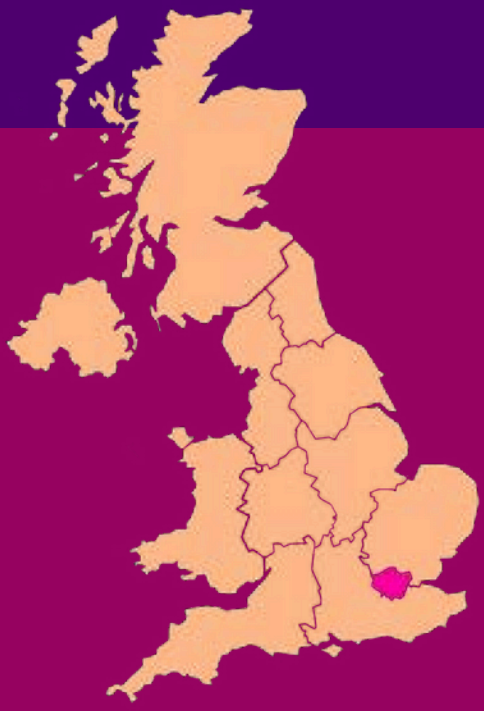
mencap TRAINING ACADEMY

Ofsted Good Provider



Mencap Training Academy Prospectus: LONDON



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WHO ARE MENCAP?

The Royal Mencap Society (Mencap) is a national charity. Our vision is for the UK to be the best place in the world for people with learning disabilities to live happy and healthy lives.

To make this vision a reality, we provide lots of support like supported living services, information, advice and guidance, campaigns and support to find employment. The Mencap Training Academy is a specialist post 16 provider of education and training to young people aged 16-24 to help them find work.

In all our work, we reflect Mencap's 5 values:

- We are **passionate** about making the world a better place
- We are **positive** in our work and with each other
- We are **brave** we challenge and try new things
- We are **kind** to everyone
- We are **inclusive** of everyone

- Established in **1946** by Judith Fryd, a mother of a child with Learning Disabilities.
- We work across England, Wales and Northern Ireland, supporting 1000's of people with a learning disability and their families.
- We began delivering employment-related support in 1975 with our Pathway Employment service.
- Our latest Big Learning Disability Survey found only 26.7% of people with a learning disability are currently in work.
- But **87%** of people not in work, said they would like a job. Through our Training Academy, Mencap is determined to help them achieve this.



WHAT ARE SUPPORTED INTERNSHIPS?

Supported internships are programmes for young people with an Education, Health and Care Plan (EHCP) that help them to find work. They are full-time education programmes that run from September to July and involve:

Education
Learners attend sessions where they learn about the skills and behaviours needed for the world of work. You will also learn some English and maths and can explore taking qualifications in these.
Sessions are delivered to groups of around 10 people.

Work experience
Learners are required to complete at least 420 hours of work experience over the year. This amounts to 18 hours a week - spread across 2-3 days a week.

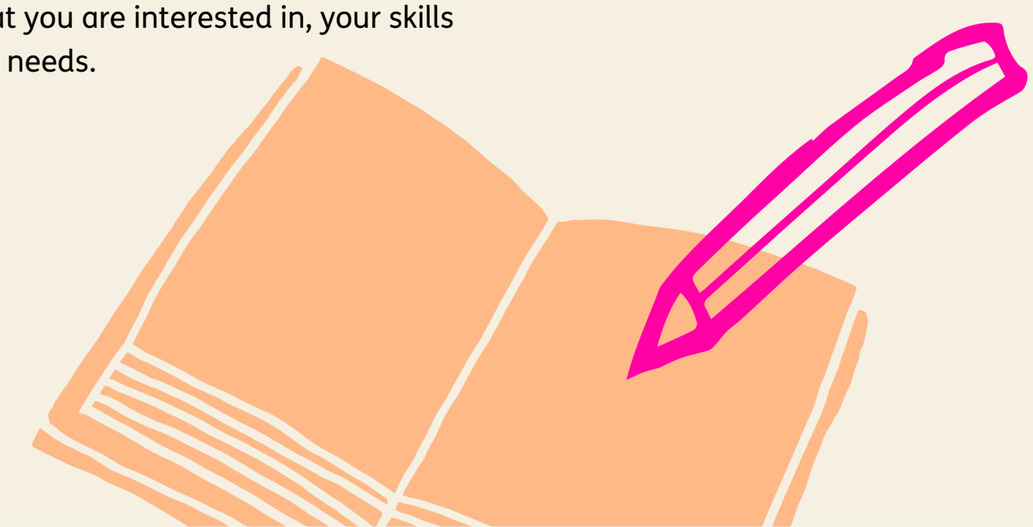
This can be in lots of different kinds of roles and organisations depending on what you are interested in, your skills and needs.

