



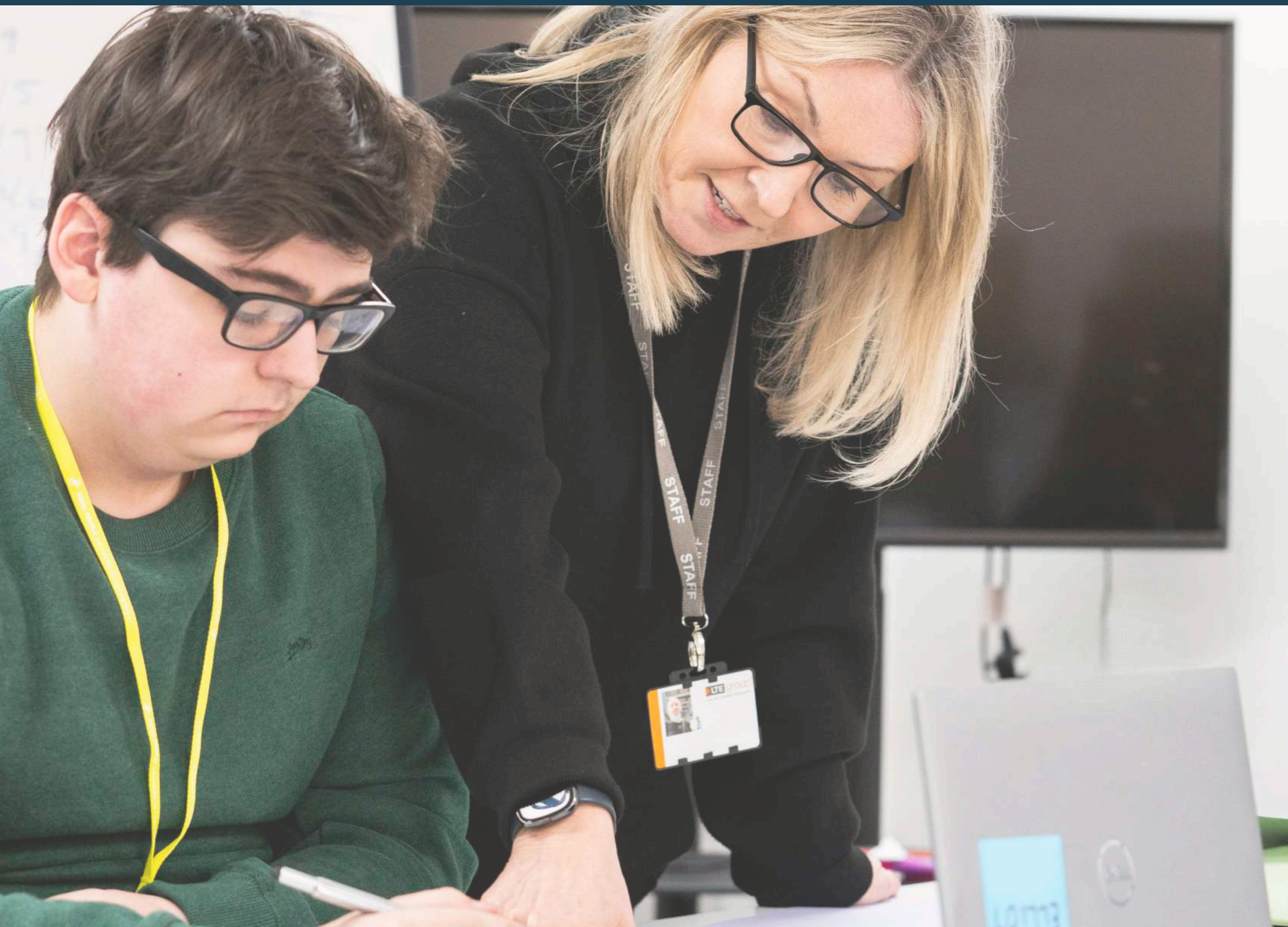
# **STUDY PROGRAMME INDUCTION HANDBOOK**

**TOTALPEOPLE.CO.UK**

**Name**



"AT TOTAL PEOPLE, OUR MISSION IS  
TO IMPROVE LIVES AND ECONOMIC  
SUCCESS THROUGH LEARNING"



"Empowering individuals to achieve  
their full potential through exceptional,  
employer aligned training"

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# MEET THE TEAM

Melanie Nicholson  
Managing Director



Melanie began her career at the age of 18 as an apprentice dental nurse. After successfully completing a two-year apprenticeship, Melanie remained at the hospital in this role for a further three years before being approached by an apprenticeship training provider, who offered her a position as a dental nurse tutor. This sparked a passion for education and learning, encouraging her to study a PGCE and a range of assessor and verifier qualifications. She secured her first director role of a large national training provider by the age of 31, progressing to an executive director position only a few years later. Over her 25-year career, Melanie has overseen the training of thousands of apprentices and is passionate about on-the-job training and learning to this day.



If you have any questions, concerns or need some help and support then please contact your trainer or contact Leanne if you are concerned or worried about anything.

Gina Steele  
Deputy Managing Director



Gina originally joined Total People in 2018 as a business improvement director before being promoted to deputy managing director in 2020, making it the company's mission to deliver high-quality training and skills to improve the life chances and economic success of all our learners. Before joining Total People, Gina worked as a performance director at Rathbone Training UK for 11 years, a youth charity that focuses on improving lives through apprenticeships and work-based training.

Leanne Shaw  
Study Programme Manager



Leanne joined Total People in 2010 as a Learning Coach, supporting learners in Health and Social Care to achieve their apprenticeships. She was promoted to the Cluster Manager for healthcare, then moved over to manage the Adult Education Budget over the Greater Manchester area. Now Leanne is the manager of Total People's Study Programme provision. She is passionate about supporting young people to choose and work towards their best next steps — gaining employment, entering an apprenticeship programme or progressing to higher level qualifications. Leanne believes our study programme can provide learners with the work experience and broader employment skills, knowledge and behaviours that support progression and help our learners reach their full potential. Prior to joining Total People, Leanne worked as a Care Manager, providing care and support to older people. Leanne also has experience in Healthcare and Children's Services.



## WHAT IS A STUDY PROGRAMME?

A programme that is designed to provide progression towards your chosen career path.

A study programme helps you develop the skills you need to take your chosen next steps, whatever they may be, for example

- progressing to a higher-level course or qualification
- progressing into an apprenticeship
- gaining employment

The English, maths, personal development and job skills you develop throughout your programme will help you get to where you want to be.

**A specific qualification**

**Maths and English skills and qualifications**

**Personal development and cultural capital**

**Work experience/ job skills**

# BENEFITS OF A STUDY PROGRAMME

## You will develop

- confidence, self-esteem and resilience
- critical thinking skills
- communication skills and the ability to build relationships, working as part of a team with your peers

## You will gain

- knowledge and understanding of possible career options
- an understanding of what employers want, and have opportunities to practise valuable employability skills and behaviours

## You will also

- improve your maths and English skills and gain qualifications in these subjects
- prepare for your chosen next steps – apprenticeship, employment or continuing in education



# SUPPORTING YOU



At Total People we have a dedicated safeguarding team, and we work with other professionals where required to support you to stay safe



We have a strong focus on your welfare and wellbeing



Supporting you to be safe and happy will help you reach your full potential



You have a personal tutor who will get to know you well and is easy to contact if you need help and support



We provide ongoing careers education, advice and guidance. Our motto is 'careers, not qualifications'



At Total People we have a SEND specialist who can provide specialist support with a range of learning needs and disabilities



Financial support – you may be entitled to some financial support if your household income is below a certain threshold. To find out more and to see if you can apply, speak to your tutor

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# SPECIFIC QUALIFICATIONS

As part of the Study Programme, our learners will work towards either the Level 1 or Level 2 Progression qualification.

