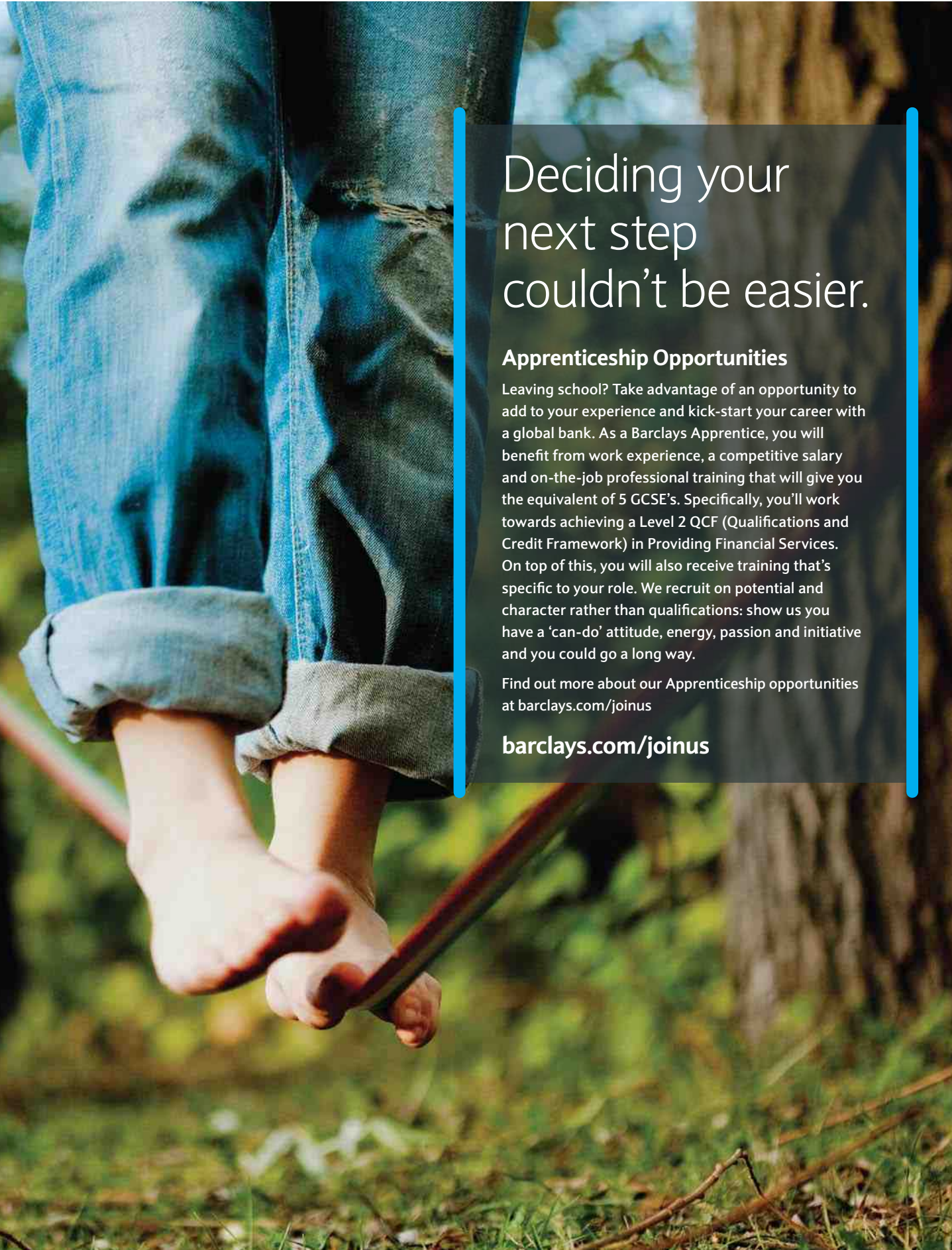




Into Apprenticeships

The guide for disabled people





Deciding your next step couldn't be easier.

Apprenticeship Opportunities

Leaving school? Take advantage of an opportunity to add to your experience and kick-start your career with a global bank. As a Barclays Apprentice, you will benefit from work experience, a competitive salary and on-the-job professional training that will give you the equivalent of 5 GCSE's. Specifically, you'll work towards achieving a Level 2 QCF (Qualifications and Credit Framework) in Providing Financial Services. On top of this, you will also receive training that's specific to your role. We recruit on potential and character rather than qualifications: show us you have a 'can-do' attitude, energy, passion and initiative and you could go a long way.

Find out more about our Apprenticeship opportunities at barclays.com/joinus

barclays.com/joinus



Into Apprenticeships

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ABOUT THIS GUIDE

Into Apprenticeships is a new guide for disabled people, parents and key advisers about applying for apprenticeships in England. It deals with common questions such as how to find an apprenticeship, whether the training will be accessible and what support is available in the workplace.

There are several stories written by disabled apprentices about their own experiences and the challenges they have faced. As well as taking advantage of the support on offer, the apprentices talk about the importance of their own creativity, perseverance and motivation.

The guide also contains a useful resources section listing further websites, publications and organisations which can help.

Doing an apprenticeship is a great way to earn a salary, get training and qualifications and develop your career. We hope this guide will help you make the right choices and get any support you need.

Into Apprenticeships sits alongside our well-known publication Into Higher Education, which encourages people living with a disability, health condition or learning difficulty to go to university.

Acknowledgements

Thanks to all the apprentices who provided their stories and the people who helped find them. Disability Rights UK gratefully acknowledges the support of Barclays in producing this new guide.

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Additional images courtesy of the National Apprenticeship Service.

A welcome message from Barclays

"Barclays has a long history of driving initiatives that make a real difference to people's lives and is delighted to support this guide as part of our quest to become the most accessible bank. Our longstanding partnership with a wide range of disability charities is a part of our commitment to fostering an environment that enables employees to excel and provide outstanding client service. We wish the students using this guide great success in both their academic and career plans."

Mark Q. McLane, Barclays Global Head of Diversity and Inclusion



For free information and advice for disabled students visit the Disability Rights UK website.

Introduction

An apprenticeship is a real job with training. Almost any type of apprenticeship can be made accessible and support is available while you learn and work.

MAKING APPRENTICESHIPS ACCESSIBLE

Apprenticeships have a long history, based on the idea of learning skills from more experienced workers, with knowledge passing from one generation to the next.

In the past, apprenticeships tended to be in particular trades such as crafts, engineering and building. Nowadays they cover a much wider range of jobs and there are many different and flexible ways to join an apprentice programme. There are also colleges and training providers to help support your training. At the same time, old ideas about apprentices have begun to change.

These changes mean that apprenticeships are open to a wider range of people, including those with a disability, health condition or learning difficulty. Employers are beginning to understand that it's important to give everyone a fair and equal chance and are also seeing this means they can choose from a wider pool of talent.

Almost all apprenticeships can be made accessible and being disabled should not restrict people's job choices. It's possible, for example, for deaf people to work in music publishing, visually impaired people to take apprenticeships in photography and apprentices with dyslexia to support teaching and learning in schools.

Both employers and colleges have a duty under the Equality Act 2010 to make reasonable adjustments for disabled people. Colleges and training providers should be able to offer additional support during training.

The Access to Work scheme can provide grants to pay for any specialist equipment and support costs in the workplace. Section 5 of this guide covers the extra funding and help that is available.

For all of these reasons, apprenticeships can be a great, direct route for disabled people to get skilled jobs and careers.



WHAT ARE APPRENTICESHIPS?

Apprenticeships allow those aged 16 and over to receive practical training by working in a real job at the same time as studying.

As an apprentice you will:

- work alongside experienced staff
- gain the skills necessary for work
- study for a particular qualification
- earn a wage

Usually apprenticeships involve working four days a week and spending one day a week studying.

Who can do an apprenticeship?

Anybody who is over 16, eligible to work in England and not in full-time education can apply for an apprenticeship.

Apprenticeships should be open to anyone, including disabled adults who might reach this stage several years after leaving school.

The funding for training costs usually depends on your age. This is described in more detail in Section 2.



How long do apprenticeships last?

Apprenticeships usually last for between one and four years depending upon the level of the programme.

What levels are there?

- Intermediate Level: equivalent to five GCSEs.
- Advanced Level: this is equivalent to two A Levels.
- Higher Apprenticeships: leading to NVQ Level 4 or above or a Foundation Degree.

What kinds of jobs have apprenticeships?