Who can do a supported internship?
To do a supported internship, the government requires learners to:

- Be aged 16-24
- Have an EHCP
- Want to find a job

You do not need to have any qualifications.

SSupported internships are free to join and are paid for by the government and your local council. If you receive benefits like universal credit and PIP, these should be unaffected by you joining a supported internship, but you may need to complete a form to tell the government that you are enrolled on the programme.



HOW DOES A MENCAP SUPPORTED INTERNSHIP WORK?

More choice
As a national charity with a well known brand, Mencap has partnerships with lots of different employers in lots of different sectors. Our learners do work experience in areas like retail, hospitality, logistics, healthcare and administration.

If you don't yet know what kind of work you want to do, then our team and our careers lead will help you to understand what kind of jobs would be a good fit for you based on your skills, needs and interests. There are lots of different kinds of jobs out there that you might not have even heard of before, that could be a great fit!

We can't promise that you will find your dream job through the programme, but we will help you to gain experience of work that is suited to you. Alongside our learning sessions, this will teach you transferable skills that will help you to develop a successful career.

Sectors you can work in
There are lots of different employers that you could do work experience with. There should be something that you find interesting.

Depending on which sector you do work experience in, we will adapt our teaching during classroom sessions to ensure you develop the skills and behaviours needed to succeed in different types of roles and workplaces.

In London we offer work experience opportunities in lots of sectors like:

- Retail and Hospitality
- Health and Social care
- Administration
- Facilities management
- Warehousing and Logistics

WHAT WILL I DO IN THE CLASSROOM?

Learners on our supported internships attend sessions at our classrooms for two days each week between September and July. During these sessions you will learn skills and behaviours needed for the workplace, as well as developing your English and maths which are also often needed in the world of work. Our curriculum covers:

English and communication skills

- Speaking and listening
- Communicating in an appropriate way
- Following instructions
- Engaging in meaningful discussions
- Reading
- Writing appropriate to role/career development
- Personal and life skills
- Preparation for assessments.

