

**Learners Welcome Pack**

Employability Edition

Lead Scotland is a voluntary organisation, set up in 1979.

We offer personalised learning, befriending, employability, advice, and information services.

Contents

[**Welcome to Learning with Lead Scotland** 2](#_Toc118703111)

[**What could Lead Scotland offer you?** 3](#_Toc118703112)

[**Employability Pipeline** 3](#_Toc118703113)

[**Our Projects** 4](#_Toc118703114)

[**Aberdeenshire Employability Project** 4](#_Toc118703115)

[**Aberdeenshire Employability Agreements Project** 5](#_Toc118703116)

[**Expectations and Respect** 5](#_Toc118703117)

[**Lead Scotland’s Smoke-free policy** 6](file:///C%3A%5CUsers%5CDanni%20Phoenix-Kane%5CDocuments%5CLearners%20Welcome%20Pack%20-%20Employability.docx#_Toc118703118)

[**Workplace expectations** 6](#_Toc118703119)

[**Improving our services** 7](#_Toc118703120)

[**Respecting your personal information** 8](#_Toc118703121)

[**Our Complaints Policy** 8](#_Toc118703122)

[**Useful Signposts** 9](#_Toc118703123)

# **Welcome to Learning with Lead Scotland**

We are a charity that love learning. It’s our mission to work with **you** to find a way **you** can learn and be successful in future employment.

Our services are **free** to learners. We have a person-centred approach, which means we listen to what you want. We also work with other agencies to find the best way of offering you a service.

Our staff are knowledgeable on various disabilities and barriers to employment. We use this to ensure you get the best experience, **voluntary** and **work opportunities to build your working portfolio.**

Lead Scotland can also offer **accredited qualifications**, please speak to your Keyworker to find out more about this.

Do not hesitate to contact if you have any further questions. More details can be found on our website: [www.lead.org.uk](http://www.lead.org.uk)

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'Like' us on Facebook at www.facebook.com/likeleadscotland Follow us on Twitter @leadscot\_tweet

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**Your Contact at Lead Scotland:**

# **What could Lead Scotland offer you?**

**Do you want to learn something new, gain skills for work, or fulfil a lifetime ambition? Have you recently left school or are a young person between 16-24 and want to understand what opportunities there are for you in work and volunteering?**

Lead Scotland can support your learning:

* Talk to your Learning Coordinator about what **interests** you, when you might be able to commit **time**, and how you would like to **learn skills**
* We will support you to talk to employers and learning providers about **your specific requirements**
* Find **practical** ways around barriers
* Support to learn, both outside and inside a work placement
* **Hybrid support** available, to offer support both face to face and/or remotely to improve your skills, confidence and connect more with your community
* **Reviews to reflect** on how things are going
* **Travel training** to and from locations and work placements
* **Support to exit** Lead’s services into further learning, employment, or volunteering

# **Employability Pipeline**

When talking about employability, you may come across the term – **Employability Pipeline**. The Employability Pipeline is a framework made up of **5 key stages**, which looks at the needs of the individual, the **soft and employability skills** they may have and what requires development.

Our projects cover **pre-stage 1 up to stage 2** and provide support to allow learners to become ready for work.

**Stage 1** is **Referral and Engagement**. This stage focuses on reaching out, supporting people into regular activity and positive routines, and helping individuals to connect with others.

**Stage 2** is **Barrier Removal**. This stage focuses on assessing individual need and agreeing key activities to address barriers you might be facing to employment or training.



More information can be found here: [Employability in Scotland](https://www.employabilityinscotland.com/resources-for-partners/the-employability-pipeline/1/)

# **Our Projects**

## **Aberdeenshire Employability Project**

The Aberdeenshire Employability project gives young disabled people, carers and people experiencing multiple barriers to employment **aged 16-24** **dedicated support** to progress in their ability to engage and access the world of work, education, volunteering, or skills development.

The project is suitable for those who are **starting out on their journey towards employability** and supports those who are at **pre-stage 1, stage 1 or stage 2** of the employability pipeline.

We support learners to work on their **self-defined goals** and achieve their potential by **developing key core skills** and improving qualification profiles.

Examples of activities that the project supports includes:

* Confidence building
* Core skills (literacy, numeracy, CV preparation, interview preparation)
* Digital skills
* Adult Achievement Awards (SCQF levels 2-6)
* Other accredited SQA courses

Learners will also improve their transferable skills for the world of work including regular attendance, commitment, communication, listening skills and team working.

This project has no entry requirements. Your Learning Coordinator will work with you to **tailor an action plan to suit your goals**. The project can take place at home and in community venues appropriate to your goals.

## **Aberdeenshire Employability Agreements Project**

The Aberdeenshire Employability Agreements (AEA) Project is a project jointly administered by Lead Scotland and the No One Left Behind Opportunities for All team of Aberdeenshire Council.

The AEA project gives young disabled people, carers and people experiencing multiple barriers to employment **aged 16-19 dedicated** support to prepare and participate in further education, training, or work.

The project is suitable for those who are at **stage 1 or stage 2** of the employability pipeline. On this project you may be eligible to receive the **Educational Maintenance Allowance (EMA) of £30 per week**. Transport and other costs to participate may also be paid.

The AEA project supports young people with IT, Literacy and Numeracy skills and can **offer opportunities of volunteering in a workplace** to gain work experience. Support is given to work towards employability to learn confidence building and team working skills.

