



Safeguarding, Health and Safety & Mental Health





Safeguarding

Safeguarding is about people and organisations working together to prevent and stop both the risk and experience of abuse or neglect whilst promoting a positive wellbeing. Safeguarding is an essential part of responding and supporting the individual welfare needs of our learners. This can be working with those who are having thoughts of harming to being at risk of homelessness or abuse. When things do not go to plan, and there is risk to you or others, good support and advice is available to help overcome barriers. Our fully trained Safeguarding Team are available to help, in the way of working towards managing any concerns alongside engaging with supporting agencies. We know this is important, so staff within the business will at times talk about real life, and sometimes-sensitive subjects to educate and stop harm spreading through the approach of greater awareness. If something is happening that poses harm or danger then, it is right that this is responded to.

What does safeguarding support look like

There are different ways that referrals can be made for safeguarding support. You can refer yourself via email or Zendesk, or a you could be referred by someone who is concerned for your safety or welfare.

Once a referral has been made, the safeguarding team will reach out to you via email to arrange a support call. These calls can take place over teams or on the phone. The safeguarding specialist will then be able to support you in which ever way is best for you, for example, a Microsoft Teams calls can take place every two weeks to monitor the safeguarding concern and impact of interventions.

The safeguarding team can support you with a variety of risks, including but not limited to, mental health concerns, homelessness, risk of abuse or workplace bullying. The safeguarding team are trained and prepared to tackle conversations some may find difficult, and they are also able to provide third party support relating to the safeguarding concern. For example, the safeguarding team will provide you with online links to self help information, or email addresses and telephone numbers or organisation that will be able to support. You will also be encouraged and empowered to reach out for support yourself, for example, making a GP appointment.

You will have support every step of the way from the safeguarding team and the case will be closed once you are satisfied that the safeguarding concern is no longer a risk.

Here at QA, we pride ourselves on our duty of care to our learners, we believe that when learners feel safe and happy, they can reach their full potential and flourish throughout their apprenticeship and beyond.

Ways to access support if you are worried for yourself or someone else:

- Call us – anytime 07808 050273
- Email: safeguarding@qa.com
- Contact your Digital Learning Coach (DLC), tutor or account manager
- Speak to any member of QA staff onsite



Health and Safety

QA will advise children and adults on QA Apprenticeships of the code of conduct expected of them including observing Health and Safety rules in the workplace and at QA centres. QA will also provide you with other relevant policy and procedural notices which are in place to protect your health and wellbeing.

You will be made aware that any concerns related to health and safety should be shared with either Digital Learning Coach, Account Managers, tutors or the safeguarding team and you can expect this to be dealt with in a timely manner. Health and safety are the foundation to a positive working experience and is therefore of high importance. You should receive and engage with health and safety training in your workplace and should be applying this knowledge to your duties and responsibilities at work. Support will be provided surrounding health and safety should there be any concerns.

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Mental Health

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. If you or others that you may know of are suffering from a mental health condition, then there is support available. One of the ways of coping with ill mental health is to talk about the way you are feeling, you can do this with friends, family, or a trusted individual. Sometimes to start with, this can feel uncomfortable, however sharing this information may help you to gain an understanding of how you are feeling and potentially identify, a route cause or triggers that cause you to feel a certain way. With 1 in 4 people each year suffering from a mental health condition, it is important to remember this is something that others have experienced, and the support is available. Everyone is worthy of support and recovery.

Our safeguarding team are mental health first aid trained and therefore, you can expect to talk openly about any mental health concerns with non-judgemental and effective communication strategies. Reaching out for support can often be the most challenging part of addressing ill mental health and you will be shown the same respect and care when reaching out for support.

Support that is available to you consists of frequent calls and communication from our safeguarding team whereby different intervention strategies will be discussed. All learners are different and therefore finding the intervention that suits your needs can often be a case of trial and error. As a result, the safeguarding specialists have access to a wide range of supportive tools; you can rely on them to support and encourage



new interventions where needed. Safeguarding specialist will also support you in reaching out for professional support, perhaps this is from a workplace counsellor or through contacting the GP.

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