Almost all jobs have apprenticeship programmes. Types of apprenticeships include jobs in:

- Agriculture, Horticulture and Animal Care
- Arts, Media and Publishing
- Business Administration and Law
- Construction, Planning and the Built Environment
- Education and Training
- Engineering and Manufacturing Technologies
- Health, Public Services and Care
- Information and Communication Technology
- Leisure, Travel and Tourism
- Retail and Commercial Enterprise

It's important to research and choose carefully. You can read more about the different types of apprenticeships on the National Apprenticeship Service website at:

🌐 [www.apprenticeships.org.uk/
types-of-Apprenticeships.aspx](http://www.apprenticeships.org.uk/types-of-Apprenticeships.aspx).

Concentrate first on the subjects you're interested in. Most types of apprenticeship can be made accessible with the right support.

Talking to a careers adviser at this stage could be very helpful.

HOW DO I GET CAREERS ADVICE?

From September 2013 schools in England, have a duty to provide access to independent and impartial careers advice for 13-18 year olds. Face-to-face guidance is generally quite limited, with schools only providing online, email and phone support.

However the Statutory Guidance for Schools makes clear that they must provide face-to-face careers guidance for all young people with a learning difficulty and/or disability, regardless of whether they have a Statement of special educational needs or not.

Local authorities should provide careers advice up until the age of 25 if you have a Section 139a Learning Difficulty Assessment (LDA).

Alternatively you can use the National Careers Service.

- If you're aged 13-19 you can call for advice or email through their website.
- Adults aged 20 and over can also get face-to-face guidance.

If you have a disability, learning difficulty or health condition, you should be able to get at least three sessions of face-to-face advice.

Call to make an appointment with an adviser at your nearest National Careers Service Centre.



For more information

You can get informal mentoring and guidance from other apprentices through the National Apprenticeship Service partnership with horseshmouth:

www.horseshmouth.co.uk

National Careers Service

T 0800 100 900

W <https://nationalcareersservice.direct.gov.uk>

The National Careers Service offers advice about careers in England. If you're looking for information about training or careers in other parts of the UK, please visit:

Skills Development Scotland

W www.skillsdevelopmentscotland.co.uk

Careers Wales

W www.careerswales.com

Careers Service Northern Ireland

W www.nidirect.gov.uk/index/information-and-services/education-and-learning/careers.htm

Jane Forster

Cashier, Barclays

My local optician noticed abnormalities at the back of my retina when I was 15 years old which was scary but also something of a relief. It meant I was finally taken seriously about problems I'd been having with my sight. Eventually I was diagnosed with Stargardt's Disease.



I had help and support from a charity called Henshaw's Society for Blind People. They helped me on the road to employment with their Skillstep course. I learned CV writing, interview skills, basic word processing and other topics that help build up the skills you might need for work.

I'm now doing an apprenticeship in Financial Services, an NVQ level 2 equivalent qualification. I chose Barclays as I thought it would be a good opportunity to work for a large company, especially having a disability. I also thought it would be interesting working in a bank.

Having a disability impacted on my training at first as there were delays waiting for equipment and adjustments to computer screens. I was a little disheartened but I decided to deal with it patiently. The training provider Elmfield and Barclays were very supportive throughout.

“

Don't think you can't do the job because you've got a disability.

I now have ZoomText software to enlarge the text on my computer. I also have an electronic magnifier and an audio PIN Sentry device to give the secure code needed for identifying customers. All of these have been provided by Barclays. My colleagues have also been extremely supportive, for example on the occasions when my equipment has failed.

I've maintained close links with Henshaws over the years and I've also had help and advice from friends, family, my Elmfield trainer and my line manager.



My experience has been very positive as I've realised I can overcome the barriers to working independently. My advice to others in a similar situation would be "Don't think you can't do the job because you've got a disability".

What are the benefits?

Doing an apprenticeship can be very rewarding. You earn a wage while getting 'on the job' experience and 'off the job' training. The qualifications you gain will be recognised and highly valued by employers.

HOW MUCH WILL I EARN?

Apprentices who are between 16 and 18 or those who are 19 or over but in their first year of an apprenticeship are entitled to a minimum wage of £2.68 per hour. After the first year those aged 18 to 20 earn £5.03 per hour and those aged 21 and over earn £6.31. These are the minimum wages and some apprentices earn significantly more than this. The average wage for an apprentice is £200 per week.

Apprentices must be paid for all their working hours and for any time they spend on training which is part of their apprenticeship.

Apprentices are also entitled to 20 days holiday a year plus bank holidays.

WHAT TRAINING WILL I RECEIVE?

Apprenticeships are designed with the help of employers in the industry. They offer a carefully structured programme that takes you through the skills you need to do a job well.

As an employee, you'll be working most of the time and so most of your training takes place 'on the job'. The rest takes place at a local college or training provider. You usually complete this 'off-the-job' training one day per week. It could also be done over a number of days in a block.

Many jobs need the same sets of skills. These skills can be transferred to different types of apprenticeships. This gives you more flexibility and choice.

Transferable skills include:

- Communication
- Using numbers
- Computers and IT
- Working with others
- Improving your own learning and performance
- Problem solving

What qualification does it lead to?

All apprenticeships include the following qualifications:

- An appropriate work-based qualification such as a National Vocational Qualification (NVQ) at either Level 2, Level 3 or Level 4;
- A technical qualification such as a BTEC or City & Guilds (relevant to the specific apprenticeship);
- Functional Skills Qualification in Maths and English and an ICT qualification if required by the sector.

These are national qualifications and well respected by employers. You can read the case studies in this guide for examples of the individual qualifications each apprentice is working towards.



HOW WILL IT HELP DEVELOP MY CAREER?

With an apprenticeship under your belt, you could progress through many other roles in your industry. Other exciting career options will also become available.

You can collect UCAS points and go into higher education. Many colleges and universities will value your skills and knowledge and you can apply for Foundation Degrees or other higher level qualifications.

Research shows that people with an Advanced Level apprenticeship earn, on average, over £100,000 more in their lifetime than those without this level qualification.

Here are some more statistics from the National Apprenticeship Service:

- After finishing, the majority of apprentices (85%) will stay in employment, with two-thirds (64%) staying with the same employer.
- A third (32%) of all former apprentices get promoted within 12 months of finishing.
- Of those in work, three quarters (75%) say they take on more responsibility in their job.
- Employers think that qualified apprentices are 15% more employable than those with other qualifications.



Funding for training apprenticeships

Employers can apply for funding to cover the cost of training an apprentice. At the moment this money goes to the training provider. In future employers will receive funding directly to pay for off-the-job training.

The amount depends mainly on your age:

- Age 16-18: 100% of the cost paid.
- Age 19-24: usually 50% of the cost paid but may be 100% for apprentices with a Learning Difficulty Assessment or education, health and care (EHC) plan. Please contact the Disability Rights UK student helpline for the latest funding rules.
- Age over 24: Advanced-level and Higher Apprenticeships are eligible for funding from the Adult Skills Budget.

Enhanced Funding may also be available for apprentices aged 19-23 who have not been available to enter learning before their 19th birthday, due to a reason beyond their control.



85%

of apprentices stay in employment after finishing their apprenticeship

32%

of former apprentices get promoted within 12 months of finishing their apprenticeship

How do I apply?

In England most vacancies are listed on the National Apprenticeship Service website. Registering on the site is a good first step. You can also approach companies directly to ask if they have any opportunities.

HOW DO I FIND OUT ABOUT VACANCIES?

You can start by going to the National Apprenticeship Service website www.apprenticeships.org.uk to register and create your Profile.

You can select the areas and job roles you're interested in and fill in the online form with information about your education and work experience.

The **About You** section is a chance to tell people about your strengths and skills. You should include your hobbies, interests and achievements. This section gives you the chance to tell the employer what you're like.

You might want to include ways in which managing your disability has given you additional strengths, for example greater determination or the ability to take initiative.

Don't be afraid to include details of your social media presence alongside your other contact details. However make sure that what they see online matches what you tell them about your life and personality.



You can then search for vacancies based on location, level and type of apprenticeship you're looking for. Some vacancies have additional questions, for example 'Why have you applied for an apprenticeship in IT?'

Spend time on your answers. Employers want to see how you stand out from the rest of the candidates and why they should shortlist you for the next stage of the application.

