



YOUNG PERSON INFORMATION
Imagine the Possibilities

Somerset Supported
Internships & Apprenticeships

WHAT, WHY AND HOW?



Introduction to Supported Employment

Supported Employment Programmes have been running for over 10 years and are one of the best ways for you to gain the skills and experiences to help get a permanent paid job. 'Supported Employment' means learning a job and work skills, in the workplace, with the support of an expert job coach who will be with you every step of the way.

This guide will tell you about the different types of Supported Employment programmes that you can access and how to get started.



What is a Supported Internship?

- A full-time education programme, offered by colleges and training providers for young people, (aged 16-24) with identified additional needs and where the most of your time is spent within the workplace.
- Most Supported Internships are one year long, but this might vary depending on which employer you work with.
- The programme includes on the job training with a local employer. You will be supported by a job coach, looking at the skills needed for employment, opportunities to identify your skills and qualities and the chance to study for relevant qualifications, if appropriate.
- Job coaches also provide support to employers, increasing their confidence and knowledge of working with young people and a diverse workforce.
- The support given to both you and the employer, by a job coach, is fully funded by Access To Work.
- Supported Internships aim to help you gain paid employment by giving you the skills and experience of learning in the 'workplace'.
- There are different models of Supported Internships which can be flexible to meet the needs of you and the employer. For example:
 - Interns spend all the time with the employer, undertaking lessons, delivered by an education provider, within the workplace environment.
 - Interns spend one day a week with the educational provider, and approximately 15 - 20 hours per week with the employer.
- As you are in full time education you will not be paid but will learn all the skills to help you get a job, it's like a working interview and a chance to showcase your skills as you develop them.
- The overall goal of Supported Internships is for young people with additional needs to move into paid employment or a Supported Apprenticeship.
- The employer does not have to employ you at the end of the Internship, but you will be ideally placed if there is a suitable job vacancy and you will be supported to find a job at the end of the Internship.

Why should I do a Supported Internship?

A Supported Internship offers:

- chance to show an employer what you can do
- valuable experience and the opportunity to learn new skills
- help to develop confidence and self-belief to find a job
- direct support from a Job Coach to help you succeed.



What will the Job Coach do during the placement?

- ✓ They will meet you before the Internship and help to make sure you understand what's involved and what you need to do for each step.
- ✓ They will find out what you like to do, what your job hopes are and help to match you to the available experiences in the workplace.
- ✓ When you start the Internship they will show you each part of the job and teach you to do it step by step, until you can do the job on your own, however long that takes.
- ✓ Help you to talk to the employer and support you all the way.
- ✓ Help you to work with the education provider to learn the employment skills you need to succeed
- ✓ Be there at the end to celebrate with you and help to find a permanent paid job, either with this employer or a different one.



What will the employer do during the placement?

- They will meet you before the Internship and make sure you understand what you will be doing whilst working with them.
- They will be involved with the assessments before the Internship starts to see how your work and what support you might need
- Meet you regularly to make sure you are progressing well
- Work with you and your job coach to discuss progress and any issues.
- Have input into your reviews.
- Share with the training or education provider/job coach any concerns you may have.
- If you require a reasonable adjustment to help you in the workplace, they will work with your job coach to put this in place.
- Identify if they have a suitable job for you at the end of the Internship and if they don't they will help you to find a job, which might be by writing a reference for you or telling other employers about your skills.

What will the education provider do during the placement?

- They will enroll you onto the Supported Internship programme.
- They will work with the employer and job coach to make sure you are making good progress throughout the Supported Internship
- They will teach you the extra skills to help you become the best employee you can be - called Employability Skills - this can include topics like:
 - Communication - being confident to discuss the job and what you are doing with your employers and customers
 - Teamwork - working with your work colleagues so everyone achieves the best they can
 - Being Reliable - so that your employer and colleagues can depend on you to do your job well and in time.

CASE STUDY of Supported Employment

Toby Cummins

- HPC Supported Traineeship



Toby, a 22-year-old from Wellington, joined the HPC Supported Traineeship in September 2022. He is autistic and suffers from high anxiety. The Supported Traineeship is a unique work transition programme for individuals aged 18+ with Special Educational Needs and Disabilities (SEND) or an Education, Health & Care Plan (EHCP). The programme, delivered by Bridgwater & Taunton College and supported by Discovery's Job Coaches, includes work readiness training and a placement with an employer from the HPC Project. The aim of the Traineeship is to provide individuals the opportunity to develop key workplace behaviours, travel independence, and employability skills plus work experience with a view to securing permanent employment.