## **Level 1 Award or Certificate in Progression (Gateway)**

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We have chosen flexible qualifications that allow choice and progression. Our programme is designed not only to enable you to gain a qualification, but also to build your confidence and self-esteem, help you stay safe and healthy, and support you in developing valuable employability skills.

Examples of topics covered include

- working as a team
- building confidence and self-esteem
- career planning
- interpersonal skills
- personal budgeting and managing money
- young people and the law
- health and safety and first aid
- e-safety

## **Level 2 Award or Certificate in Progression (Gateway)**

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Again, we have chosen flexible qualifications that allow choice and advancement and build on current knowledge and skills. Our programme is designed to support you in taking your best next step, such as progressing into employment, an apprenticeship or further education.

Examples of topics covered include

- team work
- preparing for work
- developing own interpersonal skills
- team building skills
- critical thinking
- leadership skills
- health and safety and first aid
- domestic energy efficiency
- online safety
- mental well-being
- young people and the law

# MY QUALIFICATION

Title of my qualification	
My tutor / assessor	
My tutor's / assessor's contact details	
My Internal Quality Assurer (IQA)	

The Awarding Organisation for your qualification is Gateway. Awarding organisations work directly with the college or training provider. They check the quality of the qualifications being delivered, and award your final qualification certificate for your Vocational Studies qualification.

Find out more by visiting [www.gatewayqualifications.org.uk](http://www.gatewayqualifications.org.uk) or use this QR code to be taken directly to their website.



# FINDING THE LEVEL

There are different types and levels of maths and English qualifications. Maths and English qualifications start at entry Level 1 (E1) and progress to Level 2 (L2).

There are also different vocational qualification options available. As part of your programme you may study at L1 or at L2. The level at which you start will depend on the type and amount of support you need and which units / levels will be most helpful for you.

Once you have completed your study programme there are many other options for training, qualifications and employment. Qualifications go up to and beyond Level 8.

Examples up to Level 4 are shown here.




# MATHS AND ENGLISH

Whatever your starting points in maths and English, you will be required to further develop your skills and qualifications as part of your study programme.

You will complete maths and English initial and diagnostic assessments through BKSB. You will also be asked about any previous qualifications you may have achieved in these subjects.

Your previous qualifications, together with your initial assessment, will determine at which level you start and whether you work towards Functional Skills or a GCSE.



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Password	<input type="password"/>
<input type="checkbox"/> Remember me	
<a href="#">Forgotten details?</a>	<input type="button" value="LOGIN"/>



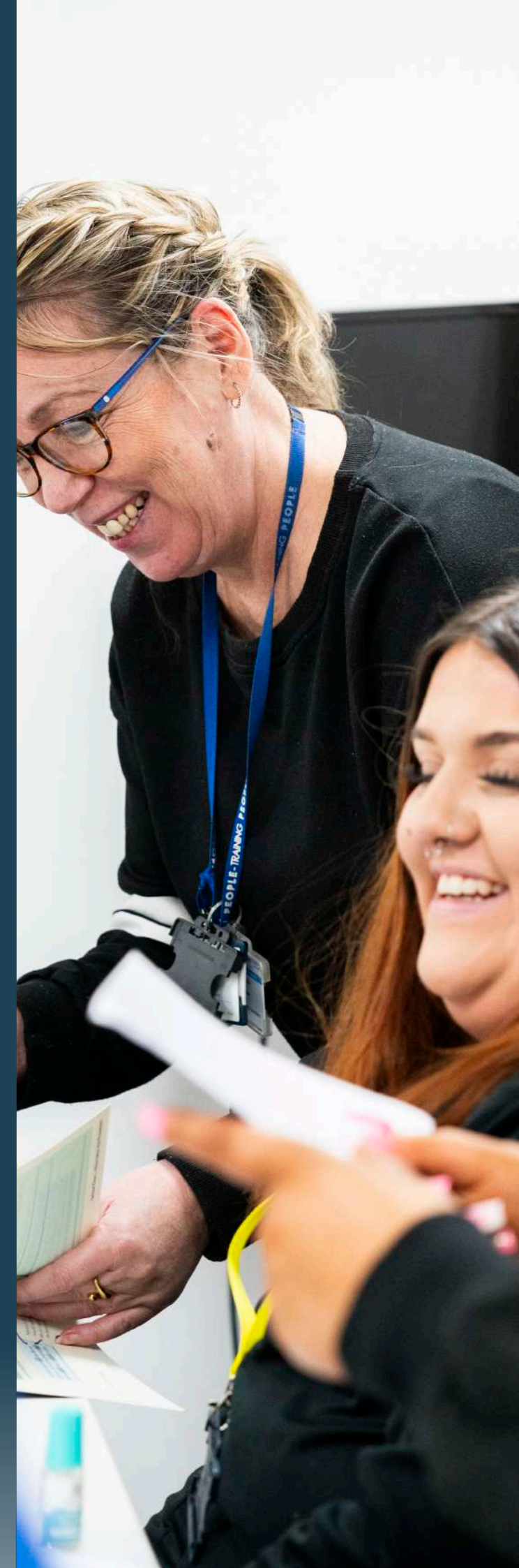
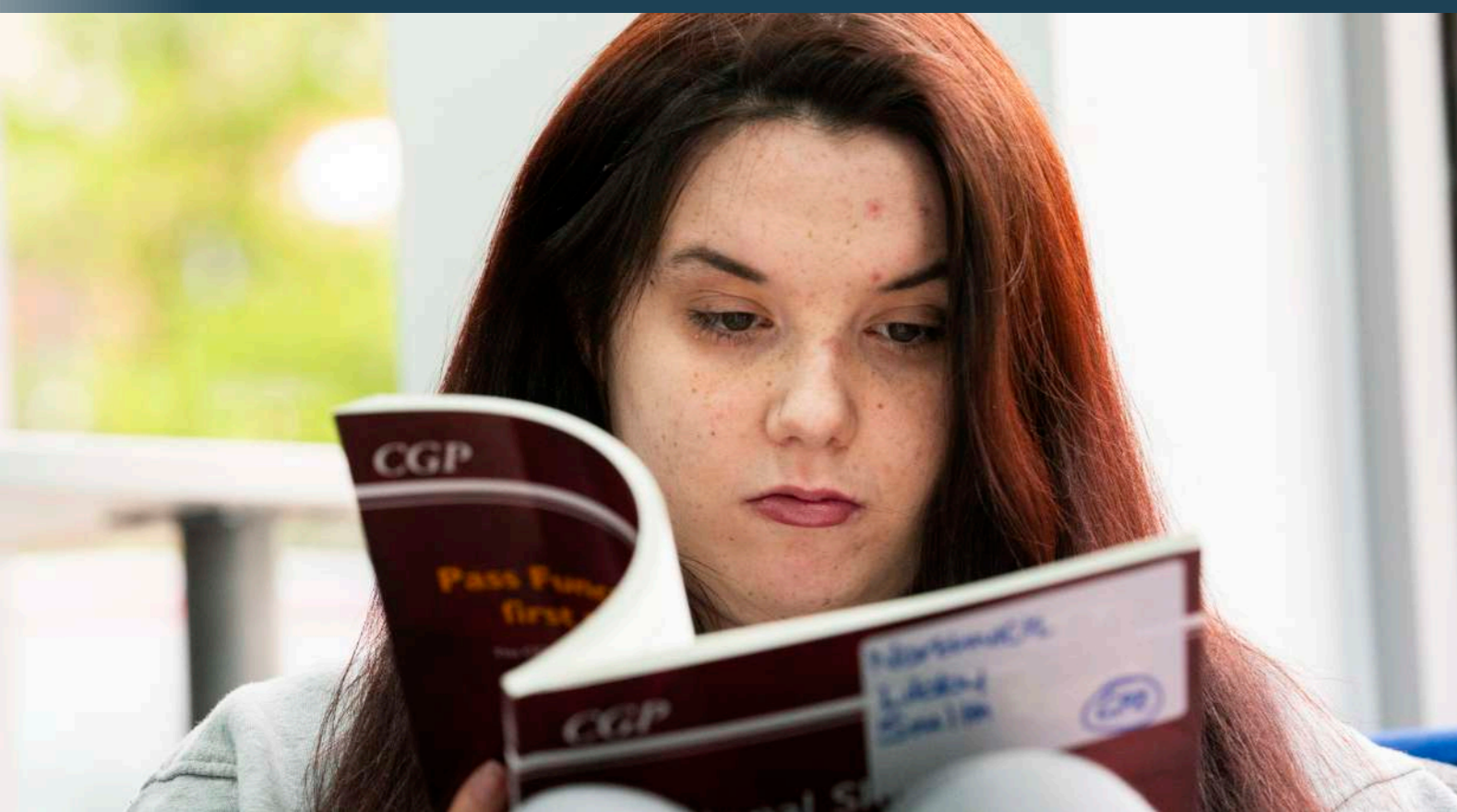
# MATHS AND ENGLISH

