

LEARNER NEWSLETTER

September 2023

MEET SOME OF OUR STAFF, TURN TO PAGE 3!

NEW ACADEMIC YEAR!



Meet Alexandra! She has just walked away with her level 5 diploma and a distinction at level 5 in her Leader in Care apprenticeship standard.

As we start a new academic year, we welcome new apprentices in addition to those continuing with their apprenticeship into this new year.

We wanted to reiterate our expectation, that you all achieve distinctions! Alexandra and many others offered the following throughout their programme:

- Effectively and consistently planned and communicated throughout their programme
- Was punctual and attended regular teaching sessions and tutorials
- Successfully achieved functional skills early in their programme.
- Included and engaged their employer throughout
- Actively participated in quarterly Learning Reviews
- Submitted high standard evidence and assessment.
- Practised what they learnt every day, revised and embedded their learning at work.
- Took time to remember, recollect and recall what they learnt so they could have an impact at work, but also prepare for their End Point Assessment.

As you know from enrolment, and consistently though your tutor, we want you to aim for distinction levels not only with your End Point Assessment but from the start of your programme with all aspects of your programme. Like Alexandra, we want the best for you!

Use our website and social media for regular updates or basic support policies like complaints, etc.

<https://achievingexcellenceukltd.com/>

Search Achieving Excellence UK Ltd on Facebook, Instagram, LinkedIn and/or Twitter.

Your Learner Handbook is also a great source of everything you need to know.

Finally, remember you have your tutor, but also Zoe as your Engagement Manager. You also have direct contact with Mike and I as Directors.

We wish you well, recognising programmes like these can be added pressure. However, we assure you that through hard work you can obtain higher levels of knowledge, skills and behaviours.

Good luck, and enjoy your journey!

Rick Shuttleworth

Mike Austin



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PERSONAL DEVELOPMENT



Our commitment to you includes supporting with broader personal development needs. We can offer the following training as part of your programme, or in addition to. Please liaise with your tutor with any you require:

- Bribery Act, Communication,
- Display Screen Equipment,
- Equality and Diversity,
- Fraud and Fraud Prevention,
- General Data Protection Regulations,
- Infection Prevention and Control,
- Introduction to Fire Safety in the Workplace,
- Managing Conflict,
- Prevention of Money Laundering,
- Safeguarding Children,
- Self-Awareness and Personal Development,
- Stress Management,
- Teamworking

We also support with:

- Ongoing Information, Advice and Guidance
- Regular hot topics that relate to you and your role
- Day to day health and wellbeing including safeguarding

SAFEGUARDING REMINDER

- "... safeguarding means protecting a person's right to live in safety, free from abuse and neglect.
- Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse and neglect."
- Definition of Safeguarding from Care Act 2014 . If someone is in immediate danger dial 999.
- Alternatively, speak to HR or contact:
 - Safeguarding@achievingexcellenceukltd.com for impartial reporting, advice and/or guidance
 - Designated Safeguarding Officer: Richard Shuttleworth, 07792655931, rick@achievingexcellenceukltd.com
 - Designated Safeguarding Lead: Charlotte Parman, 07854 88 817 charlotte@achievingexcellenceukltd.com
 - Deputy Safeguarding Officer: Janice Oliver, 07956288049, janice@achievingexcellenceukltd.com
- Please report any safeguarding concerns to your local council safeguarding team or board if you feel issues are not being addressed or follow whistle-blowing procedures.

Remember to contact us at safeguarding@achievingexcellenceukltd.com with any health, safeguarding or wellbeing concerns!

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GETTING TO KNOW OUR STAFF!



Name:

Zoe Keele

Role:

Learner Engagement
Manager

Hobbies or interests:

Running & spending time
with my 3 lovely
grandchildren.

Favourite movie:

Notebook

Favourite music or song:

Various music, depending what mood I'm in.....
today would be Sorrento Moon (Tina Arena)

Favourite quote:

"We are only here for a quick look around" It's not a famous quote, but a quote my other half always tells me 😊

Advice to an apprentice:

Never give up no matter how hard some days maybe and you will achieve everything you set out to do.