Before starting the Traineeship, Toby didn't know what he wanted to do. He was at College and had achieved his L3 Diploma in Joinery, and was considering studying for an HNC in Management but decided not to due to his anxiety. Due to Toby's mental health, his ambitions were low but he knew he wanted to leave education and become more independent. He heard about the HPC Supported Traineeship through Discovery and

with their support and encouragement, Toby decided to give it a go.

When Toby joined the programme, he was scared at first, however it was a small group and so this made him feel more comfortable. Throughout the programme, Toby gained skills in mastering the recruitment process including interviewing where they practiced peer-to-peer interviewing. He received travel training from Somerset Passenger Solutions and developed further life skills through problem solving scenarios. He also learnt a lot about Health & Safety and passed the CITB Health, Safety & Environment Test. The programme has really enhanced Toby's confidence and as a result Toby is happy to travel independently and can speak with employers, this is something he didn't feel comfortable to do before the Traineeship as he lacked the confidence to talk to people.

Toby completed his placement as a Multi Operator at Wincanton. His role included booking in items from the lorry, order picking and quality assurance, he continued to develop his communication skills, and his team working, accuracy and focus. He did so well in his placement that he

was offered paid employment with Wincanton. He loves his job. His favourite element is the people, he really enjoys their company and the teamwork. He is proud of the independence he has found, getting up at 5:45 am, working 5 days a week and even working overtime. His family are proud of him, pleased that he's earning money and they have noticed that he is a lot happier.

Wincanton have been so impressed by Toby's performance that he has recently commenced a Level 3 Team Leader apprenticeship!

To anyone thinking of applying to the HPC Supported Traineeship, Toby's advice is

Don't be afraid! There are several different opportunities on the Project, its not all about construction. Plus, the tutors at Discovery and Bridgwater & Taunton College are great".



CASE STUDY of Supported Employment

Liam Dale

- (Hospitality Team Member Apprentice) Somerset Larder

Who are you and what are you currently doing for work/study?

I currently work for Somerset Larder at the Hinkley Campus. I am a general assistant and deal with a number of roles. I work primarily in the kitchen as a Kitchen Porter. I wash all the pot and pans for the team of chefs and I wash all the plates, knives and forks for the customers when they have finished their meals.

Hinkley Campus is a 510 bedroomed facility meaning breakfast and dinner times are very busy indeed.

I also deal directly with customers and provide them help and assistance wherever possible. I help with the deliveries and help keep the whole place clean, tidy and hygienic... A big job that everyone takes great pride in!

I am studying towards a Level 2 Hospitality Team Member apprenticeship with Strode College and love the opportunity this gives me to learn new skills to back up what I have already learned. The tutors are fantastic and the support they give me is brilliant!

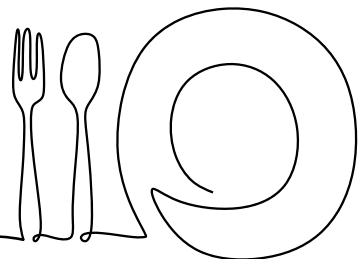
What did you do after you left school until now? What was your journey?

After my schooling I joined the Discovery team and they helped me find a work experience place at Somerset Larder. After this period of work experience Somerset Larder offered me a permanent position... And I have been here ever since - almost 5 years now.

What are the bits of your work that you enjoy the most? And are there any challenges?

I love the people I work with - they are fantastic colleagues and great friends. The camaraderie is great and although it can get busy and stress at times we all work together to get the job done.

There are always challenges - with this job you never know what is going to happen next - I love the variety of work that I do and love the feeling of doing as much as I can for our guests



What are your hopes for the future, for your job?

I hope to complete my apprenticeship and gain some more responsibility in my role. I have already started to welcome new starters to the team and help to train them with the skills and knowledge they need to do their jobs - I hope to do more of this


What are your hopes for the future in the rest of your life?

I am really looking forward to the future and seeing how the HPC project develops as it gets closer to being finished. I hope to stay with Somerset Larder as long as I can as I like the people, the way of working and the positive workplace culture at Hinkley Campus.

What advice would you give to others who are hoping to do what you have done?

The best advice I can give is to be focussed on your job - its all about your attitude and what you can do with your time when you are at work. The more you learn about your job the better you become at it and then the easier it becomes.

Stay positive... and never give up!

 The more you learn about your job the better you become at it and then the easier it becomes."



FAQs Supported Internships

Will I be paid as an Intern?