You will study maths and English weekly, and for these lessons you will have a specialist maths and English tutor.

As well as studying set lessons in these subjects, you will be required to work through maths and English activities using your BKSB account.

Your main tutor / assessor will build many opportunities into your progression qualification and personal development sessions so that you can develop and practise maths and English skills. Your written work will be assessed for spelling, punctuation, presentation and grammar, which will support you to develop your English skills.

You will also be given maths and English activities to relate to any work experience / placements you have.



# MY MATHS AND ENGLISH

English	
English GCSE grade achieved	
English IA result	
English diagnostic result	
Target English level	
Day / time of English lesson	
English tutor's name	
English tutor's contact details	
Maths	
Maths GCSE grade achieved	
Maths IA result	
Maths diagnostic result	
Target maths level	
Day / time of maths lesson	
Maths tutor's name	
Maths tutor's contact details	

# PERSONAL DEVELOPMENT AND CULTURAL CAPITAL

Personal development skills are essential to your progression. These wider skills exist outside an industry area but support all aspects of your life and career. You will be able to focus on developing the personal skills that you need help with throughout your programme.

- Identify and develop your skills, interests and talents
- Build your confidence, self-esteem, resilience and independence
- Understand how to keep yourself safe and healthy
- Always behave in a respectful and responsible way
- Understand and appreciate diversity
- Learn about British Values, why these exist and how to apply these values to training, life and work
- Develop employability skills such as communication, teamwork, problem-solving and critical thinking

We will support you to develop the **knowledge and skills that help you to understand the world better**. This is also known as developing 'cultural capital'.





# WORK EXPERIENCE AND CAREERS

There is nothing like hands-on experience. It helps to apply the knowledge and skills that have been learned to a real-world situation, bringing learning to life.

That is why, as part of your study programme, you will have the opportunity to take part in a minimum of 37 hours of work experience.

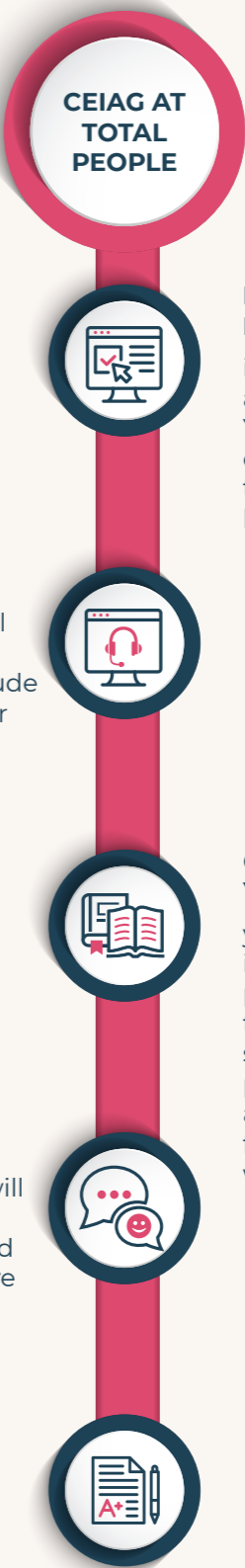
There are opportunities to experience a range of careers through virtual and physical work experience. This will help you to plan your pathway to your dream job, as well as give you valuable transferable skills that could be applied to a number of job roles and situations.

In addition to work experience you will develop a career plan, create a CV and be supported to prepare for interviews that may lead to other opportunities.

# CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE (CEIAG) AT TOTAL PEOPLE

**INDUCTION –**  
a taught induction into Total People and your study programme, which will include exploring some of the career information and advice available to you.

**END OF PROGRAMME –**  
final achievement reviews will capture your planned next steps and provide advice and guidance to help you achieve these.



**PRE-COURSE INFORMATION –**  
includes an information, advice and guidance session with a tutor. Your tutor will ask about your career goals and aspirations so they can provide you with the help and support you need.

**ONGOING THROUGH YOUR PROGRAMME –**  
your programme is built to develop important employability skills and professional behaviours such as teamwork and communication skills. You will research career pathways and job opportunities, and you will receive taster sessions from industry experts and visit work placements.

