



Supported Internship Programmes 2023/24

A complete guide, Q&A and supporting information regarding our Supported Internship programmes and how they can help you



What is a Supported Internship?

A Supported Internship acts as a bridging year between education and paid employment. It is for young people with an Educational Health & Care Plan (EHCP) who require extra support to be work ready. Usually, you will be based in a host business for a year and have the opportunity to try out three workplace rotations in that time. They will be 'real world' jobs where you can develop your employability skills and your understanding of what you would like to do in your future.

A whole team of people will work with you to help you be ready to enter the world of work at the end of the programme. These include a Tutor who will help you work towards Employability, English and Maths qualifications at an appropriate level; A Job Coach who will help you learn your role in each work rotation by breaking the task down into small steps until you can carry out your work independently; A Business Liaison representative from the host business will help the team find rotations that match your aspirations.

What will I gain from a Supported Internship?

The aim for every intern on all programmes is to achieve long term paid employment of 16+ hours/week

- City & Guilds Employability Skills qualification*
- Maths & English qualifications*
- Confidence
- An understanding of professional behaviour
- A comprehensive CV
- Interview skills
- Support after the programme ends to gain and remain in employment
- Qualification levels are dependent on prior qualifications. You may be required to undertake GCSE or Functional Skills if you hold Level 1 Maths or English qualifications

Am I eligible for Supported Internship?

To be able to apply for Supported Internship you must:

- Be aged 17-24
- Have an active Educational Health & Care Plan (EHCP)
- Be working between Entry Level 1 and Level 1*
- Be an independent traveller or be willing to learn before the programme begins
- Want to get a paid job when the programme ends

*We will require evidence of prior qualifications including English & Maths.

If you are unsure if you are eligible please contact Rachael Heppenstall at Rachael.heppenstall@cw.ac.uk or on 07485 347887

How do I apply?

1. You can download and complete an application form on cnwl.ac.uk/courses/section/supported-internships or cwc.ac.uk/courses/section/supported-internships
2. Contact Rachael.heppenstall@cw.ac.uk for any enquiries, book a site visit or to receive an application form over email or post. Applications can be completed using text, audio or video.
3. You can also find QR codes regarding Supported Internship for Wembley Park, Charing Cross Hospital and Westminster City Council in the corresponding pages of the booklet.



Sam working at Elior Kitchen

Our programmes

Westminster City Council internship

This highly successful internship is run in partnership with Westminster City Council. You will spend one day per week with your teacher in the base room at Westminster City Hall in Victoria and you will undertake work rotations within the council or with one of the many employers the team work with locally.

This internship may be suitable for you if you are interested in:

- Administration
- Retail
- Hospitality
- Gardening

Internship placement examples include departments within the council such as Libraries and Archives. Placements can also take place with local businesses such as Planet Organic and Active Westminster.*

Graduates have gone on to paid inclusive apprenticeships with Westminster City Council and Planet Organic or on to paid employment with companies such as Veolia, Unity Works & within the hospitality sector.

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CITY COUNCIL
INTERNSHIP**



“ Now that I have started work, I feel very proud of how far I came to earn myself a living. Working with Veolia has enabled me to learn new skills, such as Data Mapping ”

Ahmed Mitten, Graduate 2021
Employed as an Administration Assistant with Veolia



**Ahmed
Mitten**

Westminster City Council Supported Internship Case Studies



Matthew
Graduate 2022

Matthew joined the Westminster City Council Supported Internship programme in September 2021. Matthew settled in quickly to his peer group and showed a commitment to developing his skills academic qualifications.

Matthew completed three work rotations over the course of the academic year. The first was as an Administration Assistant, with the Community Access team at the Westminster City Council. The second was with Soho Radio where Matthew got the chance to refine his digital marketing and design skills before he went on to Planet Organic, based within the E-Commerce team, during his third term.

Matthew enjoyed all three placements, especially Planet Organic, and decided that he wanted to learn more about business and retail; his experiences on the internship helped to build up his knowledge and understanding of the sector.

After graduating Matthew had a temporary paid role with St Martin in the Fields before securing an apprenticeship with Unity Works where he is working towards a Warehousing and Storage Level 2 qualification.

Matthew says “It’s worth it, 100%; the course helped me decide what I wanted to do and got me ready to do it.”



