



Swindon
Apprenticeships

Supported Internships

Supporting young people with Special Educational Needs and Disabilities into work

Employer Guide



SWINDON
BOROUGH COUNCIL



About Supported Internships

Supported Internships are a work based structured study programme. They are designed to enable young people special educational needs and disabilities (SEND) to achieve sustainable paid employment by equipping them with the skills they need for work.

For the young person the internship should contribute to their long term career goals and fit with their working capabilities.

For the employer the internship must meet a real business need with the potential of a paid job at the end of the programme of study.

Supported Internships in the Workplace

Internships normally last for a year and include unpaid work placements. Wherever possible they support the young person to move into paid employment at the end of the programme, or continue on the employment pathway. Students complete a personalised study programme which includes the chance to study for relevant substantial qualifications and English and Maths.

Supported Internships are usually a mix between classroom study and experience in the workplace. The hours / days in the workplace is agreed in negotiation with the employer and dependent upon the skills and needs of the Intern. i.e. 1 to 2 days in college and 3 days at work usually 10am – 3pm.

A significant majority of the intern's time must be spent at the employer's premises. The actual time will depend on the employer and internee's need. Whilst at the employer the young person will be expected to comply with real job conditions, such as timekeeping and dress code and expected behaviours.

Jobs must work for both the young person and the employer, fit with their vocational profile and suitability for the job, contribute to their long term work goal and be flexible enough to address barriers where necessary.

Ref: <http://www.preparingforadulthood.org.uk/resources/pfa-resources/factsheet-supported-internships>



Supported Internships are new

Supported Internships are new and aim to prepare young people with complex needs for paid employment by supporting them to develop the skills valued by employers.

By offering a young person a Supported Internship you will enable them to demonstrate their value in the workplace and develop confidence in their own abilities to perform successfully at work.

Their experiences in the workplace will enable them to build up experience for a CV demonstrating that they have the skills and willingness to work.

What support is available for the employer?

The young person will be on the role of a school, college or training provider. They will work closely with you to build a mutually trusting and beneficial partnership relationship between:

- You are your staff
- The Interns and their families, encouraging them to be aspirational towards becoming independent.

They will share information about an intern's needs and provide a clear indication of the full extent of their circumstances, support needs, abilities and attributes

The school, college or training provider will provide a Job Coach

What is a Job Coach?

The Job Coach will work with you and the young person to make a success of the Internship. Their role will be varied, flexible and both proactive and reactive. The level of support you receive will depend on the severity of need. Their aim is to support you throughout the various stages of the Internship:

Stage One: Getting Ready

- Vocational profiling and assessment of the young person
- Undertaking job matches and job analysis. Support with shaping job roles to ensure good productivity Ref: <http://base-uk.org/employers-recruitment-jobcarving>
- Accompanying the young people to interviews and/or work place visits
- Providing the employer and their staff with information about a particular condition or impairment Advising on reasonable adjustments
- Learning the job role and breaking down tasks in readiness to help training the intern Suggesting appropriate ways to explain tasks
- Support to develop Intern buddy schemes

Stage Two: Making a Start

- Travel and mobility training and planning routes, getting bus passes
- Attending first few days at work
- Sourcing and gathering relevant paperwork for work
- Ensuring interns are on task and meeting workplace standards
- Developing supporting accessible resources for use by the wider workforce
- Modelling workplace behaviours
- Producing visual or written aids and reminders
- Rephrasing or repeating employers instructions
- Explaining intern's strengths or support needs to employer
- Advising employer of trigger points

Stage Three: Sustaining

- Support the employer to manage any unforeseen circumstances
- Target setting and monitoring and reviewing progress
- Regular workplace visits

And importantlyan accessible first point of call if issues or problems arise.





What Happens at the end of the Internship

At the end of the Internship the Job Coach will work with the Intern to secure paid employment. We will help interns to seek vacancies, prepare for and accompany them to interviews.

What is expected of the employer?

Getting the right match between employer, job role and intern is crucial to the success of the programme and this can only be achieved if communications are clear unambiguous and open from the outset.

The Job Coach will work with the employer to make informed decisions, minimising potential risks and optimising opportunities in the workplace.

Manager's time will be needed to support the young person. The Job Coach will do much of the training after an initial induction so staff will not find having an intern takes up too much of their time.

Interns will be covered by the employer's insurance. For the vast majority of interns there will be no need for any considerations beyond those that exist for all staff. If there are any particular issues they will be discussed openly with the employer and strategies agreed to implement any additional control measures.

The learning provider will do an initial risk assessment at the job matching stage which should prevent interns being placed in unsuitable environments in the first place.

What is Job Shaping?

Employers are often surprised at just how much a person with a special educational needs and disabilities is able to do once the right support is in place. If tasks are allocated differently across a team a specific role may be job shaped with the help of the job coach. This could free up members of staff to focus on other areas of the business.

Right person, right job

Key to the success of supported internships is getting the right person into the right job role with the right employer.

Job matching enables providers to ensure that the individual intern is placed in a job role that matches their abilities, interests and ambitions in a working environment that meets their needs.

The provider will be responsible for the vocational profiling to source a suitable job role for the intern. This will be gained through a job analysis which includes an investigation of the job description and the workplace context including information such as the extent to which a role is customer facing, the interactions with colleagues required, the physical environment and the workplace culture.

Preparing Staff

Finding and supporting the right managers and staff to work with the intern and raising awareness amongst the rest of the workforce will require careful thought and time.

The provider will support this process and enable training to take place.

Employers may want to introduce a mentor or buddy system. Interns working closely with another member of staff can provide stability and integration into the staff team and 'give' a degree of confidence to the employer as it ensures the intern is being closely supervised.

