

THE LEARNER'S

GUIDE TO...



Equality & Diversity



Health & Safety



Safeguarding

This document is for you, to guide you through understanding Equality and Diversity, Health and Safety and Safeguarding.



Equality and Diversity

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This document does not replace any policies given to you at the start of your apprenticeship.

What does Equality and Diversity mean?



“At the progress reviews we have, I am always asked about equality and diversity. I never know what to say when I am asked.”

Equality is about treating you fairly and ensuring that you are given a fair chance in life, work and education. It is common to think equality is about treating everyone the same rather than working to make sure people have equal opportunities. If everyone is treated exactly the same, there is a danger that some differences or needs could impact on how some people are made to feel, or how they can get involved and succeed in their work, studies and life.

Diversity is about valuing differences. Diversity recognises that you will have different needs, abilities, experiences and talents compared with your friends and family. Having people with different qualities and skills is a good thing in the workplace.



Dealing with Discrimination

You are always going to have banter, jokes and a laugh at work. However, this can be discrimination if those jokes or banter are directed at one individual or a group, picking on or highlighting a personal trait, which makes that person feel uncomfortable all the time.

Throughout your apprenticeship, you will be asked if everything is all right with you at work or college. The reason we ask this is to ensure you are not being discriminated against or treated unfairly. If there is something wrong, we will be able to support and help you.

Discrimination is treating someone less favourably and allowing them to suffer a disadvantage. You can be discriminated against on the grounds of age, disability, gender reassignment, sex, sexual orientation, race, religion or belief, or other personal traits you may have. It is unlawful to discriminate against a person.



“If discrimination is treating one person less favourably than another, are there any laws in place to protect us in our apprenticeship or training?”



“There are lots of laws that will protect you, both in and out of the workplace.

Take a look at JTL’s Equality and Diversity Policy for more information about them.”

If you feel you have been discriminated against, there are people you can talk to who can help deal with the problem. Speak to your Training Officer, Supervisor at work or College Tutor.

There are many ways to deal with discrimination.

What about Bullying ?

There are many reasons why people bully others and this can be done in different ways. They can criticise you, pick on every little thing you do, try to find fault for no reason, exclude you or single you out. They could constantly shout at or humiliate you.

Bullying is a persistent behaviour against you that is intimidating and undermines your confidence. Bullying often starts when people pick on something about you that's different.

A young man with dark hair, wearing a blue hard hat and an orange and white safety vest over a black t-shirt, is pointing directly at the viewer. He is in an industrial setting, with electrical control panels and machinery visible in the background. The image has a stylized, graphic quality with bold colors and clear lines.

*“It could be your size, your skin colour,
your abilities or talents, how you’re doing
in your apprenticeship or college
or even what you have.”*



Online **cyber-bullying** is one of the biggest challenges facing young people and can have serious long-term effects on their emotional wellbeing. Posting nasty comments, rumours, memes and videos, trolling and sending nasty text messages is not acceptable.



Dealing with Bullying and Harassment

Social network and internet providers can act against account holders if they are using their sites to bully or harass people. The police can consider using the 'Protection from Harassment Act' to deal with serious incidents. Mobile phone providers also have policies for dealing with abusive calls and texts. JTL takes all forms of bullying and harassment very seriously. If you are being bullied, or are concerned that someone else is, speak to your Training Officer, Supervisor at work or College Tutor, or get in touch with one of JTL's Safeguarding Advisors.

What about harassment?

Harassment is unwanted behaviour or conduct that may be related to your age, disability, gender reassignment, sex, sexual orientation, race, religion or any personal characteristic you may have. Sometimes a person is harassed because of who they are. At other times it may be just because of somebody you know, or simply because someone has assumed you have a personal characteristic, even when you don't.

There are different forms of harassment; more information and guidance on how to deal with it is included in JTL's [Bullying and Harrassment Policy](#).

Harassment is any display of prejudice by word or conduct which is unwanted, unreasonable and offensive. This is a form of direct discrimination.

Examples of harassment include:

- offensive comments and remarks about race and religion
- jokes and insults about race, religion, disability, sexual orientation or being transgender
- deliberately creating poor working conditions.

