follow/@ATPlymouth

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