Employability skills

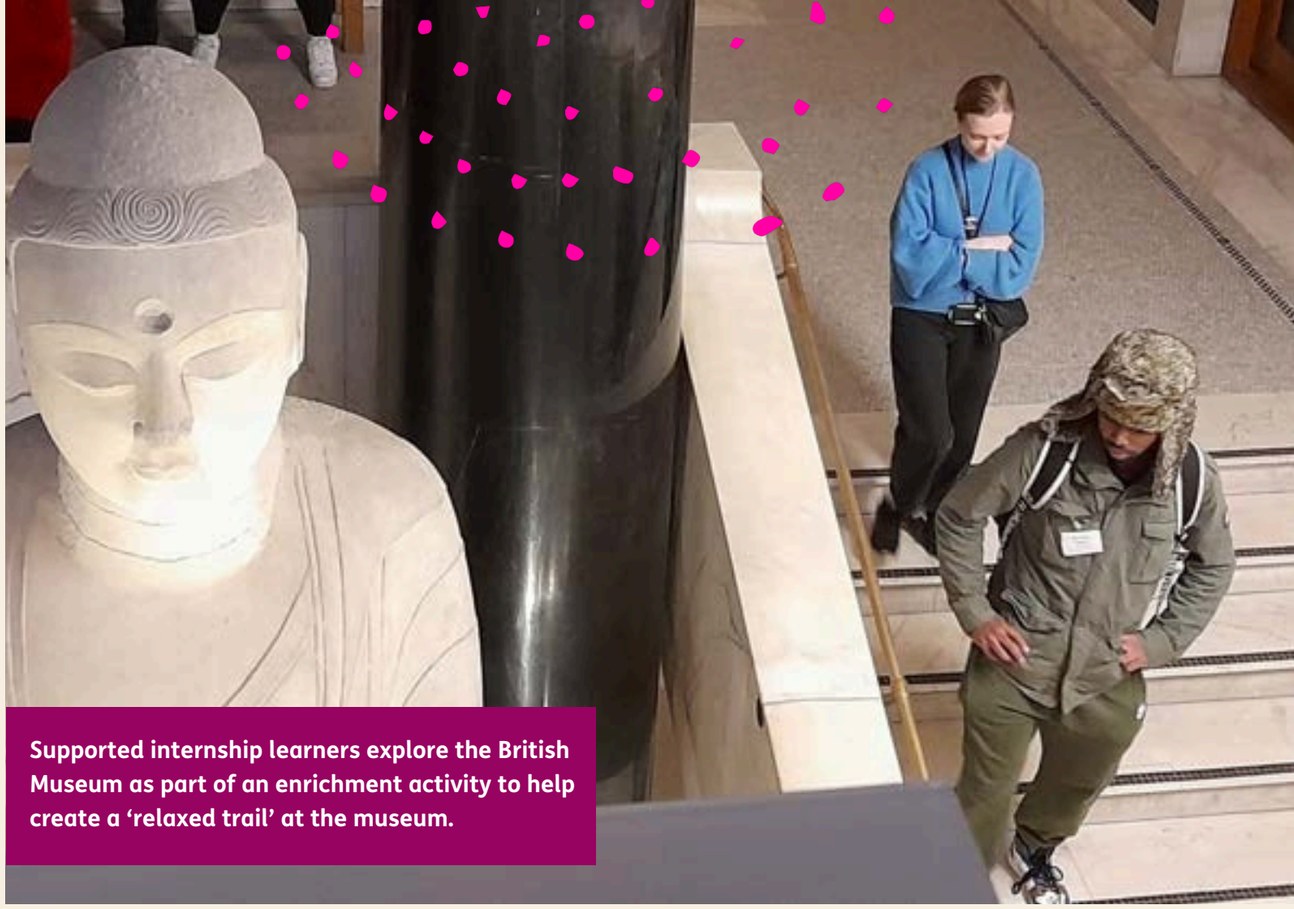
- Finding and applying for jobs
- Writing and maintaining CVs
- Demonstrating competency in interviews
- Working in a safe way
- Working with supervision/others
- Dealing with problems at work.

Behaviour and attitudes

- Personal presentation
- Keeping healthy and mental wellbeing
- Behaving appropriately at work
- Reacting to people appropriately
- Managing time
- Taking responsibility
- Keeping safe and safe relationships
- Making choices and decisions
- Understanding British Values.

Maths

- Numeracy skills relevant to learners' work experience
- Personal and life skills
- Preparation for assessment
- Money management.



Supported internship learners explore the British Museum as part of an enrichment activity to help create a 'relaxed trail' at the museum.

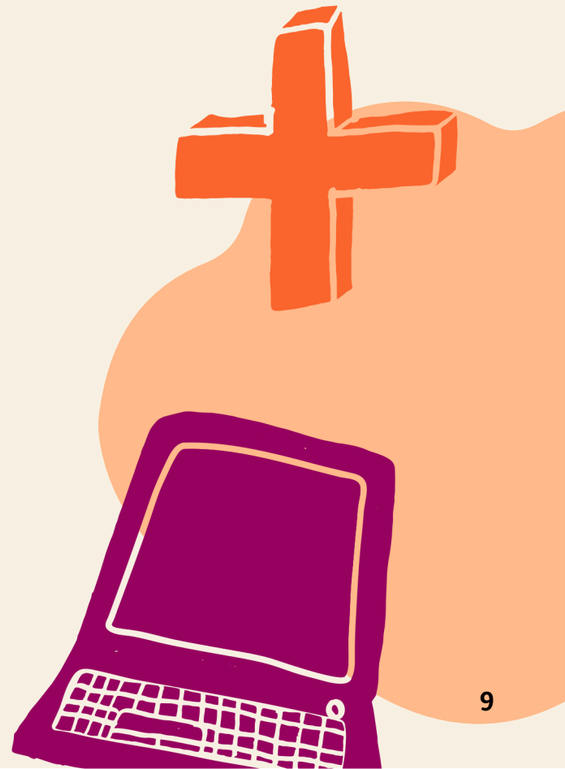
Digital

- Online safety
- Using different platforms and software like Teams, Google Docs, Word, PowerPoint