Applying for vacancies

- Go to www.apprenticeships.org.uk
- Complete your registration and profile
- Activate your account
- Prepare your application form
- Ensure your profile details are correct
- Search and apply for vacancies online
- Browse your results
- Set-up 'alerts'
- Apply for vacancies
- Manage your application

WHAT HAPPENS AFTER I SEND MY APPLICATION?

After you've sent your application form you can track its progress through 'Manage applications' on your home page. If your application is shortlisted, the training provider for that apprenticeship will usually contact you for an interview or assessment. Sometimes the employer will contact you directly.

After you complete your first online application, all the information is saved for you to use in future applications.



CAN I APPLY THROUGH COLLEGE?

Colleges and training providers work with employers to help them recruit apprentices and support your training.

It's a good idea to contact local colleges to find out what vacancies they're recruiting for. Your careers adviser should also be able to recommend training providers in your area. They might ask you to fill out their own application form or come in for an informal interview.

You can ask the college or training provider questions to help decide if they're right for you. For example:

- Can they help you to find and apply for an apprenticeship that suits your skills and interests?
- What support with your disability will they provide during your apprenticeship?
- Do they offer any alternative routes such as Supported Internships or Traineeships?
- Can they help and advise you on next steps after you successfully complete your apprenticeship?

You still have to apply through the National Apprenticeship Service website for any vacancies that the college or training provider helps you find.

CAN I APPROACH EMPLOYERS DIRECTLY?

You could also contact companies directly to ask if they have any opportunities. They may have something coming up in the future which isn't yet advertised.

All employers should have fair and equal selection processes. However, you might want to look out for signs that an organisation has a particularly positive attitude towards recruiting disabled apprentices.

It may also be possible to find out the attitude of an employer by looking at the general culture of the organisation. You can sometimes get a feeling about this by looking at the messages in its brochures, equal opportunity policies and annual reports.

As part of your research, it also might be worth asking:

- Have they employed any disabled apprentices before?
- Will you have a work-based mentor?
- What are the opportunities for you afterwards?

The disability symbol is awarded by Jobcentre Plus to organisations that have made positive commitments towards employing disabled people. Jobcentre Plus publishes leaflets about the symbol and the commitments that employers need to make in order to display it. You'll see the symbol (two ticks and the wording 'positive about disabled people') displayed on apprenticeship adverts and application forms.



FINDING VACANCIES

Once you know the type of apprenticeship you're looking for, there are many sources of information on vacancies. These include internet jobsites, social media, LinkedIn, employers' own websites and Facebook pages, newspaper adverts and careers fairs.

On Twitter you can follow

- [@apprenticeships](#), the official National Apprenticeship Service account
- [@millionextra](#) for City & Guilds Million Extra Apprenticeships campaign

For more information

You might be able to get help with your search for apprenticeship vacancies from the disability organisations listed at the back of this guide.

ENTRY CRITERIA

Employers will usually decide what qualifications, skills and experience you need to start an apprenticeship with them. This will vary from one type of job to another. For example entry requirements could be different for hairdressing compared with business administration.



As a general guide it is common for apprenticeship vacancies to ask for GCSE grade A* to C in English and Maths. Sometimes employers will accept someone working towards these or an equivalent Level 2 qualification.

Disability Rights UK is campaigning for more flexibility in entry criteria. We believe Level 2 qualifications should not be used as an unnecessary barrier to stop disabled people who could otherwise do the job.

In fact colleges and training providers can, with the employer's agreement, be funded to include Entry Level, Level 1 or 2 Functional Skills in an apprentice's training package.

We recommend asking employers if there are other ways you can prove to them that you have the knowledge and skills at the right level for the apprenticeship. They could help by talking to the college with you about the right qualifications for you in English and Maths.

In future employers will receive funding directly to pay for off-the-job training and this may have an impact on what qualifications they ask for.



INTERVIEWS AND ASSESSMENTS

After applying, it's important to prepare so you're ready for an interview or assessment. The National Apprenticeship website has lots of good tips:

🌐 www.apprenticeships.org.uk/vtm/candidate/after-applying.aspx

The following things are especially important:

- Find out as much as you can about the employer and the apprenticeship.
- Make sure you read any information sent to you about what the interview or assessment will involve.
- Decide whether you want to tell the training provider or HR department about any support you need for the interview or assessment. The pros and cons and timing of when to tell people about your disability are discussed in Section 4.
- Plan your transport a few days before.
- Make a list of questions you could ask in the interview. This will help you decide if it's the right apprenticeship for you. It also shows you're keen.
- Dress appropriately and look ready to start work. For help on what might be suitable, speak to the training provider.
- Take a copy of the vacancy and your application form to the interview or assessment.
- Arrive early. This will give you time to gather yourself for a few minutes in reception. It also makes a good impression.
- Be polite, honest and positive. Employers won't be expecting you to have years of experience. If you get an interview, chances are you already have many of the things they're looking for.

Discussions about your disability should not be part of the selection process. You should only be judged on your skills and experience.

APPLYING FOR MORE THAN ONE VACANCY

You can keep most of the information in your online Profile for future applications, for example your education history and work experience. However, don't send exactly the same application every time you apply. Change it to fit the particular apprenticeship.

Some apprenticeship areas are very competitive with lots of people applying for each vacancy. If you're not successful with your first application, keep applying and don't take it personally. You could always ask for feedback to see if there is anything you can improve on.

TRAINEESHIPS

Traineeships can prepare you for an apprenticeship further down the line by helping you to become 'work ready'. They include work preparation training, maths and English and work experience needed to get an apprenticeship or other job.

Developed with employers, traineeships are available to all 16 to 23 year olds and run for between six weeks and six months. Opportunities for disabled students to take traineeships can be extended up to age 25. This depends on having a Statement of special educational needs, a Learning Difficulty Assessment or an education, health and care (EHC) plan.

The good points of traineeships include the fact that the work experience must be high quality and a proper job role. Employers have to give you an 'exit interview' when you finish, or a job interview if a role becomes available. You also get a reference at the end of the placement.



For more information

You can find out more about traineeships from local colleges and training providers or by calling the Apprenticeship Helpline on 08000 150 600.

You won't usually get paid on a traineeship but employers are encouraged to support you with expenses such as transport and meals.

After campaigning by disability organisations including Disability Rights UK, the Access to Work scheme can now be used for traineeships. This means that government money is available towards any extra disability-related support costs. For more information see Section 5.

Daryl Jones

Vehicle Technician, Listers Volkswagen

I'm 17 years old and live in Nuneaton, Warwickshire. I've always had an interest in cars as my dad worked at Jaguar and we regularly attended family open days.



At school I had a Statement of special educational needs because of dyslexia and speech and language difficulties. I find it difficult to concentrate, remember information and follow long instructions. These difficulties affect my self-esteem and I'm hesitant about trying new things.

At school I had to work extra hard and had support throughout year 10 and 11. I completed a Car Maintenance and Repair Level 1 qualification via a Young Apprenticeship with Jaguar Land Rover. Additional support and extra time in exams really helped. When I left school, I enrolled on a Level 2 Motor Vehicle course with North Warwickshire & Hinckley College.

During my college course I had the opportunity to do a Supported Internship. Initially I was wary but I realised it was an opportunity to prove myself. Following meetings with me, my mum and college staff, an interview was arranged at Listers Volkswagen, a family owned business of 35 years.

I was really nervous so a Job Coach came with me to the interview which really helped.

Listers agreed to a four-week work experience placement at their Nuneaton site. This was successful and led to a full internship placement. The staff were very supportive and agreed to break down and list instructions clearly so I didn't forget things. I still make notes constantly. During the internship, with my manager's help, I applied for an apprenticeship position. There were four applicants and I was the successful one!

“

I always had to work harder than others to get to the same level but that work now seems to be paying off.

I still get confused with some of the technical work and find it a stressful when the workshop has multiple jobs with lots of instructions and tight deadlines. The other Listers technicians I work with are patient and understanding. They constantly teach me new things and don't mind me asking questions. I've already attended an open day at the VW National Learning Centre in Milton Keynes, where I'll complete my block release apprenticeship training for five weeks per year. I'm still a bit quiet but my confidence has increased and I felt a huge amount of pride when I signed off my very first job card. I also recently passed a Level 2 assessment in diagnostic testing.

I would advise anyone who wants to succeed in anything to work hard, get as many qualifications as you can and get a good grounding through work experience and voluntary work.