No, as an intern you will be on a full time education programme that is taking place within the workplace rather than at a college or school. The Internship is going to help you learn all the skills you need to get a job at the end of the programme.

Will I be able to meet everyone before I start?

Yes. The interview and selection process are very important to all concerned. To start with you will be asked to complete an expression of interest form and then invited to take part in an assessment and selection day. This usually takes place in the workplace where you will be working.

During the day you will see where you will be working and the types of jobs you will be learning. You will meet the employer, the teachers and the job coaches who will be working with you.

What happens if you think the job isn't working for you?

If you have any concerns, you will be able to speak to the job coach or education provider as soon as it is possible. This will enable any concerns to be sorted out and then hopefully the placement can continue.

Who will support me?

You will be supported all the time by your job coach, teacher and employer. Everyone wants you to do the best you can.

Will the job coach stay with me all the time?

The job coach will stay for as long as you need. When you are fully confident in your new skills they will gradually step away to let you get on with it, but are always around, so if you start learning new skills they can step back in and help you learn and continue to succeed.

What happens if there isn't a suitable job for me at the end of the placement?

Don't worry, the job coach and the teacher will help you to find and apply for similar jobs with other local employers.

I'm worried that my employer won't understand my needs?

The job coach will work with your employer and work colleagues to make sure that everyone understands and can support you in your job.

My family are worried about our existing benefits and my money if I work?

Once you are in paid employment you will continue to be able to access support if needed. Having a job will help you to have additional independence, opportunities, friendships and your own money. If you are in receipt of benefits DWP will need to be informed of a change of circumstances and they will help with reviewing your entitlement.

What is a Supported Apprenticeship?

Supported Apprenticeships are very much like normal paid, full-time jobs but with tailored training and qualifications included within them. Apprenticeships will give you the skills, knowledge and behaviours required for the job role, with additional tailored support from a job coach.

- **1 to 5 years to complete**
- **Paid employment with holiday leave**
- **16 years or over**
- **Level 2 - 7**

Supported Apprenticeships will provide you with the practical skills and work experience in a particular industry or occupation while receiving additional support and guidance in a partnership approach from a Job Coach, training organisation/college and the employer, to help you succeed.

Supported Internships can be a good stepping stone onto a Supported Apprenticeship or you can apply for one straight away if you have got the right level of qualifications.

Research has shown that supported apprenticeships and supported employment can be highly effective in helping individuals overcome barriers to employment and improve their overall quality of life.

Supported Apprenticeships

The same as an apprenticeship with added support for the apprentice and the employer if there are additional special needs required by the apprentice, this may include education or ability needs.



Added support



Employed



Paid a salary



Contract

80% work
20% study



Typically
1-4 years +

700+
standards



Intermediate -
degree level

EASY

Not the easy
option



Real job = real
responsibilities

CASE STUDY of supported employment

Erin Barsby a supported employee who has made a great contribution to their employer.



It has been an absolute pleasure and privilege to have Erin within the Organisational Development team at Somerset Council - Erin has thrown herself into the apprenticeship and has made use of every learning opportunity presented to her.

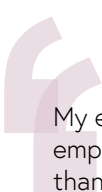
She has continuously impressed senior managers across the organisation through her proactive approach to all tasks and her willingness to challenge where she sees an issue. For example, Erin was instrumental in Somerset Council becoming a Sunflower Scheme Organisation as she identified that we were not doing all we should as a large employer to be inclusive.

Erin has made a huge impact to her immediate team and is an important part of the Early Careers Strategy - on a daily basis she supports me in administration tasks associated to apprenticeships, work experience and graduate programmes.

I'm thrilled to be retaining Erin within HR at Somerset Council and can't wait to see where her Level 3 apprenticeship takes her. The sky really is the limit for Erin!

Misha Liddiatt
Early Careers Strategy Lead
Somerset Council





My experience in supported employment is a very positive one thankfully. I saw the job on Indeed and had to double check with family when it said for SEND as at first, I thought working in SEND but it was a job in HR which I had been interested in the past. When I saw apprenticeship, I was sceptical as a past non supported apprenticeship didn't go as planned. I was intrigued about supported employment as I had never been in supported employment or office work before. I wanted a change of career, and this seemed the best option. I applied and got an interview via Teams which I was sceptical about as never ever used it. It went well I was interviewed by my now colleague and soon to be boss Michael and Natalie and Nicky from the training provider were also there. A couple days after the interview I got a phone call from Michael saying I had got the job I was overjoyed and tearful a bit that I was successful. It was sad to leave my old job the residents I had come to know dearly, I made sure I keep in touch with them as they had grown to be my friends in the end. I started at the council it was a bit nerve racking at first as a new start new people and new etiquette. My team were amazing and welcoming so was all the other HR staff. My experience in this team is now coming to an end sadly I will miss working closely with all of Organisational Development. Thanks to their support and help

