

People who can
help you in and
out of school



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in and out of school

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We hope you like this guide. We'd like to say thank you to all the young people and adults who gave us their ideas and suggestions when we were writing it.

All the advice "in quotes" comes from other young people.

Enquire

THE SCOTTISH ADVICE SERVICE FOR ADDITIONAL SUPPORT FOR LEARNING

This Enquire guide tells you how the people you already know can help you. It also gives you ideas about who else you can ask for help and advice.

If you are having problems at school, someone in this guide might be able to help.

“Don’t just stand there and feel you can’t be helped, because you can.”



call 0845 123 2303

These are people in school who
may be able to help you...



Auxiliary – an adult who helps you
in the classroom and sometimes with
other things like getting around the
school.

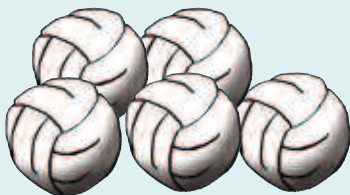
Buddy – an older pupil who helps you
at school and is there if you need to
talk to someone. Your school might have
buddies for first-years to help them settle in.

Class or subject teacher – people you'll meet a
lot! If they notice something's wrong they may ask to
talk to you. You can talk to your class or subject
teacher about any problem or worry. Even if they are
very busy it's their job to try to help.

Classroom assistant – helps the teacher and pupils in the classroom.

Guidance teacher – some schools have a guidance teacher who is there for you to go to if you're having problems or are worried about something. You don't have to go to a guidance teacher to talk about problems or worries – you can go to any teacher or other member of staff if you prefer.

Learning support teacher – helps you to learn and make the most out of being at school. Also helps make decisions about any extra support you need.



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These people might not work in your school all the time, but your school could arrange for them to visit.

Access officer – helps schools to change the building and the way lessons are taught so that if you need extra support, you can still take part along with everyone else.

Careers advisor – helps you think about what you will do when you leave school. Will be able to tell you what choices you have and can help you find out more about each one.

Educational psychologist – helps to decide what you need to help you learn. May be involved in deciding if you need extra support at school and whether you need a co-ordinated support plan.

Enquire's guide 'What's the plan?' tells you more about co-ordinated support plans.



Education welfare officer – can work with you and the school if things are not going as well as they could. For example, if you're skipping school an education welfare officer may talk with you to find out why and help you sort this out.

School nurse or doctor – carries out medical checks on all pupils and gives extra medical and health support if you need it.

Specialist teachers – these are teachers who can give you extra help with something specific, for example learning English or sign language.

“Just remember that you are not alone and there will always be someone there to listen to you.”



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These are people outside school
who may help you...

These people might visit you in
school or at home. You might also
visit them where they work,
or talk to them on the phone.

Advice worker – tells you about
your rights and gives you ideas
about what you can do to sort out
a problem.

Enquire has advice workers who can answer
questions about getting extra help at school.
Call or email us, or look at the website for more
info: www.enquire.org.uk/yp



Advocacy worker – someone who helps you get your point of view across. You might find it helpful to have an advocacy worker who can go to meetings about your learning and support. They can help you work out what you want to say, and speak for you if you want. Your school or parents can help you find out about advocacy services. A children’s rights worker (see page 9) could also help with this.

Befriender – someone who is there to spend time with you doing things you like. A befriender might go with you to the cinema or shopping, or anything else you like to do.



“If you’ve got a problem, tell someone.
Don’t keep it bottled up.”

call 0845 123 2303



ChildLine – did you know you can talk to ChildLine about any problem at all? They will listen and help you work out what you want to do. Call free on **0800 11 11** or visit www.childline.org.uk to have a 1 to 1 chat, send an email and get advice.

They also have a special bullying helpline number: **0800 44 11 11**.

“When a friend comes to speak to you or ask for advice and you don't know what to say, tell them to talk to somebody older.”



Children's rights worker – tells you about your rights and helps you make yourself heard. Your local council may have a children's rights worker who you can get in touch with – ask your teacher or look on your council's website to find out.

Counsellor – you can talk to a counsellor if you feel upset or unhappy, or are finding it hard to cope with life. They help you understand your feelings and find ways to cope. A counsellor may work at your school. Or you can ask your doctor to help you find one.

Mediator – someone who helps with difficult conversations or disagreements by getting both sides together and making sure they both listen to each other. A mediator does not take sides. Some schools have peer mediators – pupils in the school who are mediators. They can deal with issues like bullying.



call 0845 123 2303



Social worker – can help you with lots of different things, eg difficulties at home or controlling your behaviour. If you have a social worker, they are likely to be involved in deciding what kind of help you need at school. A social worker might work at your school.

Support workers – there are lots of types of support workers. They can help you with day-to-day things like managing money, going shopping or getting ready for school in the mornings. They can help you in your house or you might meet them at respite breaks.

Additional Support Needs Tribunal – If you are unhappy about your co-ordinated support plan or the plans for when you leave school, you or your parents/carers can appeal to a tribunal called the Additional Support Needs Tribunal. You can find out more about tribunals from Enquire and at www.asntscotland.gov.uk.

Youth workers – work in lots of different places. They often organise fun stuff to do, but they can also support you if you are having problems.

To find out about youth clubs and services near you, check out Your Area on Enquire's website:
www.enquire.org.uk/yp



“Talk to someone. Even if it's something small, it'll help.”

call 0845 123 2303

You might meet one of these kinds of therapists in or out of school.



Occupational therapist – helps you to be as independent as possible by making sure you have the support and equipment you need, like a wheelchair or laptop. Helps you to work out how you can do the things you need to do.

Physiotherapist – helps if you have difficulties with moving around. This might involve talking to you about exercises you should do.

Speech and language therapist – helps you if you have difficulties with speaking or understanding what other people are saying.

Other therapists – you may also meet an art therapist, music therapist or drama therapist, who can help you think about and say how you are feeling.

PS: If you are not sure who to talk to, Enquire might be able to tell you about someone in your area.

And remember,
"always tell someone if something's wrong."



**Enquire can give you
advice and info by
phone, by email, online
and in guides.**

Our guides for young people:

- Going to a new school
- Getting ready to leave school
- Going to meetings
- Need extra help at school?
- What's the plan? your education and support
- Nadia's story
- Have your say (DVD)
- Getting help with exams (online only)

Contact us for your free copies, or download
from www.enquire.org.uk/yp

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every child - every childhood



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