SUPPORTED INTERNSHIPS

Supported Internships are for disabled young people aged between 16 and 25. You can apply if you've got a Statement of special educational needs, a Learning Difficulty Assessment or an education, health and care (EHC) plan.

The pilot scheme for Supported Internships involved 15 colleges. However from September 2013 all Further Education colleges, sixth form and independent specialist colleges in England can provide them.

On a Supported Internship, you'll spend most of your time in the workplace. You'll also have a personal study programme. The internship can help you with your long-term career goals, give you new skills and real job experience.

You shouldn't be put on a Supported Internship if you're ready and want to do an apprenticeship or a traineeship. However, if you need to gain confidence and receive support from an expert Job Coach to learn more about a particular job role, they can be very valuable.



Access to Work can be used for Supported Internships. This means that government money is available to help with extra disability-related support costs in the workplace, including the job coach and extra fares to work.



Katie Kendrick

Support clerk, Barclays

I'm aged 21 having recently completed my apprenticeship and NVQ level 2 in Business Administration at Barclaycard in Kirkby. Barclays apprenticeship programme specifically targets young people who are NEET (not in education, employment or training). After a 12-month programme of learning the ropes I was successful in gaining a permanent role.



I've got Type 1 diabetes. Although this doesn't impact on my ability to work, some employers reacted negatively when I mentioned having diabetes and I'd previously been unemployed for one year. I think that ignorance about disabilities and health conditions and a tendency to make negative assumptions about disabled people are the main barriers in the workplace.

I prefer to be open about my condition – it's just part of my life. In the interview at Barclays I used my experiences of developing coping strategies as evidence of my character and achievement.

I was impressed that Barclays were willing to open a dialogue with staff about their needs, with no overt assumptions about whether I would or wouldn't need any adjustments.

In fact I don't need any particular support, apart from the flexibility to have occasional snacks, and I manage my health myself. I'm quite self-sufficient and I just tend to get on with things.

“

In the interview at Barclays I used my experiences of developing coping strategies as evidence of my character and achievement.

Sticking to regular mealtimes and my medication require a lot of self-discipline and control. Sometimes it's hard but I don't let my condition dominate my life. I don't think you should accept other people only seeing you in terms of your disability.

Recently I passed my driving test which was another thing that I didn't think I'd ever be able to do. It gives me more independence, especially as public transport was getting very unreliable and affecting my health and work prospects.

I enjoy the work environment and the set-up of apprenticeships. The atmosphere here is really nice and learning on the job is better for me than sitting in a classroom. Plus I can earn while I'm doing it!

Telling people about your disability

You might be unsure whether to tell the training provider or employer about your disability or wondering about the best time to do this. It can be helpful to think about what you expect to happen and who you might tell. The focus should always be on the support you need to overcome any barriers, not the details of your disability or health condition.

WHEN TO MENTION YOUR DISABILITY

Some apprentices are happy to be open about their disability, learning difficulty or health condition because they had support at school. The application process should give you an early opportunity to do this.

The training provider or employer will usually have an Equal Opportunities form where you can mention your disability. This form is separate from your main application. It can be used to let the Human Resources (HR) department know about any support you might need in a job interview.

When you apply for a vacancy through the National Apprenticeship Service website, there is a question in the **About You** section which asks if there is anything they can do to support your interview. It gives examples such as providing a signer, information in Braille or another person to come with you.

There is also a **Monitoring Information** section which asks 'Do you consider yourself to have a disability?' and 'Do you have any other health problems?'.

In both cases, you can choose to answer 'Yes', 'No' or 'Prefer not to say'. This information is not passed to employers and will not be used as part of the selection process.

How do I decide whether to tell people?

Remember that it's up to you whether or not you tell people about your disability. It can be hard to tell people about your disability because:

- You might think people will be less likely to offer you a place or that they'll treat you differently;
- You might not want to be labelled as a 'disabled person';
- You might think your disability makes no difference to your ability to carry out the work, so why should anyone else know about it?

However, if you're thinking of applying for an apprenticeship, there are some definite advantages in telling people about your disability.

1: The right to equal treatment

Under the Equality Act 2010, all colleges, training providers and employers have a duty to give equal treatment to disabled people. They also have to make changes called 'reasonable adjustments' to help you access the training and the workplace. If you don't tell them you're disabled, it can be harder to complain if they don't treat you fairly.



Ashley Fox

Greenkeeper, Ely City Golf Club

I've been interested in golf since I was in my teens and used to work at the driving range in my spare time when I was still at school. I have Kleine-Levin Syndrome which is a condition which includes bouts of prolonged sleep which can last a number of days. I also have dyslexia and received support at school.



When I left school I thought I was better at practical work and I asked at the golf club if they would take me on permanently. After a few months trial they suggested an apprenticeship in horticulture as a sports turf groundsman and introduced me to the College of West Anglia. The college provided a tutor who came to the golf club one day a week so that the apprentices could study the theory of the work on maintaining the golf course, and I received support for my dyslexia from the tutor.

I had some choices on the apprenticeship, for example green spraying and learning to use the chainsaw, and I was able to do both. My employer was very supportive when I needed time off when I had spells of sleeping.

We work as a team on the golf course so it could cause difficulties but all the lads pull together if I am away. They are aware of how my condition affects me and I do get a day or so warning of an episode.

My disabilities don't stop me using the chainsaw safely and I was able to get my driving licence supported by a letter from my doctor.

Sometimes I missed tutorials and was behind on my college work but the college organised for my time on the apprenticeship to be extended so that I could complete it. The only downside was that it took a long time to finish but I stuck at it.

“

I would recommend anyone to have a go at finding an apprenticeship. Learning doesn't just come from books.

In 2011 I was Apprentice of the Year at the College of West Anglia and attended the awards ceremony in Peterborough. Now I am employed in a job I love as a Greenkeeper at Ely City Golf Club.

I would recommend anyone to have a go at finding an apprenticeship. Learning doesn't just come from books, I learnt from being shown how to do things by the staff at the golf club. If there is something you enjoy doing and there is a place near you, go and ask if they will take you on.

2: Funding for support costs

There is funding available to pay towards extra support costs. Colleges and training providers can provide additional learning support if your impairment makes it hard for you to follow a particular training programme. Similarly the Access to Work scheme can pay towards additional help needed in the workplace. Section 5 has more details and examples. If you're open about your impairment, it's usually easier to arrange individual support.

3: Show your strengths

It's also the case that some of your experiences as a disabled person could make you a stronger candidate for an apprenticeship. You might want to tell employers or training providers how the skills which you've learnt in managing your disability actually make you particularly fitted for a certain job.

WHO CAN I TALK TO FOR ADVICE?

You could start by talking to whoever is advising you about apprenticeships. If you're at school, this is likely to be a teacher or the Special Educational Needs Coordinator (SENCO). Otherwise it might be a Careers Adviser or someone in Job Centre Plus such as the Disability Employment Adviser (DEA). Colleges have support staff called Learning Support Advisers or Disability Officers and you should be able to have a confidential discussion with them.

WHEN SHOULD I TELL PEOPLE?

Ideally tell people as soon as possible. The earlier colleges, training providers and employers know what you need, the easier it is to put the right support in place.

You might think the apprenticeship won't present any barriers and decide not to say anything at the beginning. If you find there is a problem later, you should start by talking to the person in the organisation you feel most comfortable with.

If I tell one person about my disability, does it mean that everyone will know about it?

No. Under the Data Protection Act your personal information should be kept private and confidential. However, it sometimes makes sense for other people to know in order for your support needs to be met. For example, if you need materials in large print, everyone who teaches or manages you will need to be aware of this. It's important that you talk with your tutor or line manager about who needs to know and how much they need to know.

What about if I'm asked about my disability on a health questionnaire?

Some apprenticeships, for example in health and social care, have 'fitness to practice' rules. You could be asked to fill in a health questionnaire to make sure you can carry out these roles. It's best to give straight and honest answers to these questions. However, no one should assume that having a disability would make you unfit to practice. Colleges, training providers and employers should focus on putting in place any support and reasonable adjustments you need to succeed with your apprenticeship.



Holly Woodward

Application Tester, IBM

I'm aged 20 and working towards completing my apprenticeship at IBM. It's a three-year programme that aims to help each apprentice to find their preferred area and build both business skills and specialised technical skills.



I'm currently working in Portsmouth at IBM's North Harbour location. There are locations all over the country and I'm looking forward to working at some of these in the future.