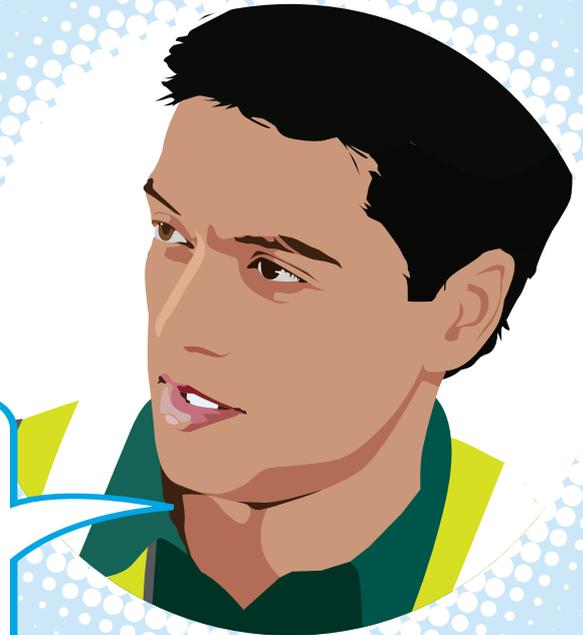
Sexual harassment can be generally defined as unwanted, unreciprocated and unreasonable conduct or language of a sexual nature affecting the dignity of men and women at work.

Examples of sexual harassment include:

- unwanted physical contact such as inappropriate touching or invading personal space
- pestering, wolf-whistling or making suggestive comments
- insults or ridicule
- applying pressure, by threat or bribe, for sexual favours
- the display or circulation of sexually explicit material.



“What can I do if this is happening to me?”



“Tell your Line Manager, Supervisor, College Tutor or Training Officer if you don’t feel confident enough to challenge the behaviour directly, and ask them to deal with the behaviour. Depending on the nature of the issue, they will investigate the situation and take appropriate action.”

Assertively challenge the behaviour. This is an option available to you if you feel confident enough to confront the other person. This will also depend on the type of issue that has arisen.

- **Tell** the offender you are not happy with the behaviour being received.
- **Tell** them how it makes you feel and that you would like it to stop.
- **Tell** them you are serious and will take it further if you need to.

This will give the person whose behaviour is offensive an opportunity to end their behaviour and realise how much they are hurting you.

An equality and diversity policy is a document that will help you and your employer understand your rights and responsibilities under Equality Legislation. It is designed to give you a greater understanding of what equality and diversity is and how you will be encouraged to actively support and promote it.

If in doubt, talk to your Training Officer or contact JTL's Diversity, Safeguarding and Inclusion Advisors at diversity@jtltraining.com.

JTL's Equality and Diversity Policy

JTL is committed to a policy of equality and diversity for everyone, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity, marital status (including civil partnerships), or personal circumstances (including caring responsibilities). If you are on the receiving end of discrimination, bullying or harassment, please refer to your JTL [Equality and Diversity Policy](#) for guidance and procedures on how to report the incident.



“So what is health and safety exactly and why are we asked about it at every review we have?”

HEALTH & SAFETY

Health and safety is something that we all have a right to as we go about our daily lives. Just like being treated fairly, you have the right not to be put at undue risk or danger as you carry out your work. Health and safety means seeking out and recognising the dangers that could lead to harm in the workplace, identifying the control measures required to prevent the harm occurring, putting these control measures in place and making sure everyone understands and follows them.



“Isn’t it obvious when something is dangerous?”

“Some dangers are easy to spot. Others might not be so clear.”



Common sense can tell us when a situation is dangerous, so it pays to keep alert when you’re in a working environment. You could slip on an uneven floor or hurt yourself by trying to lift something too heavy.

There are many ways to damage our health that are not so obvious. Noise is a very good example: if you regularly expose your ears to loud noise over a long period of time, it may be years later that you start to lose your hearing because of the long-term damage that has been done.

Think about dangers in the workplace that might not be immediately obvious.



"I'm always asked if I know what a risk assessment is. I think I know but I'm not completely sure."

RISK ASSESSMENT



A risk assessment is something that we all do many times every day of our lives. For example, would you cross a busy road without first checking that it is safe to do so? What you do, sometimes without even realising it, is carry out a risk assessment. You look for any vehicles on the road (the hazard); you look for a designated crossing point (an existing control measure); if there is no crossing point you look for the safest place to cross (an additional control measure); and you cross safely (a safe system of work).

This is the process your employer follows when carrying out a risk assessment of your work. When there is minimal or no risk, then no further action is required. When there is potential risk of injury or harm, your employer will consider how that risk is controlled and if any additional control measures are needed. A safe system of work will then be identified that enables you to carry out the work safely, just like crossing the road.

Your employer will have carried out these risk assessments for your work and sometimes will have put them in writing. The risk assessments will explain to you the control measures required for each task and also what is expected of you to work safely. Ask your employer if they have written the risk assessments for your work and, if you have not seen them, ask for copies.



HEALTH & SAFETY



“What is a health and safety policy?”

Throughout your apprenticeship or training JTL will be monitoring both the health and safety procedures of your employer and your understanding and compliance with these procedures. This will be carried out at various stages of your apprenticeship and will take place at your employer’s premises, your work locations and/or at your training centre. During this monitoring a discussion will take place between your employer, you, your College Tutor or your Training Officer about the health and safety procedures in place and your understanding of them. This is to help ensure that you remain safe and healthy throughout your apprenticeship.