Intern Induction

The intern should be offered an induction such as a visit with the job coach to look around the work environment. Face to face meetings with the employer, the provider, the intern and the job coach to discuss the structure of the programme and the needs of the intern. If possible the intern could attend the workplace to shadow a colleague in a similar role for one or two days.

Induction might also include an employer's standard induction processes for all staff with the job coach adjusting elements to ensure accessibility and providing additional information.

Managing Performance

Employers will be treated as partners throughout the internship. They will be supported with regular visits by provider staff and an on-going dialogue about performance.

You will be involved in reflecting on the intern's progress in Performance Reviews.

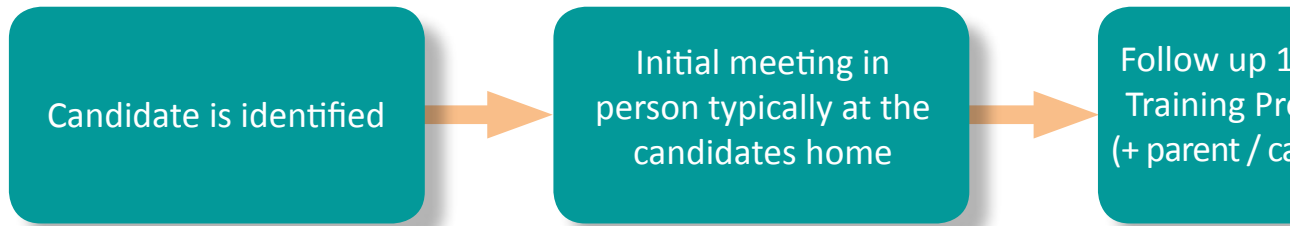
As a result of Performance Reviews you may ask the provider to provide some input on a specific area of knowledge or skill development e.g. numeracy or for the intern to access a relevant workplace qualification e.g. Handling Pesticides.

In turn the provider might ask an employer to provide an intern with the opportunities to practise specific skills they have been working on in college eg to have some customer contact in order to practise meeting and greeting skills.





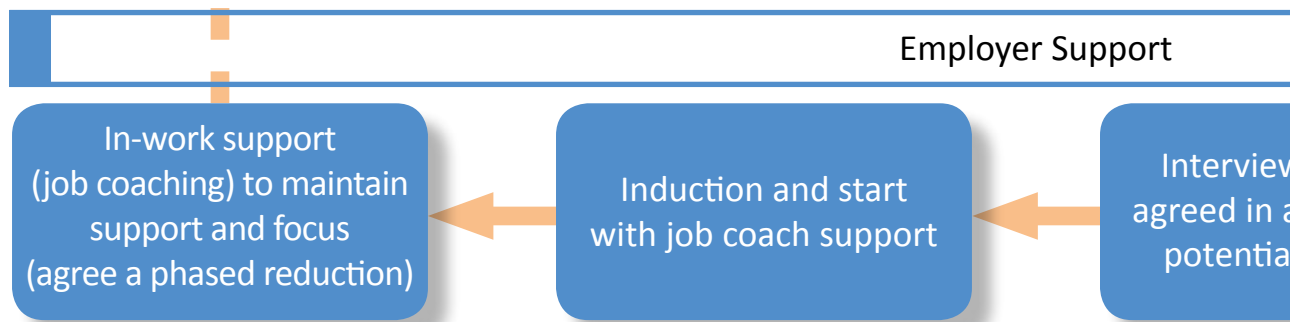
The Supported Internship Pathway



Vocational Profiling Process



Employer Support



1:1 meeting at
provider offices
(if required)

Identify suitable
opportunity from within
network of employers

Meet with and engage
potential employer –
discuss expectations and
provision of support



Analyse job role:
content, activities,
environment and
team dynamics

Work place assessment -
Identification of
reasonable adjustments

Risk Assessment

Final process –
advance with
potential employer

Final suitability
assessment
(check commitment levels)

Agree and implement
reasonable adjustments
with potential employer

Candidate Support



Resources & Guidance

Preparing for Adulthood

The partnership brings together a wide range of expertise and experience of working with young people and families, at a local and national level and across government, to support young people into adulthood with paid employment, good health, independent living and friends, relationships and community inclusion

<http://www.preparingforadulthood.org.uk/>

Access to Work

Access to Work is a grant from the Department for Work and Pensions (DWP) which helps pay for practical support so that people with disabilities can do their jobs. From September 2013, DWP's Access to Work fund has been extended to supported internships (and traineeships) to allow funding of travel (providing assistance to interns who incur additional costs in travelling to and from work because of their disability) and the costs of support workers, including job coaches, or specialist equipment, for days that a young person is at the employer's premises. How much an individual receives depends upon their needs.

Further information on applying for Access to Work funding:

http://base-uk.org/sites/base-uk.org/files/knowledge/Supported%20Internships%20and%20Access%20to%20Work/access_to_work_guidance_-_revised_aug_15.pdf

British Association for Supported Employment

<http://base-uk.org/about/about-BASE>

<http://base-uk.org/topics/programmes-and-delivery/supported-internships>

Benefits to employers

https://www.youtube.com/watch?v=kJTtSn9H_NU

Some more films about supported internships

Trafford <https://www.youtube.com/watch?v=wZwcOvQNxjw>

Bicton college <https://www.youtube.com/watch?v=65-97Qe1Gjw>

The full Department for Education Guidance, Supported Internships, revised December 2014, is available on the Gov.uk website.

<https://www.gov.uk/government/publications/supported-internships-for-young-people-with-learning-difficulties>



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