Ahmed
Graduate 2021

Ahmed joined the Westminster City Council internship in September 2020. He clearly enjoyed the work environment and demonstrated excellent professionalism within both his work rotations and his academic work.

Ahmed undertook a placement in Spring 2021 with Veolia Waste Management as an Administrative Assistant. His friendly personality and positive work ethic paid off and the team at Veolia created a bespoke, 3 days per week, paid role for Ahmed after the placement finished where he could continue the work he had started. This allowed him time to study design alongside work, which continues to be a passion for him.

Ahmed says “Now that I have started work, I feel very proud of how far I have come to earn myself a living. Working with Veolia enabled me to learn new skills, such as Data Mapping. I enjoy participating in new projects and I have a keen interest in all the graphical design aspects of my new role.”

Ahmed remains employed at Veolia as of November 2022

*Placements listed are illustrative examples and may not be available every year. Every effort is made to match interns with placements suited to their aspirations

Our Programmes

DFN Project Search Wembley Park

This is an exciting new programme and has just had its first round of graduates in 2022! You will be based at Brent Civic Centre for a lesson with your tutor every morning and then be working within your placement within a department at Brent Civic Centre or a local business within Wembley Park until 3pm. You will return to the classroom at 3.30pm for daily reflection with your tutor and classmates.

This is a primarily office based environment and may be suitable for you if you are interested in:

- Customer Service
- Administration
- IT
- Domestic work

Placements have included the Digital Post Room, the Welcome desk, Registrations & Nationalities and working with the Domestics and IT teams.*

Examples of jobs secured by graduates are; Customer Service at Brent Civic Centre, restaurant service staff and theatre ushering.

“ I am really delighted I have been offered a job. When I told my mum she was speechless with happiness! She was really worried about me travelling because I was not an independent traveller, but I am now. I am happy because I will be more independent, will have a job I love ”

Abbie Sullivan, Graduate 2022
Employed via agency on Brent Civic Centre Welcome Desk since April 2022.



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INTERNSHIP**



Wembley Park Graduates 2022



Abbie joined the DFN Project Search Supported Internship at Wembley Park in 2020 from College of North West London. This was the first year that this programme had run. Unfortunately due to the Covid pandemic the programme was unable to run properly and Abbie was invited to return in September 2021 to allow her to get the full benefit of the internship.

For her first rotation Abbie joined the Welcome Desk team at Brent Civic Centre. She learned about greeting customers and directing their enquiries to the correct department. Abbie settled into the team brilliantly and showed a commitment to learning the role. The decision was made to allow her to complete her second and third rotations there to allow her to develop the skills and knowledge needed to succeed within customer service which she identified as her long term aspiration. Her responsibilities were layered on over time to include housing applications and printing documentation for colleagues such as blue badge or freedom pass applications.

From Easter 2022 Abbie has been working as bank staff for the Welcome Desk. Following graduation in July 2022, she extended her hours to full time Monday to Friday and is interviewing for a permanent role soon.



Chris also joined the DFN Project Search Supported Internship at Wembley Park in 2020. Like Abbie, he was invited to return in September 2021 to allow her to get the full benefit of the internship.

For his first rotation in Chris was placed in the Digital Post Room where he learnt how to follow a sequential task and developed his interpersonal skills, he then went on to work in the library where he continued to develop his communication skills and work standards. He struggled with some of the rotations, finding some of the work repetitive and at times found managing his emotions and behaviour difficult. However, Chris always took on board advice and feedback and attempted to put it into practice, which ensured he progressed over time. He is also an excellent public speaker which served him well come interview time.

Chris is a keen musician and expressed an interest in working as a theatre usher from the start. Following graduation, he has successfully found work in Marylebone theatre as an usher. He recently came back to the civic centre to present his experience to potential candidates for 2023 stating 'I would never have got this job without the help from my tutor and job coach. I'm so happy in the job I do now.'

*Placements listed are illustrative examples and may not be available every year. Every effort is made to match interns with placements suited to their aspirations

Our Programmes

DFN Project Search Charing Cross Hospital internship

This award winning internship is run in partnership with Imperial College Healthcare NHS Trust, West London Alliance and Brent Local Authority and is based within Charing Cross hospital in Hammersmith, using the DFN Project Search model.

You will attend lessons with your tutor in the base room at the hospital every morning from 9am - 10am. You will then be in your work rotation until 3pm. You will end the day with daily reflection with your tutor and class mates.