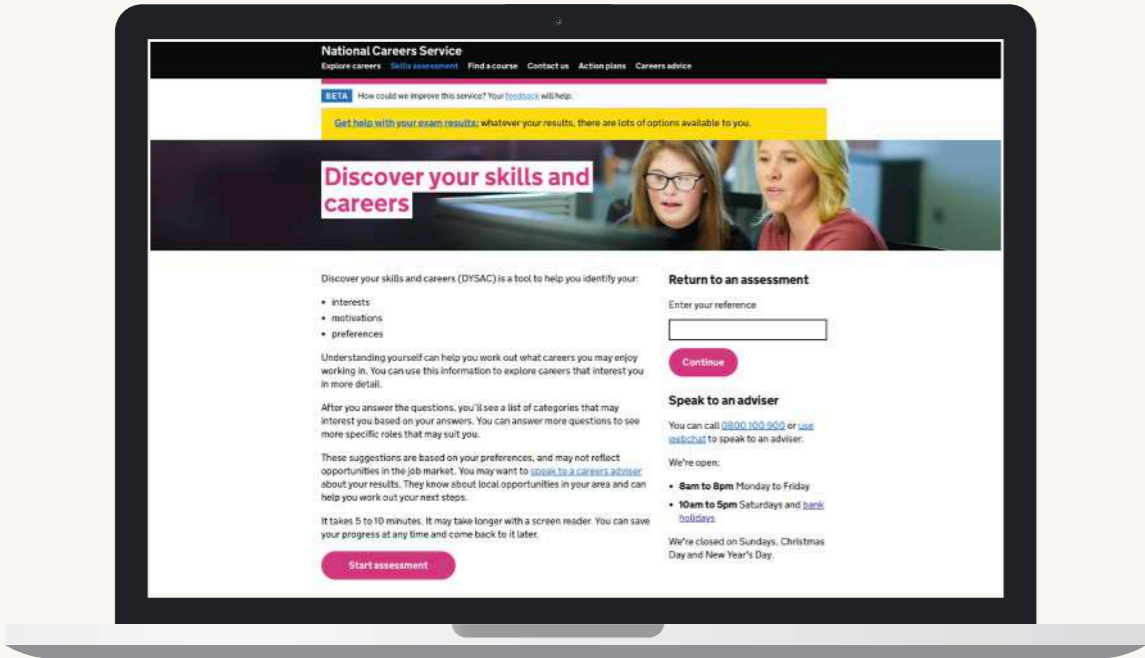
# MY PERSONAL AND CAREER DEVELOPMENT

There is an assessment you can complete on the National Careers website. This is a free assessment and takes around 10 to 15 minutes to complete.

This is a useful tool to help identify your interests, motivations and preferences, which may help you decide which careers you would like to explore further.

When you have identified specific careers, you can then research personal development skills that are needed to succeed in these careers:

<https://nationalcareers.service.gov.uk/discover-your-skills-and-careers/>



# MY WORK EXPERIENCE AND CAREER PLANNING

List the careers you are most interested in. (Identify at least your top three choices.)

What are your best skills and behaviours that will help you reach your career goals?

What do you think are the skills and behaviours that you need to develop further so you can reach your career goals?

You will find a blank development plan on the next page. Use this to map out how you intend to reach your goals by breaking your journey down into small, achievable targets. You will also have a Personal Development Workbook, where you can plan your development in more detail, with support and guidance from your tutors.

**MY GOAL BY  
JULY 2026**

**WHERE I AM NOW -  
SEPTEMBER 2025**



# CAREERS ADVICE

You can find independent careers advice covering a range of industry areas in the careers section of our Total People website. Check out some of the advice available by visiting <https://www.totalpeople.co.uk/careers-information-learners-ceiag/> or scan the QR code below.



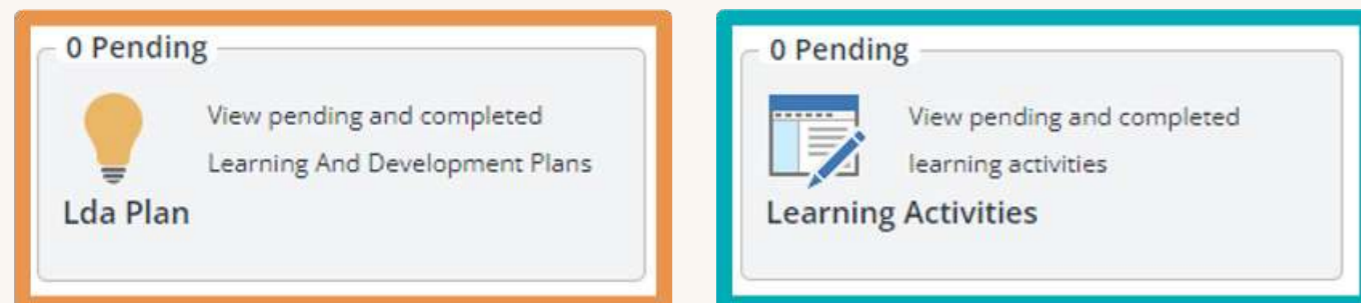
# INDUSTRY INFORMATION

Find out more about industries you could work in:

- |  |   |
|--|---|
|  <b>Bus and Coach and HGV</b>     |  <b>Business and Administration</b>              |
|  <b>Engineering</b>               |  <b>Customer Service</b>                         |
|  <b>Leadership and Management</b> |  <b>Refrigeration and Air Conditioning</b>       |
|  <b>Project Management</b>      |  <b>Property</b>                               |
|  <b>Scaffolder</b>              |  <b>Children and Young People Practitioner</b> |
|  <b>Human Resources</b>         |  <b>Accountancy</b>                            |
|  <b>Early Years</b>             |   |

## YOUR LEARNING ON ONEFILE

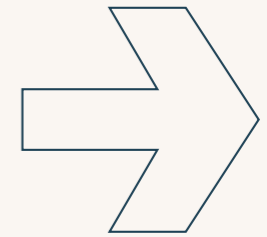
You will have access to laptops and training and will be required to compile an electronic portfolio using OneFile. You will be given login details and shown how to log into the system, but if you are struggling to access OneFile when you are at home, please speak to your tutor, who will be able to help you.



Your tutor will use OneFile to provide information about the subjects you will be studying and to set plans, activities and work tasks. They will give you clear instructions on how to access support and confirm the deadlines for submission of your work.

The tasks and activities you will need to complete for your qualification as part of your learning and development plans can be found on OneFile in 'Learning Activities'. As you complete your work on OneFile your tutor will give you feedback. Feedback will cover what you have done well, identify any actions you need to complete and provide tips and guidance on how to improve in the future. Feedback helps you to understand what you are going to do next and why.