Enrichment

As part of a supported internship, you will also take part in extra curricular activities that will also help to develop your skills and confidence.

This could include visits to museums and art galleries, sport and games, trips to the theatre.



CAREERS EDUCATION, INFORMATION, ADVICE AND GUIDANCE (CEIAG)

During your time on our programmes, you will benefit from regular CEIAG. All learners meet one-to-one with Mencap's qualified careers advisor at least once, while you will be supported to understand careers and what options are available to you throughout the year.

CEIAG activities include:



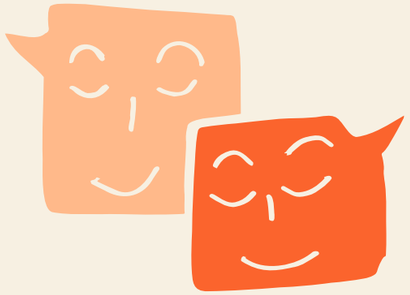
Looking at local labour market information to understand what kind of jobs are in demand in your local area.



Attending local career fairs to speak to employers and learn about what jobs are available locally.



Career themed quizzes and games like Panjango that help you to remember information about careers and different jobs in a fun way.



Group visits to employers' offices and guest speaker visits from employers.

EMPLOYER LED SUPPORTED INTERNSHIP

We are also delivering another type of supported internship in London that is a little bit different to the rest of our programmes.

We are working with a charity called DFN Project Search to deliver this programme which will take place entirely at the offices of Haringey Council in north London. Learners on this programme will complete work experience in different teams within the council.

Roles you could do on this programme include:

- SEND Services - working in the transport service and employment team.
- Public health - working at the Hayes Dementia Hub and Winkfield Resource Centre, helping to run activities for residents.
- Leisure - working at leisure centres like New River Leisure Centre.
- Family and community support - working at the Muswell Hill Family Hub and Woodside Children's Centre.
- Libraries like Wood Green and Marcus Garvey libraries, sorting and tidying books.

A typical day will look like:

- 9am to 10am – classroom learning focused on employability skills, held at Haringey Council offices.
- 10am to 3.30pm – learners complete work experience supported by a skills coach.
- 3.30pm to 4pm – classroom time to reflect on the day's activities.

This programme is very focused on work experience. Learners will complete around 900 hours of work experience over the year. This means will get lots of experience to help you get a paid job, but it will most likely be best suited to learners who have already done some work experience before and feel ready to do more.

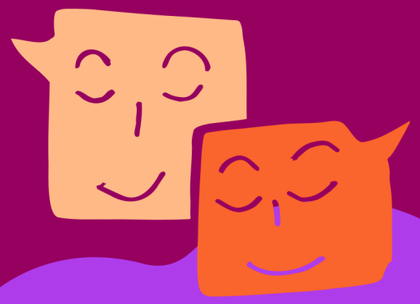


PRE-INTERNSHIP STUDY PROGRAMME

We understand that for some young people, the idea of completing 420 hours of work experience in a year is quite scary and may feel impossible. We know lots of young people who really want to work may not have learnt much before about careers or done work experience before. We therefore offer an alternative to the supported internship in London. This alternative is called a pre-internship programme. Like the supported internship, it is a year-long programme that runs from September to July. But it involves slightly different things:

More education

Learners on our pre-internship programmes spend more time - 3 days a week (09:30-16:00) - in our classrooms. This gives them more time to learn about the world of work and the skills and behaviours needed to succeed in the workplace.