Make sure, before you start work on any job, that you know your employer’s procedures from their safety policy, that you have read and understood any risk assessments in place for your work, and that you are following the safe systems of work correctly. If you are unsure, or have any concerns regarding your health and safety during your apprenticeship, speak to your employer first. If you are still unsure, or have concerns, speak to your Training Officer or College Tutor.

MONITORING

There are specific rules and laws for health and safety in the workplace and employers will be applying these throughout the JTL apprenticeship. One of these laws requires your employer to have a policy on the rules and procedures that apply in their workplace. Employers will have a policy on applying health and safety in their business and sometimes this will be in

writing. This will explain to you how health and safety is applied in the workplace and also what is expected of you. A written policy will contain a statement from the employer stating their commitment to health and safety. There will be a section about the organisation and who has responsibility for what, and where you can find out about your own responsibilities for health and safety. There will also be a section covering all the arrangements in place for managing health and safety — for example, first aid, personal protection equipment (PPE) and supervision.

JTL Health and Safety Policy

JTL is committed to ensuring that its apprenticeship and training takes place in a safe, healthy and supportive environment. Although its policy and procedures apply to its own business needs, employers or apprentices may request a copy as a guide to what a health and safety policy contains.



“Ask your employer if they have a written health and safety policy and, if you haven’t seen it, ask for a copy.”



SAFEGUARDING

“Safeguarding - what’s that?”

In its simplest terms ‘safeguarding’ can be defined as ‘keeping children, young people and adults at risk, safe from harm, abuse or injury’ – this includes you.

If you are at risk, or feel you may be at risk of harm, abuse or injury, talk to someone you trust. Your JTL Training Officer, College Tutor or Apprentice Support Officer can advise you with the support of JTL’s Diversity, Safeguarding and Inclusion Advisors. There are times, however, that JTL may liaise with outside agencies such as social services, the NSPCC, other Safeguarding Advisors, or the police to ensure you are safe. JTL will signpost you to the appropriate organisation to help you.

All involved agencies will take all reasonable measures to ensure that the risks of harm to your welfare are minimised. Where there are concerns regarding your welfare, agencies involved will take appropriate action to address your concerns, and work to an agreed protection plan.



“Who is classed as an adult and who is classed as a vulnerable learner?”

“Who is classed as a young person and what is meant by abuse or harm?”



A **child** (young person) is defined as a person up to the age of 18 years old.

An **adult** is defined as a person aged 18 years and over.

A **vulnerable learner** is a learner who may be unable to take care of themselves, or protect themselves from harm or from being exploited. This includes those who are, or have been, bullied, harassed or discriminated against. It may be a person who has a mental health problem, a disability or a sensory impairment, including people who are old, frail or have some form of illness. This list is not definitive.

Abuse is defined as physical abuse, sexual abuse, emotional abuse, peer abuse, exploitation (sexual or criminal), neglect and bullying. Dependant on the nature of the abuse this could lead to a criminal offence and conviction.

Harm is defined as injury or distress to a person – it can be either physical or psychological.

JTL works together with outside agencies, including your college and employer, to protect you and help you succeed in your apprenticeship. For JTL learners struggling with difficulties or abuse, JTL is committed to providing support to enable them to experience the best learning opportunities. A copy of JTL’s [Safeguarding Policy](#) is available on the JTL website.



PREVENT . . .

“What do we need to Prevent?”

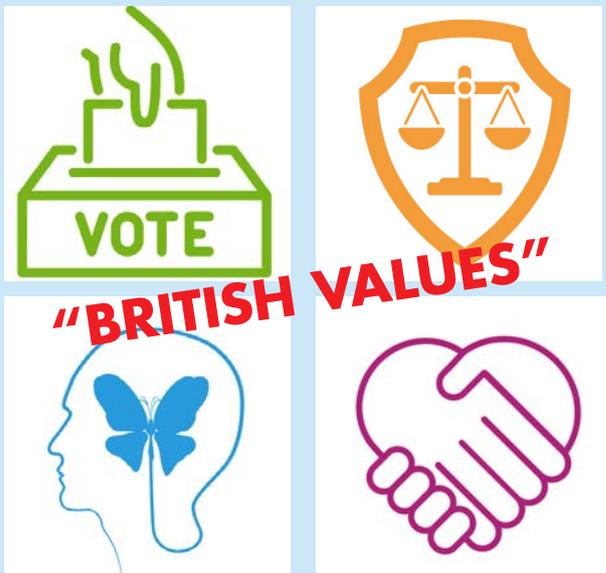
Prevent is safeguarding people from being radicalised and drawn into violent extremism.