What do you want invented within next 25 years?

In internal sensor to detect fatal illnesses early

What would you be if not a tutor?

I would be a midwife.

GETTING TO KNOW OUR STAFF!



Name:

Kim Riley

Role:

Trainee Apprenticeship Assessor

Hobbies or interests:

Animals are an intense passion of mine, and I was fortunate enough to be able to engage in this interest/ hobby by completing both a Zoology and Marine Biology degree. I also have an interest in Tudor history (having completed a diploma!).

Favourite movie:

I'm afraid you are more likely to find me curled up with a good book rather than watch tv. Especially if it's an Agatha Christie book!!

Favourite music or song:

I love all music, however Latin pop and Motown would be among my favourites.

Favourite quote:

These two make me smile for different reasons:

"The beautiful thing about learning is nobody can take it away from you" – B.B. King

"Behind every great man, is a great woman rolling her eyes!" – Jim Carey

Advice to an apprentice:

Always work from your heart no matter the subject, because if your hearts not in it then you need to make changes.

What do you want invented within next 25 years?:

A self-cleaning house as my partner seems allergic!

What would you be if not a tutor?:

Marine biologist

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PREVENT – EDUCATE AGAINST HATE

Anyone can be vulnerable to extremism and radicalisation, but children are particularly at risk. As they grow and become more independent, it is not unusual for them to take risks, explore new things and push boundaries.

Teenage years are often a time when young people will be searching for answers to questions about identity, faith and belonging, as well as looking for adventure and excitement. Extremist groups know young people are vulnerable and may claim to offer them answers, identity and a strong social network, and using the internet and social media to spread their ideology.

We need to educate our children and others about what prevent is and how this can be managed, children and young people can have access to far more material now than they have ever previously due to the internet being accessible for most of the young people, this can be a great tool if used correctly, however, the dark web can lead to children looking at material that may lead to extremism and radicalisation.

We need to be aware of what the signs are of extremism and radicalisation and how to put early intervention into place.

Radicalisation can be really difficult to spot. Signs that may indicate a child is being radicalised include:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

**educate.against.
hate**

<https://www.educateagainsthate.com>

BRITISH VALUES – INTERNATIONAL DEMOCRACY DAY

In 2007 the United Nations General Assembly chose to observe 15th September as the day of International Day of Democracy, with the purpose of promoting and upholding the principles of democracy.



Democracy means 'rule by the people' in a democracy, like the UK, people elect the government and have a say in how its run, this is done by voting in elections.

Democracy maintains law and order – we have laws that are created by and voted by MPs we elect. We all have to follow them as they help keep us safe.

It provides freedom of speech – we have the right to say what we think about something as long as we do not say anything hurtful to others.

It helps achieve equality – living in a democracy helps us to treat each other fairly and equally.

Anyone over the age of 18 is eligible for voting and it is important that we all make sure we utilise our vote so that the UK can continue to be a democracy.

In your work place, you can promote democracy by encouraging staff or service users to have a say, if this is through staff meetings or service users meetings, or by sending feedback forms to other stakeholders.

At Achieving Excellence we welcome any feedback that you have and you can speak to your tutor about this.

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SAFEGUARDING – LUCY LETBY



On the 21st August 2023, Lucy Letby was sentenced to 7 consecutive life sentences for the murder of babies who were in her care, she was a nurse working at the Countess of Chester Hospital, she worked in the intensive care unit and with the babies within the hospital.

In June 2016 Lucy was removed from duties after that here had been suspicions after an outbreak of unexpected collapses and infant deaths. Her trail lasted from October 2022 to August 2023 after being charged with eight counts of murder and ten counts of attempted murder.

Lucy Letby's methods included injecting the infants with air or insulin, overfeeding them or physically assaulting them. She also stole 250 confidential documents relating to the children's care to keep as mementos of her crimes and falsified patient records to avert suspicion.