I have mild cerebral palsy which means I have to use a wheelchair to get around. In addition to this I often get quite tired. This was a concern when I first started because I'd never had a job before as I was unable to do the physical aspect of most jobs. However this hasn't been an issue. The building I work in is fully accessible and there's also the option to work at home if I'm struggling on the day.

I stumbled across the scheme after a quick Google search. I completed the application process at the same time as my university applications – before I decided that university wasn't right for me. IBM's process is simple. You first fill out an online CV. If successful you go to an online test and assessment centre. After being chosen you're matched with a job role they feel you would be good at. You can choose your locations. I chose to stay close to home but can still go further field if I want to.

“

I've learnt so much from my colleagues and the working environment. It wasn't as daunting as I thought it would be – everybody just wants you to be successful.

My favourite aspect of the scheme is that it's not a traditional apprenticeship and you don't spend any time at a college. Instead you're sent on training courses and events in hotels. The courses themselves are intense and you learn a lot. But they are very social.

IBM has a great Foundation community full of apprentices, people on placement years and graduates, so I feel I've still had the university experience in terms of meeting new and interesting people.

I wasn't the most technical person before joining IBM but I've learnt so much from my colleagues and the working environment. It wasn't as daunting as I thought it would be – everybody just wants you to be successful.

I feel I have achieved so much in my time here, and have learnt some invaluable lessons. Every day brings a new challenge and I really thrive on that.

What support can I get?

All types of apprenticeships can be made accessible to disabled people. Support is available while you learn and work. You are legally protected against discrimination and there is funding available to help with extra disability-related costs.

GETTING SUPPORT

If you have a disability, you may need extra support to help you successfully complete your apprenticeship.

The legal definition of disability is very broad and includes specific learning difficulties such as dyslexia, medical conditions, visual or hearing impairments, and mental health conditions such as depression.

You don't have to accept the word 'disability' as a label, but it can be used as a way to get support. It's important to remember that anyone can ask for help.

The college or training provider should take the lead in helping you. You might also need to discuss with your employer the best way of supporting you in the workplace.

How do I get support from the college or training provider?

All colleges and most large training providers have staff members responsible for supporting disabled apprentices. They are usually called the Additional or Extended Learning Support (ALS or ELS) Adviser or Disability Coordinator. You should be able to have a confidential discussion with them about your individual needs.

For more information

The Disability Rights UK factsheet *Adjustments for disabled students* contains lots of suggestions on the kinds of support that might be helpful. Download it from www.disabilityrightsuk.org/adjustments-disabled-students

Support can include many different things, for example:

- Specialist equipment, such as a voice-activated computer
- Sign-language interpreters
- Digital recorder for keeping notes
- Extra tutorial help
- Changing the height of desks
- Providing handouts on different colour paper, or in a larger font
- Allowing you extra time to complete any assessments or tests.



Under the Equality Act 2010, colleges and training providers have to make reasonable adjustments for disabled apprentices. This means that, as well as not discriminating against you in the recruitment process, they're expected to provide support and make changes to help you learn. They receive money from their funding bodies to pay for Additional Learner Support (ALS). Therefore you can generally expect them to cover the support costs of 'off-the-job' training.



Can I get support in the workplace?

As an apprentice, you'll be working most of the time and most of your training will take place 'on-the-job'. Therefore it's important that any support is tailored to your job role.

Under the Equality Act, employers have to make reasonable adjustments for disabled people. This means that, as well as not discriminating against you, they're expected to provide support and make changes to the workplace to help you do your job.

Common reasonable adjustments include:

- Making adjustments to buildings
- Flexible working hours
- Providing specialist equipment
- Changing parts of your job description

It's important to remember that all employers have this legal duty. However, you can help persuade them that costs won't be a problem by telling them about the Access to Work scheme.

What is Access to Work?

Access to Work is a government scheme run by Jobcentre Plus. It has been described by the British Chamber of Commerce as 'one of the best kept secrets in Government.'

Access to Work can help in a number of ways, for example by paying towards:

- Communication support at interviews
- Special equipment
- A support worker or job coach to help you in your workplace
- Travel to work if you can't use public transport – this can include taxi fares
- Disability awareness training for your work colleagues

Access to Work Centres

London:

For South East England and East England

Access to Work Operational Support Unit,
Nine Elms Lane, London SW95 9BH

T 020 8426 3110

Textphone: 020 8426 3133

E atwosu.london@dwg.gov.uk

Cardiff:

For South West England, Wales, West Midlands and East Midlands

Access to Work Operational Support Unit,
Alexandra House, 377 Cowbridge Road
East, Cardiff CF5 1WU

T 02920 423 291

Textphone: 0845 602 5850

E atwosu.cardiff@dwg.gov.uk

Glasgow:

For Scotland, North West England, North East England, Yorkshire and Humberside

Access to Work Operational
Support Unit, Anniesland JCP, Baird
Street, Glasgow G90 8AN

T 0141 950 5327

Textphone: 0845 602 5850

E atwosu.glasgow@dwg.gov.uk



Access to Work can cover all of the agreed costs for anyone starting a new apprenticeship. If you've already been employed for six weeks or more, the employer may have to help pay some of these costs. How much they pay depends on the size of the company.

To get help from Access to Work you need to contact your local regional Access to Work Centre. An Access to Work adviser will then contact you and your employer to find out what support is needed.

Your college or training provider should be able to help coordinate your Access to Work support.

If you're unemployed and need help at a job interview for an apprenticeship, you should contact the Disability Employment Adviser (DEA) at your local Jobcentre.

WHAT HAPPENS TO MY STATEMENT?

If you had a Statement of special educational needs and are moving from school to start an apprenticeship, you should have a Section 139a Learning Difficulty Assessment (LDA).

Your local authority is legally responsible for carrying out the LDA. Your school should also help to arrange it.

Your LDA should bring together reports from medical, social care and education professionals and make clear what course or training you'd prefer to do. With your permission, your school or careers adviser should pass on information about your support needs to your training provider. The assessment can help them to provide the support you need to start an apprenticeship.

The Children and Families Bill 2013 will change the way young people's needs are assessed and supported while in school, college, apprenticeships and training.

From September 2014, LDAs and statements will be replaced by education, health and care (EHC) plans. Local authorities will still have to help you think about your options after leaving school and publish details of the support available, including if you want to apply for an apprenticeship.

The changes are due to be introduced from September 2014 so will not affect young people leaving school in 2014. Local authorities will still be required to help students make informed choices about their options.

For more information

For updates, please visit the Policy section of the Disability Rights UK website
<http://disabilityrightsuk.org/policy-campaigns>



Nicola Alegata

Hairdresser, Joy's Hair Salon

Hairdressing is something I've always enjoyed and wanted a career in. My neighbour is a hairdresser and I used to enjoy watching her with her clients and learning new skills and techniques. I've always done my friends' hair to gain experience and had good feedback. Hairdressing is something that I'm really passionate about.



I have dyslexia which can affect my short term memory. When working in the salon I'm constantly checking that I've done things correctly and making sure I haven't forgotten anything. I write things down to prompt my memory and I double-check with my employer and assessor to ensure everything has been covered. They watch what I'm doing and are always there to support me if necessary.

My assessor from Training Plus Merseyside (tpm) helps by explaining words when I struggle to understand what they mean and what they're asking of me. My assessor also supports me with twice weekly visits for my workplace assessments, as well as providing me with one-to-one sessions in the classroom for theory and knowledge units.

I receive support in other ways such as 25% extra time for exams. Even so, I've been struggling to pass and I've now been provided with a reader for exams and a My Apps tool which enables me to change the colour of my computer screen if needed. It also has a ruler which helps me keep my position when reading paragraphs of text.

“

I double-check with my employer and assessor to ensure everything has been covered. They watch what I'm doing and are always there to support me

I was given advice from the recruitment team at tpm to help me decide that hairdressing is the right career for me and confirm this is what I wanted to do. They also explained what would be asked of me and what I would have to do in order to gain the relevant vocational qualifications.



The advice from my employer and my assessor has been invaluable in ensuring I attend college and gain the functional skills I need to help me achieve my goals and develop a successful career.

What happens after I start?

Starting an apprenticeship is very exciting, but you might also feel a bit nervous. Allow yourself some time to settle into a routine. If you experience any difficulties connected with your disability, remember that lots of people are there to help you.

WHAT HAPPENS ON THE FIRST DAY?