Radicalisation is the process through which individuals or groups develop extreme political, social or religious beliefs.

Violent extremism is when a person or group uses fear, terror or violence to achieve change.

What can you do if you have any concerns about someone you know? You can:

- Speak to someone you trust. Your JTL Training Officer, Apprentice Support Officer or College Tutor can advise you with the support of JTL’s Safeguarding Advisor.
- Contact the Police Prevent Team. The Police Prevent Team have both male and female staff to assist you. Staff are always happy to give advice or direct you to other support services. They can also put you in touch with a representative from your community if you wish. Contact the team: Telephone 101 and ask for the ‘Prevent Team’ for your area. Talking to the police won’t get anyone into trouble if a criminal act hasn’t been committed, but they can look at the best way to help. **IN AN EMERGENCY, ALWAYS RING 999.**



“What do you mean when you talk about British Values?”

As part of the Prevent strategy JTL promote **Fundamental British Values** to reflect life in modern Britain.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

- Democracy: A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.
- The rule of law: All people and institutions are subject to and accountable to law that is fairly applied and enforced.
- Individual liberty: The right to believe, act and express oneself freely (within the law).
- Mutual respect for the tolerance of different faiths and beliefs: Understanding that we don't all share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.



“Who can I talk to if I am being abused or harmed?”

If you are being abused or harmed you can talk to various people who will help and support you, such as your employer (if you feel able to talk to them), your Training Centre Safeguarding contact, your College Tutor, your Training Officer, your Apprentice Support Officer or JTL’s Safeguarding Advisors to request advice and guidance. JTL works in partnership with various organisations to offer FREE confidential help and advice to give you the support and information you need. You can contact JTL’s Safeguarding Advisors via safeguarding@jtltraining.com.



“What if I don’t want to or can’t talk to anybody who knows me?”

If you feel unable to talk to someone you know, you can always contact **The Mix** on **0808 808 4994** or **ChildLine** on **0800 1111**. Both are free of charge and will listen to you and offer help and advice, without judgement.

Other National Organisations and Agencies

AL-Anon Family Groups: 0800 008 6811 www.al-anonuk.org.uk: For anyone who has been affected by someone else’s drinking problem.

Beat (England): 0808 801 0677; **Beat (Wales):** 0808 801 0433 www.beateatingdisorders.org.uk: Youthline for young people affected by eating disorders.

Brook: www.brook.org.uk: Provides free and confidential service on sexual health and wellbeing for under 25s.

Cruse Bereavement Care (Hope Again): 0808 808 1677 (free) www.hopeagain.org.uk: For young people affected by bereavement.

Drugs & Alcohol: Frank: 0300 123 6600 (free) www.talktofrank.com: Provides confidential advice and help to anyone affected by drugs.

Electrical Industries Charity: 0800 652 1618 www.electricalcharity.org: An assistance service for all JTL apprentices.

GamCare: 0808 8020 133 www.gamcare.org.uk: Support for anyone affected by gambling problems across Great Britain.

Gendered Intelligence: www.genderedintelligence.co.uk: Advice and information on transgender and gender diversity for young people and families.

Left home or run away: 116 000 (free 24 hrs runaway helpline) www.missingpeople.org.uk: Free and confidential helpline for young people.

LGBT Foundation: 0345 3 30 30 30 www.lgbt.foundation: Helpline and email support for lesbian, gay, bisexual and trans people.

National Bullying Helpline: 0300 323 0169: Information and advice for anyone dealing with bullying.

National Youth Advocacy Service: 0800 808 1001 (free) www.nyas.net: Free independent advice and information to all children and young people.

Samaritans: 116 123 www.samaritans.org: Provides confidential emotional support to people of all ages.

Saneline: 0300 304 7000 www.sane.org.uk: Provides a listening service, crisis support and useful information on coping with mental health problems.

Sexual Healthline: 0300 123 7123 (free 24 hrs): Provides free and confidential advice and information on sexual health.

The Mix: 0808 808 4994 www.themix.org.uk: Essential support for under 25s.

Voice: 0808 800 5792 (free) www.coramvoice.org.uk: Provides local advocacy advice to young people in the care system or living away from home.

Young Carers: www.carers.org: For children and young people who provide care to an ill or disabled relative.

Young Minds: www.youngminds.org.uk: For young people who need advice on mental health.

Youth Access: 020 8772 9900 www.youthaccess.org.uk: Access to local services that offer information, advice and counselling.



WRITE IT DOWN

*"If something or someone is bothering you,
use these pages to write down the details."*

*“They’ll help you
when you need to
talk to somebody
about your problem.”*



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