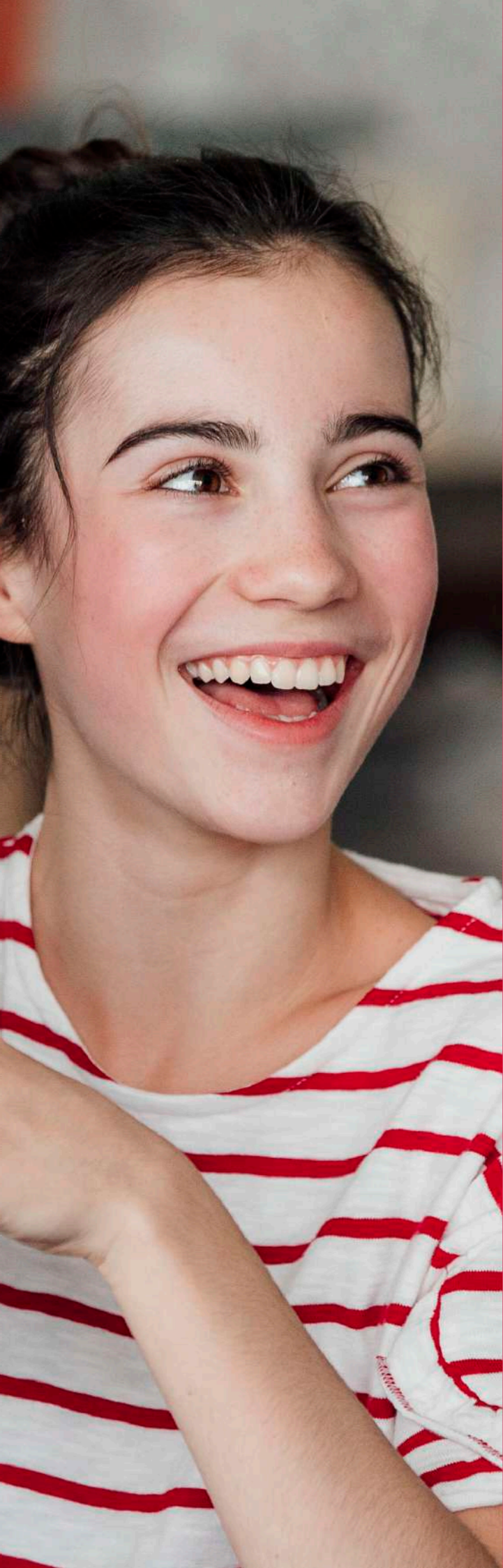
## REVIEWING YOUR PROGRESS



Each term you will meet with your tutor on a one-to-one basis and reflect on the progress you have made during that term. Together you will reflect on

- how you feel about your training, the progress you are making with your qualification and how well you are getting along with the peers in your group
- your attendance and timekeeping
- your commitment to the programme
- the support you are getting from Total People. Do you need any additional help and support?
- the skills and behaviours you are developing and how these will help you with your career goals
- what additional skills and behaviours you need to develop and how to go about this
- the progress you are making with or towards work experience and actions to help you progress further
- the progress you are making with your maths and English skills and actions to help you progress further

Your reviews will be shared with parents / carers, who will also be encouraged to comment on your progress.



# THE DEAL

At Total People we have high expectations of our staff and our learners. We expect all our learners to enter this deal with us.

You should expect a high level of support from Total People, and expect us to be committed, professional and respectful. We have high ambitions for you, and we want to work together with you and, where appropriate, your parents / carers and other professionals, as well as your work experience mentors, so we can help you to achieve your goals and ambitions.

At Total People we have similarly high expectations of all our learners.



# BEHAVIOUR MANAGEMENT POLICY

Total People's behaviour management policy is in place to keep everyone at Total People safe and in a positive learning environment. Where policies and procedures, or requirements outlined by 'the deal', are not followed then the disciplinary process which forms part of the behaviour management policy will be followed.

We will always start with gentle reminders and explanations of why we have certain rules. We always have your safety, wellbeing and welfare at the centre of our practice and policies.

If gentle reminders are not sufficient to change behaviour and actions, then we will move towards formal disciplinary action.

We will always make sure we apply rules and boundaries fairly and consistently.

Throughout the process we will work with you, giving you the best possible chance we can, to succeed.

Reasons why the disciplinary policy may be applied include

- consistently failing to follow rules
- using disrespectful language or behaviour towards other people or property
- not engaging with learning
- bullying or harassment

## The stages of the disciplinary process are as follows:

1. Verbal warning
2. Written warning
3. Final written warning
4. Dismissal from Total People

The following activities could result in instant dismissal from Total People:

- Violence towards others
- Drug or alcohol use on site
- Carrying of any illegal items such as drugs or weapons. Please note that this is a crime and Total People is obliged to report known criminal offences to the police

# MOBILE PHONE POLICY

At Total People we recognise the value of technology in education and its role in accessing appropriate information for learning. However, we also recognise the disruption to learning that mobile phones can cause when not used appropriately. We expect mobile phones and other devices such as laptops and tablets ONLY to be used as instructed by the Learning Coach / Tutor.

- In lessons, phones and devices can only be used for learning purposes as directed by the Learning Coach / Tutor. At all other times during lessons, they should be switched off or in silent mode and cannot be used for personal calls or messages
- Phones, devices and social media must be used responsibly at all times. Taking photos or videos is prohibited without explicit permission
- If a learner misuses a phone during lessons and a gentle warning does not resolve the issue, then Total People reserves the right to confiscate the device. It will be stored securely and returned at break times

# SMOKING / VAPING

Total People has a strict no smoking / vaping policy. Smoking and vaping are prohibited inside any Total People building at all times, and only allowed in the dedicated outside areas provided.



# OUR GROUP AGREEMENT

The deal is important to me because ...

Our group agreement is ...

# THE WAY YOU LEARN

A **learning disability** relates to how the brain works and can make it more difficult for someone to learn, understand or do certain things.

A **learning difficulty** is different as it does not affect general intellect. A learning difficulty can mean that someone has greater difficulty in learning than others of the same age.

## Some examples may include

Autism Spectrum

Dyslexia

Dyspraxia

ADHD

## What do you need from us to be able to learn effectively?

Talk to your tutor about how you learn best. If you have any learning difficulties, we will do our best to work with you to plan help and support that enables you to get the most from your programme. Sometimes the smallest changes can make the biggest difference.



# SAFEGUARDING

We recognise that all learners have a fundamental right to be protected from harm and abuse and that learners cannot learn effectively unless they feel and are safe.

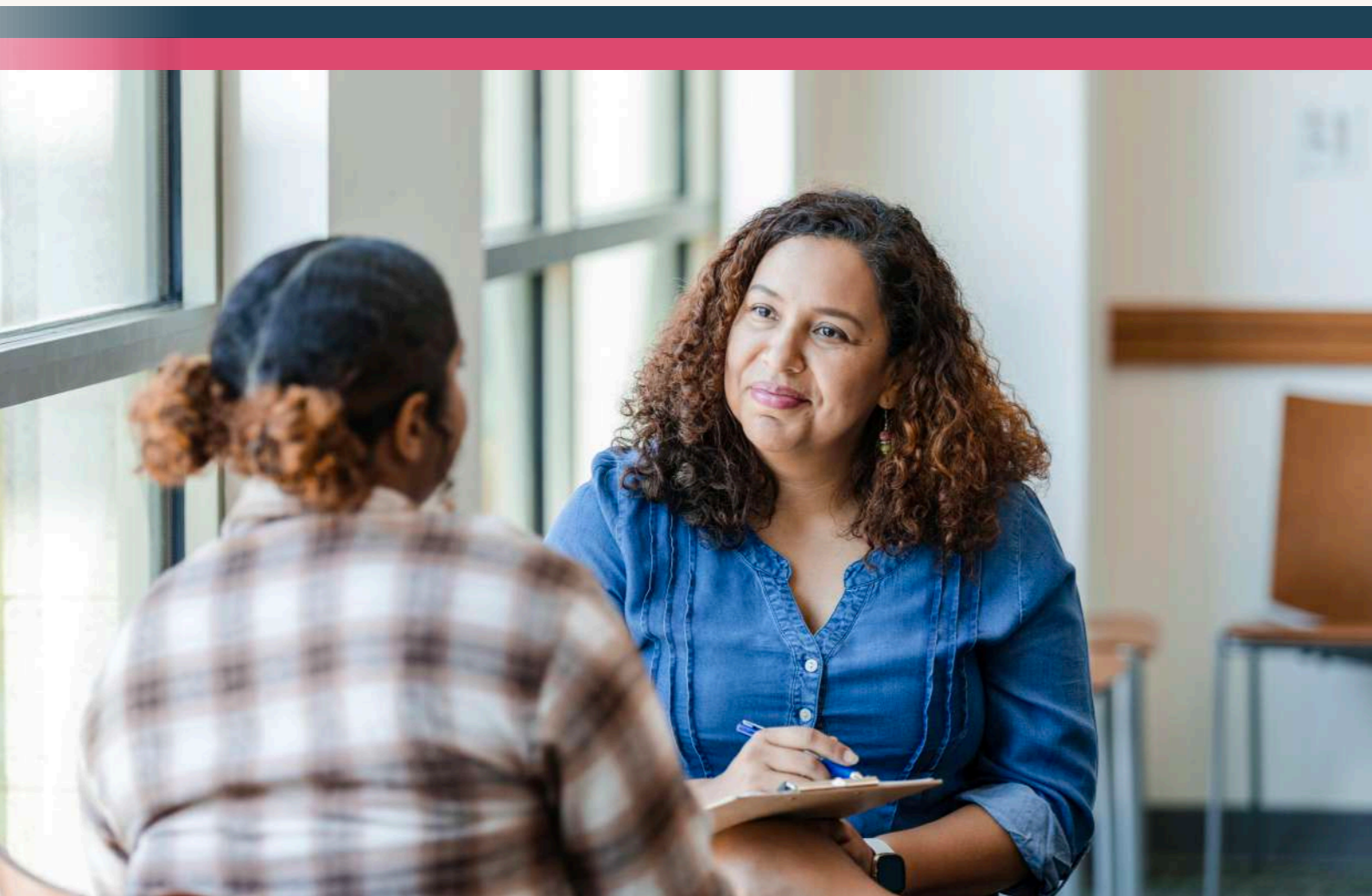
Total People has a legal and moral duty to have due regard to your health, safety and wellbeing.