It's natural to feel a bit nervous about starting an apprenticeship. Even people who've had lots of jobs get nervous on their first day. Try not to worry or get stressed. Starting an apprenticeship is a very positive and exciting step in your life and lots of people will be there to help. The training provider will give you an induction, explain what skills you'll be learning and what your work will be like.

First impressions are important. It's helpful to find out as much as you can about the employer before you start, dress appropriately (ask the training provider for help on what might be suitable) and be punctual and polite. As an apprentice, you're not supposed to be an expert already so try to relax and just show that you want to learn. Take your time to really get to know the apprenticeship and don't be afraid to ask questions if there's something you don't understand.

SHOULD I MENTION MY DISABILITY?

If you haven't already told them, you may want to speak to the training provider or HR department about any support you need for your training or work. The pros and cons of doing this are discussed in Section 4.

If people can see or know you have a disability, you may find they ask questions about it. This can be a good thing if they're asking about the kind of support you need, for example, if you need a larger font size, better lighting or your desk at a different height.

Occasionally you may have to deal with personal questions. People might ask about physical things such as 'Can you use your legs?' or 'When did you become disabled?'. They may not think about less obvious issues – such as the fact that on some days you might feel better than others.

If you can relax, this will help other people to relax around you. However, if you feel uncomfortable about anything that's said, speak to your line manager at work or the learner support coordinator at the training provider. You're protected by the Equality Act 2010 against any comments you find offensive.

WHAT IF MY SUPPORT IS NOT YET IN PLACE?

Sometimes it might take a while to put in place the support you need. It can take a few weeks to get into a routine with interpreters or notetakers. You might need time to learn to use any new equipment or people may not immediately adapt their training style enough to meet your needs. Try to be patient at the beginning.



At the same time, talk to your training provider about your progress and let them know of any difficulties, especially if you start to fall behind with your training or work. Don't wait until it becomes a big problem.

WHAT IS THE EQUALITY ACT?

The Equality Act 2010 has been mentioned a few times already in this guide. This is the law that protects people against discrimination. It covers all areas of becoming an apprentice including applying, training and employment.

Colleges, training providers and employers must not discriminate against you either directly or indirectly, or for any reason connected with your disability. They should make reasonable adjustments to make sure that you're not disadvantaged during your course.

You are also protected against harassment and victimisation. If you feel that you've been discriminated against, you can contact the Equality Advisory Support Service (EASS) for legal information and advice.

For more information

The Disability Rights UK Student Helpline can give you advice on informal ways to resolve the situation and how to make a complaint if necessary.

T 0800 328 5050

E students@disabilityrightsuk.org

As the personal stories in this guide show, disabled people usually have very positive experiences of apprenticeships. Most colleges and training providers have excellent support arrangements and any difficulties can be quickly resolved.

Dale Connell

Landscaper, Nature's Landscapes

Dale Connell completed an apprenticeship in Horticulture with Nature's Landscapes run by Newcastle City Council, with the support of Newcastle College.

Dale has mild cerebral palsy and specific learning difficulties and says when he left school he didn't have much confidence and felt his future prospects didn't seem good.

During his apprenticeship, as well as hands-on experience, Dale gained a Level 2 Diploma in Horticulture and other vocational qualifications. He won the North East Pearson Award for Intermediate Apprentice of the Year in 2012. He now says he has developed self belief, has a new, positive outlook on life and is able to plan for his future. "I have received so much help, advice and support that I never knew was available".



You can read this case study and other National Apprenticeship Service marketing materials at www.apprenticeships.org.uk/partners/marketing/apprenticeship-case-studies.aspx

WHAT HAPPENS TO MY BENEFITS?

During your apprenticeship you should still receive your Disability Living Allowance (DLA) or Personal Independence Payment (PIP).

The amount of any means-tested benefits will be affected by your earnings as an apprentice. However you may still be eligible for support such as Housing Benefit or Council Tax Reduction if you're on a low income. This is likely to be the case if you're only earning the apprenticeship minimum wage.

If you're getting DLA or PIP and your apprenticeship is at least 16 hours per week, you may also be able to receive Working Tax Credit.

The rules on benefits are quite complicated and some parts of the system are changing in the next couple of years. It can be tricky to work out what you're entitled to.

Personal Independence Payment (PIP)

Personal Independence Payment (PIP) is a new benefit for people who need help taking part in everyday life or who find it difficult to get around. PIP replaces DLA for people between the ages of 16 and 64. Your entitlement to PIP shouldn't be affected by starting an apprenticeship.

Universal Credit

Universal Credit is a new means-tested benefit for people on low incomes, replacing Income Support, income-based Jobseekers Allowance and income-related ESA. From 2013 to 2017 Universal Credit will gradually replace other benefits such as Housing Benefit, Child Tax Credit and Working Tax Credit.

Under Universal Credit there are no limits to the number of hours you can work a week. Your Universal Credit payment will reduce gradually as you earn more – you won't lose all your benefits at once if you're an apprentice on a low income.



How much you'll receive depends on your personal circumstances. Universal Credit will be paid on a monthly basis, and will include any support for housing costs you're entitled to.

For more information

The Disability Rights UK Student Helpline can give you more information on the benefits you may be able to claim as a disabled apprentice. You could also contact local advice agencies such as the Citizens Advice Bureau.

You may find the following Disability Rights UK publications helpful:

- A factsheet called *Getting Advice*, is free to download from www.disabilityrightsuk.org/getting-advice
- *Personal Independence Payment – A guide to making a claim*. You can download the guide for free from www.disabilityrightsuk.org/personal-independence-payment-pip



London Apprenticeship Project

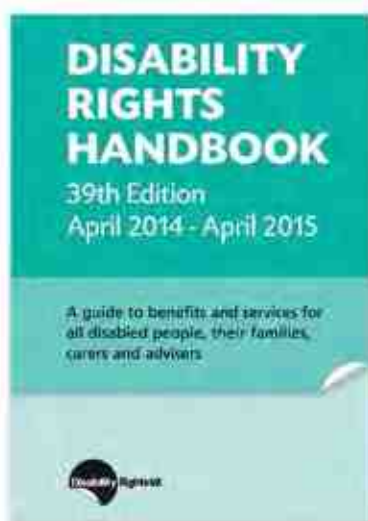
Are you 16-24 and living in London?

Do you have a disability, health condition or learning difficulty?

Disability Rights UK is running a new project in 2014/15 to improve access to apprenticeships for disabled young Londoners. We can offer help to find vacancies and job coaching support.

For more information visit:

www.disabilityrightsuk.org/how-we-can-help/careers/london-apprenticeship-project



Published May each year

Benefits and tax credits – everything you need to know?

If your life is affected by disability, welfare reform and changes to social security have made getting the support you need even more of a challenge. Keeping up with the ever-changing rules is crucial.

Trusted by claimants and advisers for over 40 years

The Handbook provides in-depth information on the entire benefits system. Written in plain English, our user-friendly benefits guide is designed for both claimants and advisers. Updated every year, it has the answers you need to provide advice or claim what you're entitled to.

As comprehensive as ever

- Benefits for people of all ages with an illness, injury or disability
- Benefits for carers, people looking for work or in retirement
- Personal Independence Payment: help with care or getting around
- Universal Credit: Who is eligible and how it's worked out
- Challenging benefit decisions; how to appeal
- Tools and tactics to help you make a successful claim

You can buy our publications online at www.disabilityrightsuk.org

Resources

WEBSITES

Access to Work

www.gov.uk/access-to-work

Basic government overview of the Access to Work scheme including eligibility and how to claim.

Advice Guide

www.adviceguide.org.uk

Information from Citizens Advice on consumer and money issues, benefits, health, housing and legal advice.

back on course Scotland

www.backoncourse.ac.uk

back on course Scotland is an impartial information and advice service for people who have withdrawn from higher education before completing their studies. Its resources will be useful to anyone interested in returning to education or exploring other options such as apprenticeships.

Bright Knowledge

www.brightknowledge.org

The Bright Knowledge resource library has information about apprenticeships, health, money and careers.

Careers Wales

www.careerswales.com

Careers information and advice as well as contact details for local careers centres in Wales.

Horsemouth

www.horsemouth.co.uk

Social network for informal mentoring including guidance from past and current apprentices.

National Apprenticeship Service

www.apprenticeships.org.uk

Information on apprenticeships, including sections for parents and employers. Also features a database of vacancies, resources to help with applying for apprenticeships and online videos.



National Careers Service

<https://nationalcareersservice.direct.gov.uk>

Career planning, information and advice service for students in England.