Lucy Letby was born in 1990 and had always dreamed of being a nurse as she needed medical intervention when she was born so wanted to work within the sector. There was an informal review conducted in June 2015, and three of these cases resulted in deaths in the same month. A consultant and lead neonatologist at the Countess of Chester Hospital NHS foundation Trust reported these deaths to the trust but the committee did not group the incidents together and this could have prevented this continuing.

In 2016, the lead neonatologist communicated findings via an 'urgent' email to the trusts medical director leading to an eventual meeting in May 2016 including that Letby was present at all of the babies

deaths. However, no action was taken as a result of the meeting.

There were many findings during the court case that came out as to how Letby's behaviour could have been prevented further by multi-agency discussions and taking whistle blowing into account.

What does this mean to you?

Although the Letby case is, thankfully, rare, we can learn from this case, we need to remember that safeguarding is everyone's responsibility and if there is something wrong in your setting, you need to report it and ensure that people in power listen.

If you have any safeguarding concerns please do not hesitate to contact us

safeguarding@achievingexcellenceukltd.com

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HEALTH AND WELL-BEING – WORLD HEART DAY

World Heart Day is a reminder to everyone around the world to take care of their hearts. This year's campaign focuses on the essential step of knowing our hearts first.

It is not limited to a specific theme or topic. Instead, those who activate the campaign can choose their area of focus – i.e., the environment, healthcare access, mental health or priority risk factors – and provoke their audiences with questions that are relevant and interesting to them.

Did you know that your heart is the size of your fist and the strongest muscle in your body? It started beating about three weeks after you were conceived. If you live to be 70, it will have beaten two and a half billion times. However, although impressive and strong, your heart can also become vulnerable from habitual risk factors like smoking, diabetes, cholesterol, eating an unhealthy diet, or living with high blood pressure.

Although cardiovascular disease is the world's number one killer, causing over 18.6 million deaths per year this year's focus is about things that we love as well as our heart health.

You can celebrate world heart day in a variety of ways this year, by talking to others about what you love and what means the most to you or making sure that those around you are feeling valued and supported. We have all been through a very tough few years with the cost of living crisis and Covid and it is important to spend time with loved ones to make sure that they are okay and are signposted to support if it is needed.

Mental health is becoming more talked about and accepted but there is still a way to go and it is important to care for those around you with mental health and check in with those who are struggling. It is also important that you speak to someone if you are struggling.



EQUALITY AND DIVERSITY – LANGUAGES DAY

Throughout Europe, 700 million Europeans are represented in the Council of Europe's 46 member states and all are encouraged to discover more languages at any age, as part of or alongside their studies. This stems from the Council of Europe's conviction that linguistic diversity is a tool for achieving greater intercultural understanding and a key element in the rich cultural heritage of our continent. Therefore, the Council of Europe, in Strasbourg, promotes plurilingualism in the whole of Europe.

Verbal communication only makes up 7% of our communication, with 55% being made up of body language and 38% is tone of voice. Body language can vary dependent on place, such as putting your thumb up, although in the UK it is considered a positive sign, in parts of Europe and the Middle East it can be considered vulgar or offensive. Generation Z users also find the thumbs up emoji to be passive aggressive, hurtful and rude. It is important that we are thinking about our non verbal communication as well as what we are actually saying.

Within the UK we speak over 300 languages, the main language spoken by 92% of the population is English but there are also other native languages such as Irish Gaelic, Scottish Gaelic, Welsh, Manx, Cornish and the Channel Island languages as well as Polish, Urdu, Arabic and Mandarin.

In 2003 the UK government formally recognised that British sign language is a language in its own right and from September 2025 will be taught to pupils in schools as a GCSE.

It is important that we continue to celebrate our diversity and this includes the different languages that are spoken.

What does your setting do to support different languages? Is there more that can be done? What are your settings policies if someone cannot read?