We understand that learning can become impacted by individual circumstances and needs, and there are times when additional help, support, advice or guidance may be needed.

We will support you in any way we can. Your health, safety, wellbeing and welfare are of paramount importance to us.

You can find more information on the safeguarding page of our website.

[www.totalpeople.co.uk/about/safeguarding/](http://www.totalpeople.co.uk/about/safeguarding/)



# MEET THE SAFEGUARDING TEAM



**Head of Learner Experience**

**Sophie Hayes**

Tel: 07971 659 832

Email: [shayes@totalpeople.co.uk](mailto:shayes@totalpeople.co.uk)



**Designated Safeguarding Lead**

**Imtiaz Kala**

Tel: 07971 659 802

Email: [ikala@totalpeople.co.uk](mailto:ikala@totalpeople.co.uk)



**Deputy Designated Safeguarding Lead**

**Simone Healey**

Tel: 07971 659 832

Email: [shealey@totalpeople.co.uk](mailto:shealey@totalpeople.co.uk)



**Deputy Designated Safeguarding Lead**

**Leanne Shaw**

Tel: 07966 515 814

Email: [LShaw@totalpeople.co.uk](mailto:LShaw@totalpeople.co.uk)

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## SAFEGUARDING REPORTING

If you ever have a concern about yourself or someone else, please report this so we can provide the appropriate support and guidance.

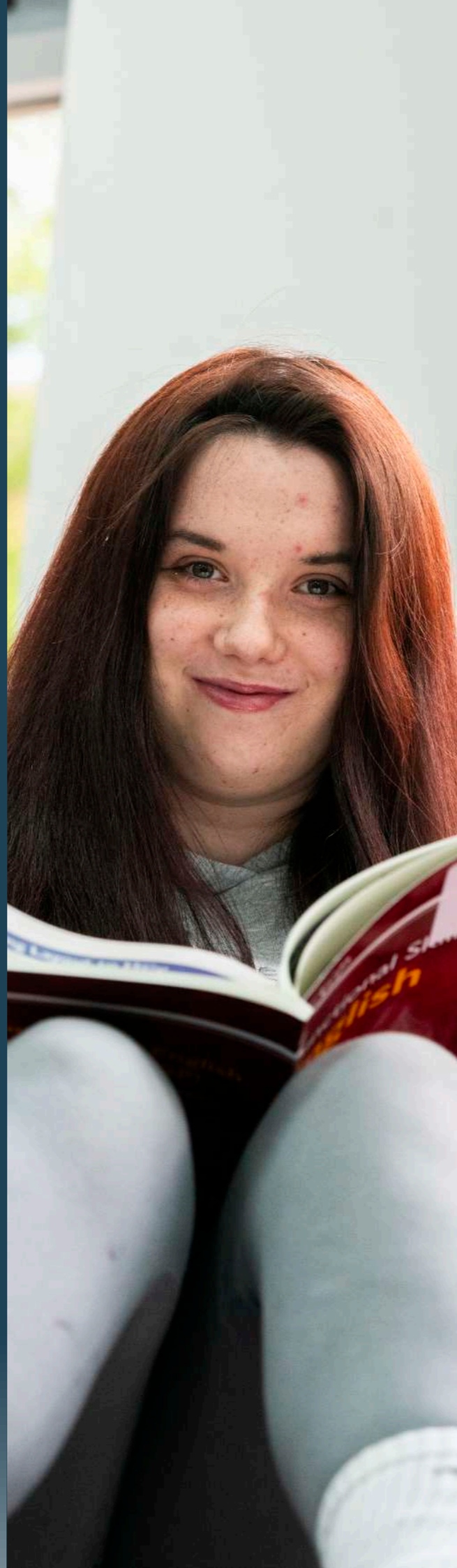
You can speak to your tutor at any time for advice and guidance. You can contact the Safeguarding team directly via email or via a webform on our website. This form is sent directly to our dedicated Safeguarding team, and all information is dealt with professionally, sensitively and in line with data protection and GDPR legislation.

Email: [safeguarding@totalpeople.co.uk](mailto:safeguarding@totalpeople.co.uk)

Use the QR code or visit our website.

<https://www.totalpeople.co.uk/about/safeguarding/report-a-concern/>

You can also access our reporting form directly from your OneFile portfolio via the Safeguarding button.



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## ATTENDANCE POLICY

At Total People we expect all learners to

- take full responsibility and ownership for their individual learning and attendance
- attend ALL scheduled sessions and additional compulsory activities associated with their programme
- report absence by 8:30 am or as soon as reasonably possible by contacting their Learning Coach / Tutor directly by phone, email or Microsoft Teams messaging. But always BEFORE training starts
- make all medical appointments outside of timetabled hours where possible
- avoid booking holidays in term time
- provide medical evidence for absences of seven consecutive days or more

Your tutor will review your attendance and timekeeping with you regularly and provide support so you can achieve the best possible attendance records.

Your tutor takes an electronic register at the start of every session. If you have not arrived for training or placement as expected, your parents / carers or emergency contact will be informed as soon as possible.

# PREVENT

**Prevent is a fundamental aspect of safeguarding** and is one of the four elements of the UK's Counter Terrorism Strategy (CONTEST). The Counter Terrorism Strategy (CONTEST) aims to reduce the risk posed by terrorism. The 4 Ps of CONTEST that underpin the strategy are as follows.