Not Going to Uni

www.notgoingtouni.co.uk

Online guide that offers advice on how to become an apprentice, as well as gap years programmes and distance learning.

Skills Development Scotland

www.skillsdevelopmentscotland.co.uk

Information on education opportunities, career planning, Individual Learning Accounts and finding a local careers centre in Scotland.

The Student Room

www.thestudentroom.co.uk

Forum and discussion areas for sharing experiences and thoughts about studying. Includes a forum about apprenticeships and alternatives to university.

Transition Information Network (TIN)

www.transitioninfonetwork.org.uk

News, resources and events on issues relating to transition, designed to be useful to disabled young people, parents/carers and professionals.

PUBLICATIONS

Apprenticeships that work

Guide for employers from the Chartered Institute of Personnel and Development (CIPD), including the message that quality is just as important as quantity and advice on integrating apprentices into the workforce.

- W www.cipd.co.uk/publicpolicy/policy-reports/apprenticeships-work.aspx

Choosing your path. Disclosure: it's a personal decision

Published by the University of Western Sydney, Australia. This is a web-based resource with information about options and pathways that disabled people can use when being open about their disability in education and employment.

- W <http://pubsites.uws.edu.au>

Creating an Inclusive Apprenticeship Offer

2012 report by Peter Little and Rob Holland. Executive Summary and list of 20 recommendations available from:

- W www.apprenticeships.org.uk/~media/documents/AU-CreatingAnInclusiveApprenticeshipOffer-Report-May2012.ashx

Disability Rights UK publications

Disability Rights UK produces a range of factsheets for disabled students. They cover topics such as the Equality Act, funding and adjustments for disabled students.

We produce a factsheet called *Steps to getting an assessment from Social Services*.

- W www.disabilityrightsuk.org/steps-getting-assessment-social-services

Disability Rights UK also produces *Into Higher Education 2014*, a detailed guide to applying to university.

- W www.disabilityrightsuk.org/how-we-can-help/individuals/education

And a free publication called *Personal Independence Payment – A guide to making a claim*.

- W www.disabilityrightsuk.org/personal-independence-payment-pip

Disclosure

Published by AHEAD, the Association for Higher Education Access and Disability based in Ireland. This booklet provides a suggested approach to telling people about your disability and a useful self assessment checklist.

- W www.ahead.ie

Engaging people with learning difficulties in workplace learning

Research report and guide for providers on making workplace learning more inclusive for disabled employees.

- W www.niace.org.uk/news/engaging-people-with-learning-difficulties-in-workplace-learning

Learning difficulties/disabilities: supported internship evaluation

Findings from the 2013 evaluation of the supported internship trial carried out by Disability Rights UK and CooperGibson.

- W www.gov.uk/government/publications/learning-difficultiesdisabilities-supported-internship-evaluation

Richard Review of Apprenticeships

2012 independent review by Doug Richard. Considers what an apprenticeship should be and how they can meet the needs of the changing economy. See also the government's response to the Richard review: Future of Apprenticeships in England: Richard Review Next Steps Consultation.

- W www.gov.uk/government/publications/the-richard-review-of-apprenticeships

Your Rights as an Apprentice

Unionlearn booklet for apprentices in the workplace. 2012 updated version available from

- W www.unionlearn.org.uk



ORGANISATIONS

EDUCATION

Construction Youth Trust

The Building Centre, 26 Store Street, London WC1E 7BT

T 020 7467 9540

E cyt@cytrust.org.uk

W www.constructionyouth.org.uk

The trust helps financially disadvantaged young people who face barriers to accessing opportunities in the construction industry. Funding can help with fees and other costs associated with study, such as travel, specialist equipment and childcare.

Department for Business, Innovation and Skills (BIS)

T 020 7215 5555

W www.gov.uk/government/organisations/department-for-business-innovation-skills

Department for Education

Sanctuary Buildings, Great Smith Street, London SW1P 3PT

T 0370 000 2288

Textphone 18001 0370 000 2288

Student Support (UK) 0845 300 5090

Student Support (EU) 0141 243 3570

Publications 0845 602 2260

F 01928 794 248

W www.education.gov.uk

Web contact form:

W www.education.gov.uk/help/contactus



NIACE

Chetwynd House, 21 De Montfort Street, Leicester LE1 7GE

T 0116 204 4200/4201

E enquiries@niace.org.uk

W www.niace.org.uk

The National Institute of Adult Continuing Education (NIACE) aims to encourage all adults to engage in learning of all kinds, including apprenticeships.

NUS (National Union of Students)

NUS HQ, Macadam House, 275 Gray's Inn Road, London WC1X 8QB

T 0845 5210 262

E nusuk@nus.org.uk

W www.nus.org.uk

www.facebook.com/nationalunionofstudents

Give advice and produce information on welfare rights for students



NUS-USI (Union of Students in Ireland)

42 Dublin Road, Belfast BT2 7HN

T 028 9024 4641

E info@nus-usi.org

W www.nistudents.org

The student movement in Northern Ireland.

NUS Scotland

1 Papermill Wynd, McDonald Road, Edinburgh EH7 4QL

T 0131 556 6598

E mail@nus-scotland.org.uk

W www.nus.org.uk/scotland

Provides information to affiliated student associations in Scotland.

NUS Wales/UCMC

2nd floor, Cambrian Buildings, Mount Stuart Square, Cardiff CF10 5FL

T 02920 435 390

E office@nus-wales.org.uk

W www.nus.org.uk/wales

Provides information, support, training and guidance to affiliated student associations.

Skills Funding Agency

Cheylesmore House, Quinton Road, Coventry CV1 2WT

T 0845 377 5000

E info@skillsfundingagency.bis.gov.uk

W www.gov.uk/complainfurthereducationapprenticeship

The Skills Funding Agency can investigate complaints against an FE college or apprenticeship scheme. You should contact the SFA office in your region.



Student Finance England

24+ Advanced Learning Loans, PO Box 302 Darlington DL1 9NQ

T 0845 240 2024

Phone line open Mon to Fri 8am-8pm, Sat and Sun 9am-4pm

W www.gov.uk/advanced-learning-loans
Provides information and services to students who normally live in England.

UKCES

Renaissance House, Adwick Park, Wath upon Dearne, South Yorkshire S63 5NB

T 01709 774800

E info@ukces.org.uk

W www.ukces.org.uk

The UK Commission for Employment and Skills (UKCES) is a publicly funded, industry led organisation providing strategic leadership on skills and employment issues in the four home nations of the UK.



DISABILITY

Action on Hearing Loss (formerly RNID)

19-23 Featherstone Street, London EC1Y 8SL

T 0808 808 0123

Textphone 0808 808 9000

Phone line open Mon to Fri 9am-5pm

SMS 0780 0000 360

E informationline@hearingloss.org.uk

W www.actiononhearingloss.org.uk

Campaigns and lobbies to raise awareness of hearing loss and tinnitus and provides support services for deaf and hard of hearing people.

Arthritis Care

Floor 4, Linen Court, 10 East Road, London N1 6AD

T 020 7380 6500

Helpline 0808 800 4050

E info@arthritiscare.org.uk

W www.arthritiscare.org.uk

Services include a confidential helpline, self-management and awareness training for people with arthritis and healthcare professionals, and local activity and support.

British Dyslexia Association (BDA)

Unit 8 Bracknell Beeches, Old Bracknell Lane, Bracknell RG12 7BW

T 0845 251 9003

Helpline 0845 251 9002

Phone line open Mon to Fri 10am-4pm and late on Tues and Weds 5pm to 7pm (term time only)

F 0845 251 9005

E helpline@bdadyslexia.org.uk

W www.bdadyslexia.org.uk

Offers information, advice and support to people with dyslexia.

Capability Scotland

11 Ellersley Road, Edinburgh EH12 6HY

T 0131 337 9876

Textphone 0131 346 2529

F 0131 346 7864

E ascs@capability-scotland.org.uk

W www.capability-scotland.org.uk

Provides free confidential advice and information on a range of disability issues including advice on cerebral palsy.

**CSV (Community Service Volunteers)**

237 Pentonville Road, London N1 9NJ

T 020 7278 6601

F 020 7833 0149

E information@csv.org.uk

W www.csv.org.uk

Involves people in high quality volunteering and learning opportunities. Places young people as volunteers to work as personal assistants.