This programme may be suitable for you if you are interested in:

- Administration
- Scientific or technical activities
- IT
- Caring for others

Placements may include the Microbiology lab, Pathology call centre, Patient Dining, the Post Room or working as a Ward Host.*

Graduates have gone on to paid roles as Porters, Laundry Technicians and Patient Dining Supervisors within the hospital and other paid work and apprenticeships externally.

“ The DFN Project SEARCH Supported Internship helped me to get new skills and I loved that when I got a little bit stuck, I got help and after that I could do it independently”

Will Smith Graduate 2020
Employed as a Catering Assistant at Charing Cross Hospital since 2020.



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INTERNSHIP**



Charing Cross Hospital Graduates 2022



Dev joined the DFN Project Search Supported Internship at Charing Cross Hospital in 2021, aged 17. Despite being the youngest of his peers Dev was confident and had a clear goal of working within IT from the start.

He worked hard at his qualifications and within his work rotations. For his first rotation, Dev worked within the Microbiology Laboratory where he learned about booking in and triaging samples and using the electronic systems to do this. This was an exciting environment where Dev excelled however, he remained focussed on his IT career goal.

For his second and third rotations Dev was placed within the ICT department at the hospital. This allowed Dev to further develop his ICT knowledge and provided him with the experience he needed to successfully secure a paid full time role as an Apple Support Technician after graduating from the programme. Dev used his first paid job to further his skills and experience and has now moved on to his second paid role with Toureen Construction where he is Site Service Administration Assistant, providing technical support across the site.

Dev says that on his internship “I learnt how to work independently and under pressure and to tight deadlines.”



Paolo joined the DFN Project Search Supported Internship at Charing Cross Hospital in 2021 from Belvue College, aged 18. Paolo was initially a little shy when he joined but his friendly personality and infectious smile meant he quickly became a popular member of his peer group.

Paolo wasn't sure what he wanted to do in the future but was willing to work hard at his qualifications and to try his hand at any practical role. His first rotation was within Patient Dining where workers pick and pack lunches to order and deliver them to the wards. Paolo worked hard and integrated well with the team.

He enjoyed it so much he requested to remain there to develop his skills and knowledge of the role for his second rotation. For his third rotation he worked as a Ward Host where he developed his communication skills further, however, he was intent on returning to Patient Dining in the longer term.

Since graduating from his internship Paolo has been in paid employment as part of the bank team for Patient Dining within the Imperial College Healthcare NHS Trust for 22.5 hours per week and hopes to secure a permanent position soon.

*Placements listed are illustrative examples and may not be available every year. Every effort is made to match interns with placements suited to their aspirations

FAQ

What is DFN Project Search?

Project SEARCH is an international transition to work programme committed to transforming the lives of young people with learning disabilities and autism. They provide a model of delivery used for some of our internships. You can find more information here:

<https://www.dfnprojectsearch.org>

Will I be paid during internship?

No, you will not be paid. You will receive the education, help and support you need to gain a paid job on completion of the internship.

Will there be support available for travel training?

We are not funded to provide travel training. We can help interns learn new routes to placement but you should be talking to your school, college or local authority now about support to ensure you are an independent traveller before the programme begins.

What is expected from families?

Please support your young person by ensuring they are dressed appropriately and leave on time. You will also be invited to attend regular meetings and events so you can be an active part of your young person's progression towards the work place.

Do you have to get a job at the end?

We expect all applicants to want to find long term paid employment of 16+ hours per week on completion of this programme.

What about the impact in benefits?

Your normal benefits will apply during the course. You can request a better off in work calculation from your local job centre to assess the future impact of the young person entering work or use the online calculator.

<https://www.betteroffcalculator.co.uk/>

Is there any financial support available during this course?

You may be able to apply for a college bursary if the young person is in receipt of eligible benefits and holds their own bank account. Please be aware the young person can receive Universal Credit alongside PIP, do enquire with your Job Centre about this.

<https://www.gov.uk/universal-credit/eligibility>

How will I pay for travel?

If you do not have a Freedom Pass please apply for one now. If you are not eligible for a Freedom Pass please apply for an 18+ Student Oyster Card to receive reduced fares during the programme.