To qualify for the AEA, the learner must be ready to engage in activities for a **minimum of 3 hours per week.** Your Learning Coordinator will work with you to **tailor an action plan to suit your goals**. To ensure the AEA is the right for you, you can undergo a **4-week trial before signing up to the programme.**

# **Expectations and Respect**

* Lead Staff and volunteers will respect you
* We expect you to respect our staff and volunteers

Please note that Lead Scotland may withdraw the service if we feel our staff or volunteers are not treated with respect. Please speak to your contact or use our complaints leaflet to contact us if you feel you have not been treated with respect.

## **Lead Scotland’s Smoke-free policy**

We want to project all staff, volunteers, learners, and visitors from inhaling second-hand smoke.

Staff and volunteers have a right to work/volunteer in a smoke free place.

Please give our staff and volunteers a smoke-free visit by:

* Not smoking during their visit
* Asking other people in the room not to smoke during the visit
* Airing the room before the visit if you can (e.g. by opening a window)

Sources of support are:

* Smokeline 0900 848484
* [Quit smoking - NHS (www.nhs.uk)](https://www.nhs.uk/live-well/quit-smoking/)
* Local GP surgery

## **Workplace expectations**

If you are engaged in a **workplace placement** during your time on our projects, we expect you to:

1. Agree workplace start times and days that you can **commit to**. This will be set collaboratively with you, the employer and the Learning Coordinator.
2. Report if you are off sick by informing the employer and Learning Coordinator **at least one hour** before the work placement starts. The method of reporting can be by email, text message or phone as agreed with the employer and Learning Coordinator.
	1. If you have symptoms of COVID 19, it is advisable that you do not go to the work placement and inform the employer and Learning Coordinator on the first day of sickness. Return to work will be agreed between the employer, Learning Coordinator, and learner.
3. Organise medical appointments at times when not expected at the workplace. If this is not possible, it is up to the learner to make arrangements with the employer to take time off for the appointment in advance (e.g., preferably 1 week in advance).
4. Have the **independence to travel and book travel in advance** (if you are confident in travelling or have received travel training from us) to be able to meet with the Learning Coordinator and employer at the agreed times.
5. Have meetings (including workplace assessments) on a **one-to-one basis** between the learner and Learning Coordinator. Exceptions can be made with a parent present, if the learner has difficulties requiring additional support (e.g., hearing impairment (translator)). Theses exceptions are agreed on a case-by-case basis.
6. Undertake the appropriate **training/induction** (agreed with the employer and Learning Coordinator) to be **safe and successful** at the work you are performing. If you have any concerns that the induction is not provided or sufficient, please contact your Learning Coordinator.

During your time on our projects and during work placements, learners will have regular **review meetings** to discuss how the work is going. This gives opportunities to look at what adjustments can be made, and problem solve issues (e.g., anxieties) to make your work placement successful. If you, the learner, have concerns at any point, you should chat to the Learning Coordinator in the first instance.

Parents and carers of the learner should contact Lead if they have any questions or concerns about the placement, but please note that **Lead will only discuss Learner’s progress and activity with the learners expressed (written) consent.**

# **Improving our services**

You may be asked to give your opinions about our services to help us improve. This may happen during and after you leave the Lead Project.

Lead Scotland or an independent research company may carry out this survey. If it is an independent research company, Lead will provide them with information about the project you were on and your name and address so they can contact you direct. We would always ask you first if you are happy to this to happen. If Lead Scotland is conducting the research survey, we will contact you direct without passing your details on.

# **Respecting your personal information**

Staff and volunteers will treat your information as **private.** We store information securely (paper and computer files). Personal information may be shared within Lead Scotland. This will be on a need-to-know basis to provide effective services.

You have the right to ask to see any information that we keep about you. You may request that it is changed if you think it is inaccurate. The information will be destroyed when it is no longer necessary for us to hold it.

As well as the project(s) offered in your area, Lead Scotland are a signposting service and can give you information about other local services and projects available. The Coordinator may be able to make a referral to another service but will always ask for consent before doing so.

We will always ask your permission about sharing any of your personal information outside Lead Scotland. The only exception to this would be if we became aware that **you or someone else is at serious risk or is breaking the law.** In that case the law says that we would have to share this information.

# **Our Complaints Policy**

Lead Scotland aims to provide a **high quality, accessible service**. We recognise that there may be times when we fall short of the standards we aim to achieve. All complaints are taken seriously and will be investigated.

**Who can complain?** Anyone can make a complaint, whether a learner, a volunteer, a parent, carer or an external agency. If you need support, we can provide this (or you may choose someone else to help).

**How do I complain?** If you are unhappy with our services, you can talk about the problem with a member of staff or the manager of that service. Complaints can often be dealt with by an explanation or apology. We hope that this informal approach will be adequate in most situations.

If you are not satisfied with the informal approach, you can complain to our Director in any format e.g. by letter, email, tape or telephone. Explain what or who you wish to complain about and include any information you feel is relevant.

Please address your complaint to: Chief Executive Officer, Lead Scotland, 525 Ferry Road, Edinburgh, EH5 2FF

# **Useful Signposts**

* [Talking about tomorrow](https://www.talkingabouttomorrow.org.uk/) **[Parents/Carers]** – Online resource with advice, blogs, videos from parents about preparing young people moving into adulthood.
* [Contact](https://contact.org.uk/scotland/) **[Parents]** – Provide an enquiry line, parent workshops and support groups for families with disabled young people. They also are actively involved in several policy, parliamentary and advisory groups.
* [Salvesen Mindroom Centre](https://www.mindroom.org/help-and-support/children-and-young-people/) **[Learners]** – Provides advice and support, advocacy, and transition services for young people
* [Independent Living Fund](https://ilf.scot/transition-fund/) **[Transition]** – Fund dedicated to helping support young people try new activities, transition post-school age, and enhance their independence and confidence