The Prevent Duty is focused on the element of prevention and has three clear aims, which are as follows:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
- Work with sectors and institutions where there are risks of radicalisation that we need to address. Revised Prevent Duty Guidance England & Wales, updated April 2021

Total People / MOL have a legal responsibility to fulfil the Prevent Duty and are committed to creating and maintaining a safeguarding culture.

Learning about Prevent and British Values is part of every study programme. The more knowledge people have, the more equipped they are to stay safe and to report something that may be a cause for concern.

# BRITISH VALUES

The British Values are:



Respect and Tolerance



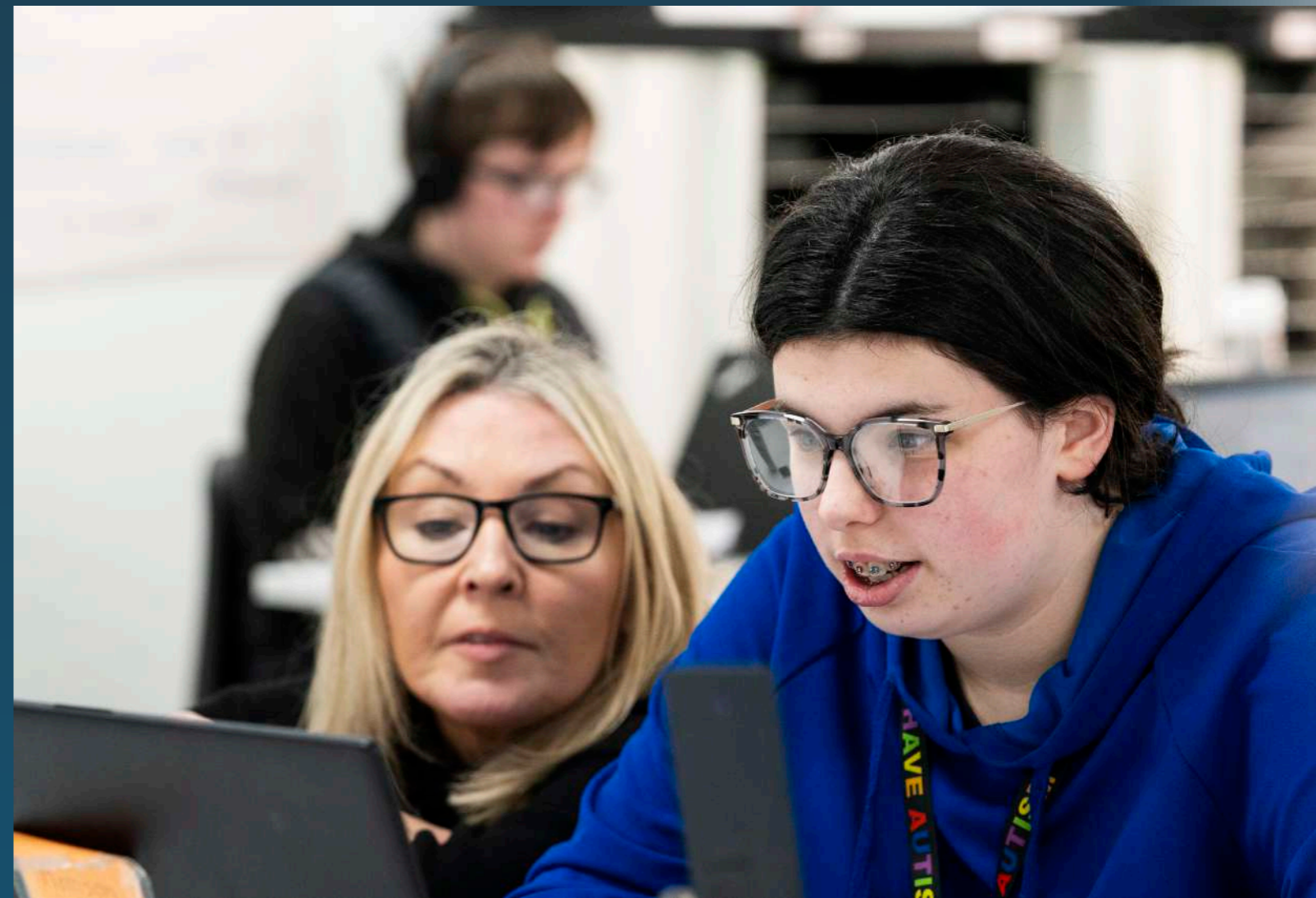
Rule of Law



Individual Liberty



Democracy



# BRITISH VALUES – WHAT THEY MEAN TO YOU

Respect and Tolerance means to me ...

Rule of Law means to me ...

Individual Liberty means to me ...

Democracy means to me ...

# EQUALITY, DIVERSITY AND INCLUSION (EDI)

**Equality** is about creating a fairer society. We can achieve this by providing all people with opportunities to make the most of their lives and talents. Irrespective of where they come from, what they believe in or how they look, no one should have poorer life chances based on things out of their control.

**Diversity** is about recognising our individual differences. It's about understanding that every person is unique and celebrating it! Diversity provides strength. Embracing and learning from differences in age, ethnicity, sex, gender, culture and education makes everyone better. Everyone is invited, and everyone is welcome.

**Inclusion** underpins both equality and diversity. It's not just about being invited. First, it's about feeling comfortable enough to attend. Being inclusive means creating an environment people feel comfortable in. Comfortable to be the best and most authentic versions of themselves. Feeling welcomed and invited to join in, in a way that best suits them.

*University of Bath, n.d. Equality, diversity & inclusion. Project Learning Aids. [pdf] Available at: <<https://tinyurl.com/ywkhxzs>> [Accessed 14 July 2023].*

# EQUALITY, DIVERSITY AND INCLUSION

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.

It is against the law to discriminate against anyone because of the following protected characteristics:

- Age
- Gender reassignment
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

