

# Apprentice support policy

## Introduction

This policy outlines the support provided to DHA learners, to ensure they are happy, healthy, able to participate, and successful during their apprenticeship.

This policy should be read in conjunction with the:

Apprentice Disability Policy

Equality, Diversity and Inclusion Policy

Reasonable Adjustments Policy

Attendance Policy

Bullying and Harassment Policy

Safeguarding Policy

Prevent Policy

Data Protection and Confidentiality Policy

Apprentice Code of Conduct

DHA understands that learners will be able to overcome many day to day challenges themselves, or with the support from friends, family, and their workplace. However, as their apprenticeship provider, we have an obligation to signpost and provide additional support where this is not the case.

Learners are advised on a range of strategies to support their mental health and wellbeing where possible. They are encouraged to take responsibility for their wellbeing through information, advice and guidance provided via their Trainer or Designated Safeguarding Lead.

DHA also recognise that some causes for concern may arise which require more specialist support. In these situations learners are advised to obtain this support from sources such as their GP, other organisations within the local area or our Employee Assistance Health Assured Programme which is available for all learners. Learners can download the My Health Advantage App, visit the website [www.healthassuredeap.com](http://www.healthassuredeap.com) or via telephone 08000280199 quoting employer code **MHA095331**.

The Designated Safeguarding Lead will share information relating to various learner support needs through its governance meetings. It is the responsibility of the Managing Director to ensure this data is monitored, reviewed and that any suggestions that support learner wellbeing are discussed and approved as appropriate.

Learners have access to Designated Safeguarding Leads, Wellbeing Champions and Trainers. They work closely together to provide learners with information, advice and guidance on a range of Hot Topics. We encourage learners to share the Hot Topic of the month with the people in their care and also their colleagues.

Confidentiality and privacy will be respected at all times, however if a learner is identified as being high risk (i.e. having suicidal thoughts), appropriate action will be taken such as contacting the emergency services, Next of Kin, or other appropriate organisations. DHA ensures that all situations are treated fairly and with respect.

Learners may disclose non-high risk additional needs which may affect their welfare. This is logged along with actions in the additional needs section of the Pre Join Tracker, Commitment Statement, Risk Assessment and Scheme of Work/Individual Learning plan. Where learners disclose needs, the training team will follow up with further questions, discuss reasonable adjustments, and where appropriate signpost learners to relevant internal or external resources.

All concerns and disclosures are documented on the Safeguarding/cause for concern tracker and is only shared with those to whom it is relevant. All information is kept in accordance with General Data Protection Regulations.