DIAL UK

T 01302 310123

E dialnetwork@scope.org.uk

W www.scope.org.uk/dial

A network of disability information and advice lines. They can give advice on issues such as welfare benefits, community care, equipment, independent living and transport.



Dyslexia Scotland

2nd floor, East Suite, Wallace House
17-21 Maxwell Place, Stirling FK8 1JU

T 01786 446 650

Helpline 0844 800 8484

Open Mon to Fri 10am-1pm and 2pm-4pm

F 01786 471 235

E helpline@dyslexiascotland.org.uk

W www.dyslexiascotland.org.uk

Enables and encourages people with dyslexia to reach their potential in education, employment and in life.

Epilepsy Action

New Anstey House, Gate Way Drive, Yeadon,
Leeds LS19 7XY

T 0808 800 5050

Phone lines open Mon to Thurs

9am-4.30pm, Fri 9am-4pm

E helpline@epilepsy.org.uk

W www.epilepsy.org.uk

Offers a range of services including information and advice.



Equality Advisory Support Service

FREEPOST FPN4431

T 0808 800 0082

E Email through Contact Us form on website

W www.equalityadvisoryservice.com

The EASS provides information, advice and support on discrimination and human rights issues to individuals in England, Scotland and Wales.

Equality and Human Rights Commission (England)

Arndale House, Arndale Centre, Manchester M4 3AQ

T 0161 829 8100

F 0161 829 8110

E info@equalityhumanrights.com

W www.equalityhumanrights.com

Produces government information booklets on equality and human rights issues including the Equality Act.

Equality and Human Rights Commission (Scotland)

151 West George Street, Glasgow G2 2JJ

T 0141 228 5910

F 0141 228 5912

E scotland@equalityhumanrights.com

W www.equalityhumanrights.com

Equality and Human Rights Commission (Wales)

3rd Floor, 3 Callaghan Square, Cardiff CF10 5BT

T 02920 447710

F 02920 447712

E wales@equalityhumanrights.com

W www.equalityhumanrights.com

Lead Scotland

Princes House, 5 Shandwick Place, Edinburgh EH2 4RG

T 0131 228 9441

Textphone 18001 0131 228 9441

F 0131 229 6941

Information service 0800 999 2568

E info@lead.org.uk

W www.lead.org.uk

Enables disabled adults and carers to access inclusive learning opportunities in Scotland. They also run an information and advice service for disabled students in Scotland.

Mind

15-19 Broadway, London E15 4BQ

T Mind infoline 0300 123 3393

Open Mon to Fri 9am-6pm

E info@mind.org.uk

W www.mind.org.uk

Provides an information service and information booklets about mental health.

Multiple Sclerosis Society

MS National Centre, 372 Edgware Road, London NW2 6ND

T England: 020 8438 0700

Scotland: 0131 335 4050

Northern Ireland: 028 90 802 802

Wales: 029 2078 6676

Helpline 0808 800 8000

Open Mon to Fri 9am-9pm

E helpline@mssociety.org.uk

W www.mssociety.org.uk

Provides information and support in the UK to anyone affected by MS from their network of over 350 local branches.

National Autistic Society

393 City Road, London EC1V 1NG

T 020 7833 2299

Helpline 0808 800 4104 open 10am-4pm

F 020 7833 9666

E nas@nas.org.uk

W www.nas.org.uk

Information, advice and support to people with autism and Asperger syndrome and their families.

RNIB (Royal National Institute of Blind People)

105 Judd Street, London WC1H 9NE

T 020 7388 1266

Helpline 0303 123 9999

Phone line open Mon to Fri 9am-5pm

E helpline@rnib.org.uk

W www.rnib.org.uk

RNIB offers advice and specialist DSA assessments in study needs and access technology for blind and partially sighted learners.

RNIB Cymru

Trident Court, East Moors Road, Cardiff CF24 5TD

T 029 2045 0440

E cymruevents@rnib.org.uk

W www.rnib.org.uk/wales



RNIB Northern Ireland

40 Linehall Street, Belfast BT2 8BA

T 028 9032 9373

E rnibni@rnib.org.uk

W www.rnib.org.uk/northernireland

RNIB Scotland

12-14 Hillside Crescent, Edinburgh EH7 5EA

T 0131 652 3140

E rnibscotland@rnib.org.uk

W www.rnib.org.uk/scotland

Scope

6 Market Road, London N7 9PW

T 0808 800 3333

Open Mon to Fri 9am-5pm

Text messaging: Text SCOPE plus your message to 80039. Texts are free to the sender.

E response@scope.org.uk

W www.scope.org.uk

Offers a range of services for disabled children and adults, with a focus on people with cerebral palsy or those whose support needs are not met elsewhere.

Scottish Sensory Centre

Moray House, School of Education, University of Edinburgh, Holyrood Road, Edinburgh EH8 8AQ

T 0131 651 6501

Textphone 0131 651 6067

F 0131 651 6502

E ruth.simpson@ed.ac.uk

W www.ssc.education.ed.ac.uk

An information service and training organisation for those interested in the education of children and young people with sensory impairment.

Trailblazers

61a Great Suffolk Street, London SE1 0BU

T 020 7803 4846

F 020 7401 3495

E trailblazers@muscular-dystrophy.org

W www.mdctrailblazers.org

Trailblazers is a national network of more than 400 young disabled people. They aim to fight the social injustices experienced by young disabled people and to ensure they can gain access to education and employment. They are part of the Muscular Dystrophy Campaign.





IOG

INSTITUTE OF GROUNDSMANSHIP

Thinking of a career in the great outdoors?

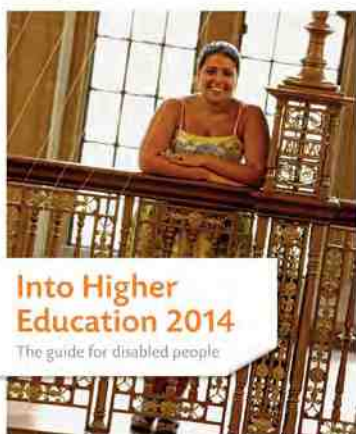
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Disability Rights UK



Free to download

Printed copies £3.99
for professionals

Into Higher Education 2014

The higher education guide for disabled people

This guide is designed to help disabled students make the right decisions about studying in higher education. It deals with common questions: whether the college or university will be accessible, how to choose a course and what support will be available.

The guide includes:

- The new student finance system, tuition fees, repayment methods and the support that will be in place
- Case studies where disabled students write about their own experiences
- A resources section listing helpful websites, publications and organisations

"A great resource focused on the needs of disabled learners. The case studies are extremely useful as they provide an insight into applying to and successfully progressing through university. I have highly recommended this publication to colleagues from other universities."

Undergraduate Recruitment and Widening Participation Coordinator,
University of Manchester

You can buy our publications online at www.disabilityrightsuk.org

ABOUT DISABILITY RIGHTS UK

Disability Rights UK is a charity. We work for a society in which all disabled people can participate equally as full citizens.

We are disabled people leading change and we aim to be the largest national pan-disability organisation, led, run and controlled by disabled people.

Disability Rights UK has four main objectives:

- 1 Mobilise disabled people's leadership and control – in our own lives, our organisations and society
- 2 Achieve independent living in practice
- 3 Break the link between disability and poverty
- 4 Put disability equality and human rights into practice across society

Other publications

We are authors of the *Disability Rights Handbook*, our annual guide to welfare benefits and services. We also publish a range of other guides and information, much of which is free to download. These include *Into Higher Education* and *Doing Careers Differently*.

Our factsheets for disabled students cover various topics including the Equality Act, funding from charitable trusts and postgraduate education.

Advice and information

Through our various helplines we provide information on benefits, tax credits and direct payments, including individual budgets, funding from social services in relation to care needs and advice on employing personal assistants.

Disabled Students Helpline

We provide free information and advice for disabled students, covering further and higher education, employment, apprenticeships and volunteering. Our helpline is open Tuesday 11.30am-1.30pm and Thursday 1.30pm-3.30pm.

T 0800 328 5050

E students@disabilityrightsuk.org

Policy and campaigns

Disability Rights UK is a campaigning organisation. Our top priorities for 2014 are independent living and employment. This includes working to influence decision-makers on issues of access and support for disabled people taking apprenticeships or studying in further and higher education.

Membership

We are a membership organisation with over 700 members, including organisations that support disabled people, universities, colleges and individual disabled students and jobseekers. Visit our website to find out more.

Into Apprenticeships

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