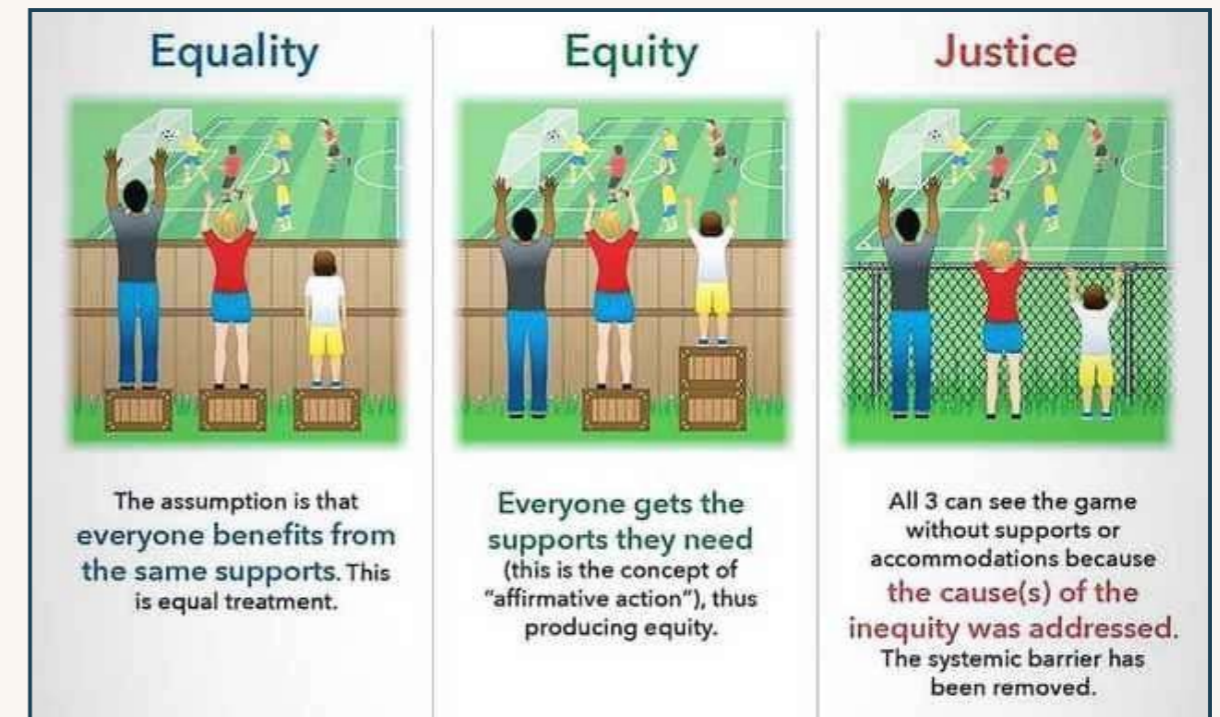
You're protected from discrimination

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

Source: <https://www.gov.uk/guidance/equality-act-2010-guidance>



# EQUALITY, DIVERSITY AND INCLUSION



Discuss and reflect on the pictures above and make a note of your thoughts. What does this picture say to you?

## GDPR – PROTECTING YOUR INFORMATION

The information we keep relating to your personal details is held securely. It can only be accessed by those who need to access it for a genuine purpose.

We make sure we follow The General Data Protection Regulation (GDPR) and Data Protection Act 2018, which provide individuals with a number of rights in relation to their personal data. There are eight individual rights, which concern

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability
- the right to object
- rights in relation to automated decision-making

## SOURCES OF INFORMATION, SUPPORT AND HELP

This handbook has made several references to helping you stay safe.

Total People has a responsibility to help make sure that you stay safe at training and outside of training.

There may be times in life when people need a little extra help, support or information.

The next section of this handbook provides information about where people can go to get some extra support and information if they ever need it.



# INFORMATION AND SUPPORT – MENTAL HEALTH

*“In many ways, mental health is just like physical health: everybody has it and we need to take care of it.*

*Good mental health means being generally able to think, feel and react in the ways that you need and want to live your life. But if you go through a period of poor mental health you might find the ways you’re frequently thinking, feeling or reacting become difficult, or even impossible, to cope with. This can feel just as bad as a physical illness, or even worse.”*

Mind



<https://www.mymind.org.uk/advice-guidance>

Crisis support 0800 145 6485



The Stay Alive app, developed by Grassroots Suicide Prevention, is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis.

<https://prevent-suicide.org.uk/find-help-now/stay-alive-app/>



<https://www.youngminds.org.uk/young-person/coping-with-life/what-is-mental-health/>



# INFORMATION AND SUPPORT – MENTAL HEALTH

To look after your own mental health, it is helpful to understand what stresses you have in your life and what you are doing to reduce your levels of stress and anxiety. There are many things that are good for mental health, for example, talking to someone you trust, eating well, getting enough sleep, getting fresh air and exercise, and spending time on hobbies and interests that you enjoy.



<https://mhfaengland.org/mhfa-centre/resources/address-your-stress/stress-container-resource-download.pdf>

# INFORMATION AND SUPPORT – DOMESTIC ABUSE

*“The UK government’s definition of domestic violence is ‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.’”*



<https://www.nationaldahelpline.org.uk/>



<https://www.nhs.uk/live-well/getting-help-for-domestic-violence/>



<https://mensadviceline.org.uk/>



# INFORMATION AND SUPPORT – SEXUAL VIOLENCE AND HARASSMENT



<https://rapecrisis.org.uk/>



<https://www.nhs.uk/service-search/sexual-health-services/find-a-rape-and-sexual-assault-referral-centre>



**Report Abuse in Education**

 **Call 0800 136 663**

 **Email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)**

 **In an emergency, call 999**

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## INFORMATION AND SUPPORT – BULLYING

Any incidents of bullying or harassment will be taken seriously and will be reported via CPOMS in line with the Safeguarding policy.

Bullying and harassment is behaviour that makes someone feel intimidated or offended. Harassment is unlawful under the Equality Act 2010.

Examples of bullying or harassing behaviour include

- spreading malicious rumours
- unfair treatment
- picking on or regularly undermining someone
- denying someone's training or promotion opportunities



Helpline 0300 323 0169

<https://www.nationalbullyinghelpline.co.uk>



<https://anti-bullyingalliance.org.uk/tools-information/advice-and-support/if-youre-being-bullied/find-help-and-support>



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## INFORMATION AND SUPPORT – ONLINE SAFETY

How people behave in the online world is just as important as how they behave in the physical / real world.

**Did you know?** One of the first things many employers do when they receive job applications or interview people is to look them up online. What is their online presence like, and what does their behaviour and conduct say about them? Think about this when creating your profiles and interacting with others online.

The internet is such a powerful tool and can provide valuable information and opportunities, but it can also pose many dangers, and it is important you know how to keep yourself safe online. Below are just a few important things to remember:

- Protect your online reputation – think before you post
- Know where to find help and to ask for help if you need it. Remember you can report online abuse!
- Don't give into pressure – once you have pressed send there is no taking it back!
- Be respectful to others online
- Follow the law – use legal and reliable services to access film, music and TV content
- Don't share personal details with people you don't know, and don't share others' details online
- Never agree to meet up with someone you have only ever met online – people are not always who they say they are

# INFORMATION AND SUPPORT – ONLINE SAFETY



[https://www.ceopeducation.co.uk/11\\_18/](https://www.ceopeducation.co.uk/11_18/)



<https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online>



The Mix is a charity that provides free information and support for under 25s.

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

Use their crisis messenger by texting THEMIX to 85258.



Free, confidential support online and over the phone for young people under 19. Call on 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)



# INFORMATION AND SUPPORT – DRUG AND ALCOHOL SUPPORT



<https://changegrowlive.org/cheshire-east>



<https://www.viaorg.uk/>



<https://www.changegrowlive.org/advice-info/under-25-advice>



# INFORMATION AND SUPPORT – GAMBLING SUPPORT



<https://www.nhs.uk/live-well/addiction-support/gambling-addiction>



GamCare operates the National Gambling Helpline. Advisors are available 24 hours a day on free phone 0808 8020133 or via web chat [www.gamcare.org.uk](http://www.gamcare.org.uk)



# INFORMATION AND SUPPORT – HOUSING AND FINANCE



<https://www.cheshireeast.gov.uk/housing/housing.aspx>



<https://www.cheshirewestandchester.gov.uk/residents/housing/housing-related-support>



[https://england.shelter.org.uk/housing\\_advice/homelessness/emergency\\_options\\_for\\_homeless\\_16\\_to\\_25\\_year olds](https://england.shelter.org.uk/housing_advice/homelessness/emergency_options_for_homeless_16_to_25_year olds)



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# LEADERS IN LEARNING

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Total People is part of LTE group.

LTE group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.