<https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/apply>

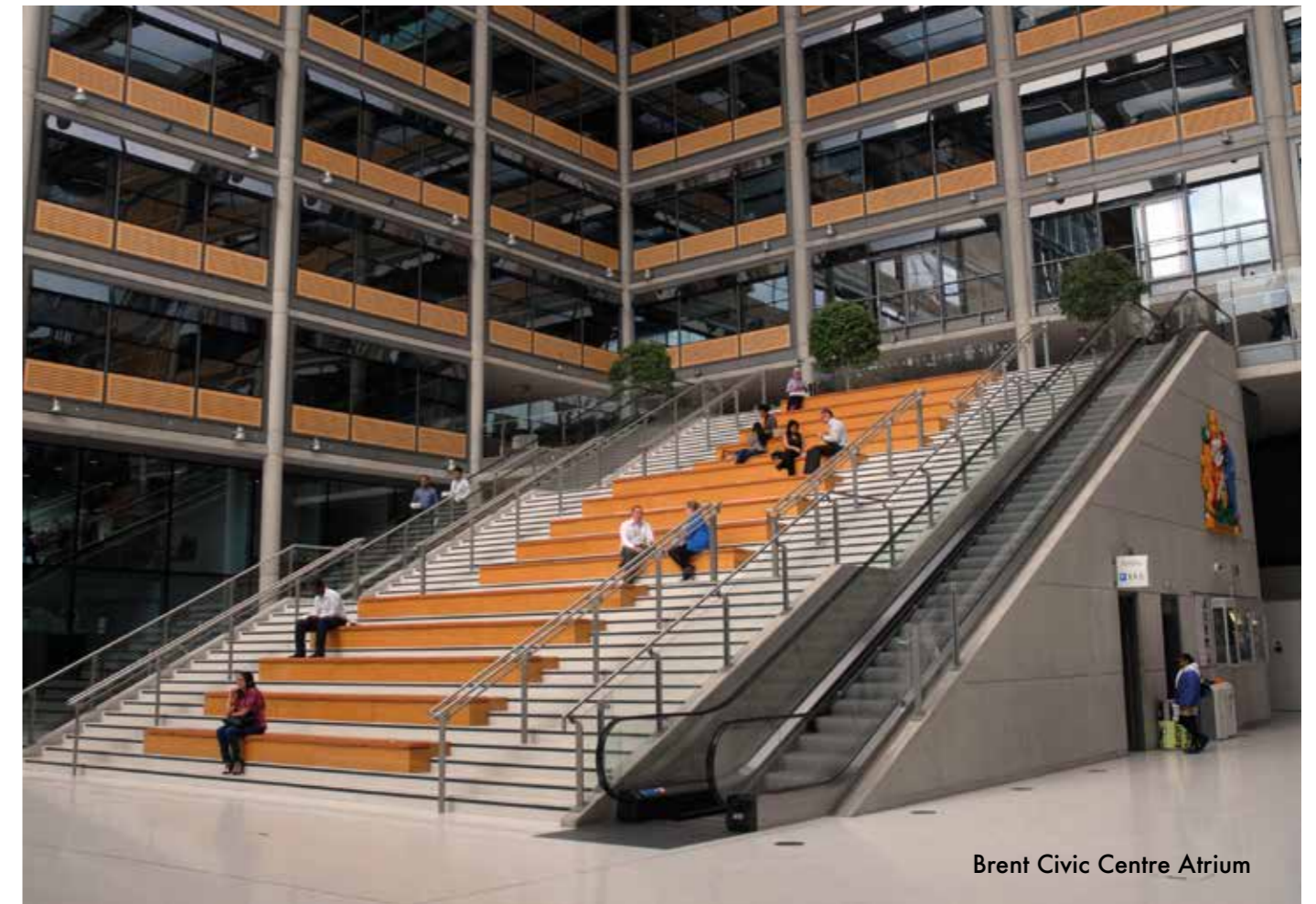
<https://tfl.gov.uk/fares/free-and-discounted-travel/18-plus-student-oyster-photocard>

Am I guaranteed a job?

No, we cannot guarantee a job however many of our interns have successfully progressed into paid work or gone on to apprenticeships or traineeships. You will receive job coaching support after the programme finishes to help you apply for jobs, attend interviews and if you are successfully employed, to settle into and be successful in your new role.

We look forward to meeting you

If you require any further information contact Rachael Heppenstall at Rachael.heppenstall@cw.ac.uk or on 07485 347887



Brent Civic Centre Atrium