throughout my 18 months with them I have achieved a lot. To name a few I've spoken at events for supported employment, helped the council launch the sunflower lanyard scheme, became a facilitator for the Oliver McGowan mandatory training and won an award in supported employment. This is not the end of my time at county hall as in October 2023 I will be moving on to a Level 3 in HR Support and moving to the Business Partnership Team for Childrens and Families in HR Resourcing.

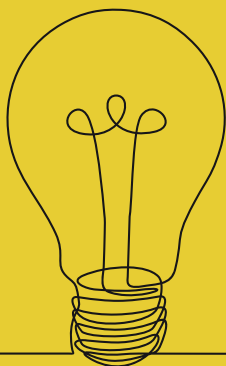
My life hasn't always been the easiest but very lucky to say better than others. For most of my life I felt I didn't deserve to call myself disabled or say I had Autism and my other Learning Difficulties as I am High functioning, so I felt if I asked for help, I was being an inconvenience or a burden. Because according to a few in society I am basically normal and should just deal with what I have silently then society doesn't have to acknowledge it. I'm making it my mission to put my point across to society and spread awareness of neurodiversity and supported employment. As sadly only 22% of Autistic adults are in employment, I feel so lucky ever day to be one of them. Supported employment is crucial and so important to help get disabled people into the workplace to give them as chance to flourish and bring many valuable aspects and skills to the workplace.

Ok, I like the idea of Supported Employment - How can I find out more about it and what opportunities I could access in Somerset?

Great!!! Next steps include asking the adults who work with you to help you find out more about the Supported Employment programmes on offer in Somerset and how and when to apply for them.

You can also find out more by going to this website Imagine the Possibilities (somerset-ebp.co.uk) Where there is lots more information, family guides, videos and adverts for all the latest Supported Internship offers.

When you are ready to apply for a Supported Employment programme either head to this website Vacancies (somerset-ebp.co.uk), contact your local college, contact Skill Up Somerset Home - Skill Up Somerset or ask your current school or college to help you start the application process.



NEXT STEPS TO HELP YOU START...



discovery

Get more from life

Discovery exists to support individuals to lead a fulfilling life, whether they are relatively independent or have more complex needs. We're determined that the people we support should be able to make their own choices and gain more control over their lives. To enable this, we draw on a wide range of best practice approaches such as Active Support, Positive Behaviour Support and Person-Centred thinking, with bespoke training to meet individuals' health or behavioural needs.

This means people choosing to go out or to stay in, make friends and have relationships and find and develop skills and interests. It means building on and developing people's strengths to help them manage their home, vote, work or volunteer.



Access to Work
Making work possible

Access to work is a publicly funded employment support grant scheme that aims to support disabled people start or stay in work. It can provide practical and financial support for people who have a disability or physical or mental health condition. Support can be provided where someone needs support or adaptations beyond reasonable adjustments.

Young people who start a work placement with an employer as part of the Department of Education supported internship programme will be able to apply for Access to Work support for the time of their work placement only.

For further information and eligibility criteria which could relate to other employees including Apprentices please see Access to Work factsheet for employers - **GOV.UK** (www.gov.uk)

www.gov.uk/government/publications/access-to-work-guide-for-employers/access-to-work-factsheet



For further information please speak to a trusted adult who will help you get more information from the links below:-

Somerset Supported Employment

Julie Young - Julie.young@somerset.gov.uk

Emma France - efrance@fiveways.school

Skill Up Somerset

Free impartial information and advice on Apprenticeships (including Supported Apprenticeships)

<https://skillupsomerset.org.uk>

Discovery (part of the Dimensions group)

For information on the role of the Job Coach

Discovery (discovery-uk.org)

Further resources

Somerset Education Business Partnership Somerset

Education Business Partnership (EBP) (somerset-ebp.co.uk)

Imagine the possibilities

Video Vault - www.somerset-ebp.co.uk/imagine-the-possibilities

Internships work

www.ndti.org.uk/change-and-development/internships-work

British Association for Supported Employment

(base-uk.org)

Access To Work

Access to Work: get support

if you have a disability or health condition:

What Access to Work is - GOV.UK (www.gov.uk)

Families Guide

Available at www.somerset-ebp.co.uk/imagine-the-possibilities