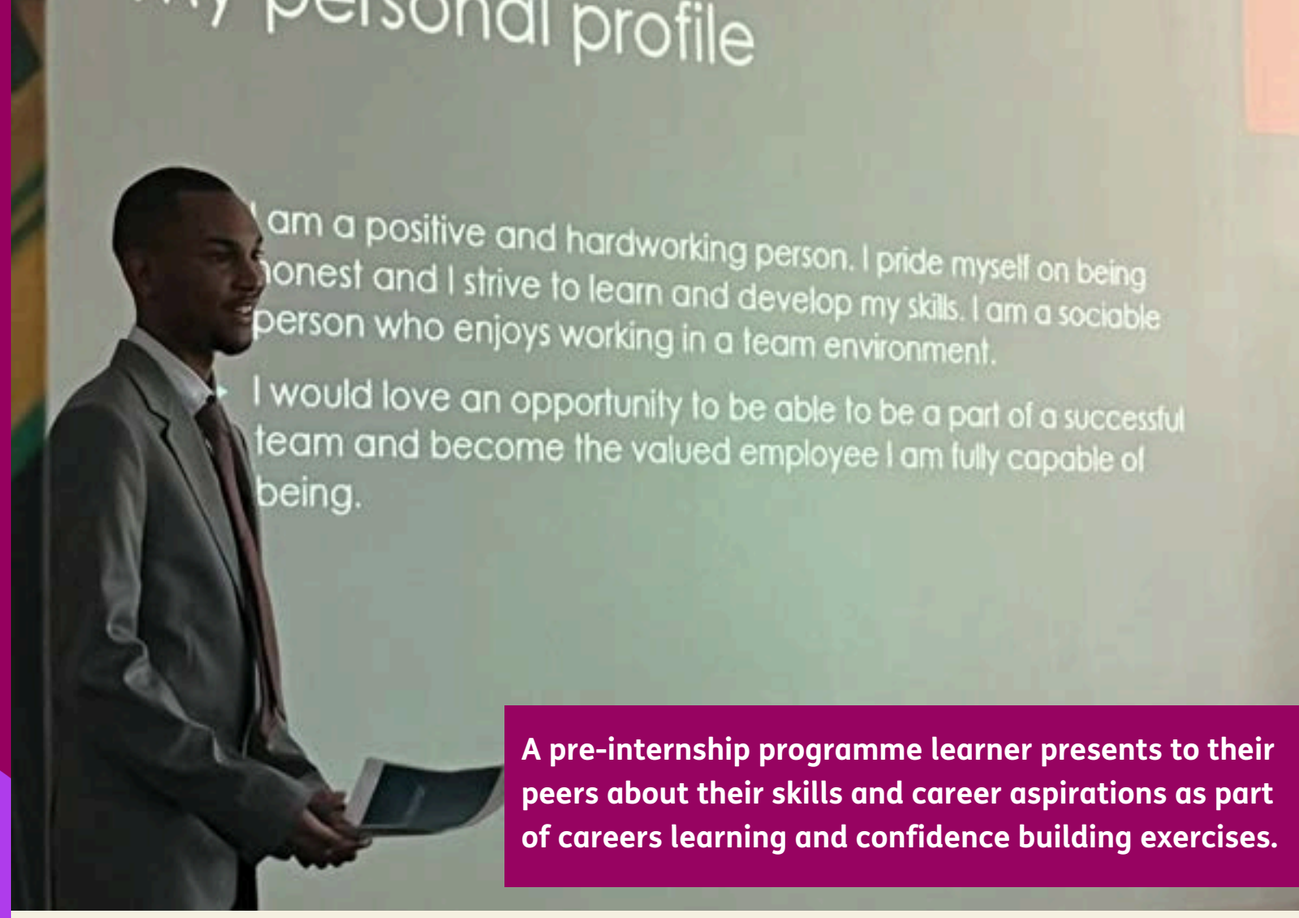
More CEIAG

Learners will spend more time learning about the different career options available to them and on activities like meeting employers in different ways to work experience - like visiting employers' offices and guest speaker visits.



Less work experience

Toward the end of the year, pre-internship learners will do some work experience, completing around 60 hours in the year, compared to 420 hours on the supported internship. By this time, you will have developed you skills and confidence so you should feel ready to begin work experience.

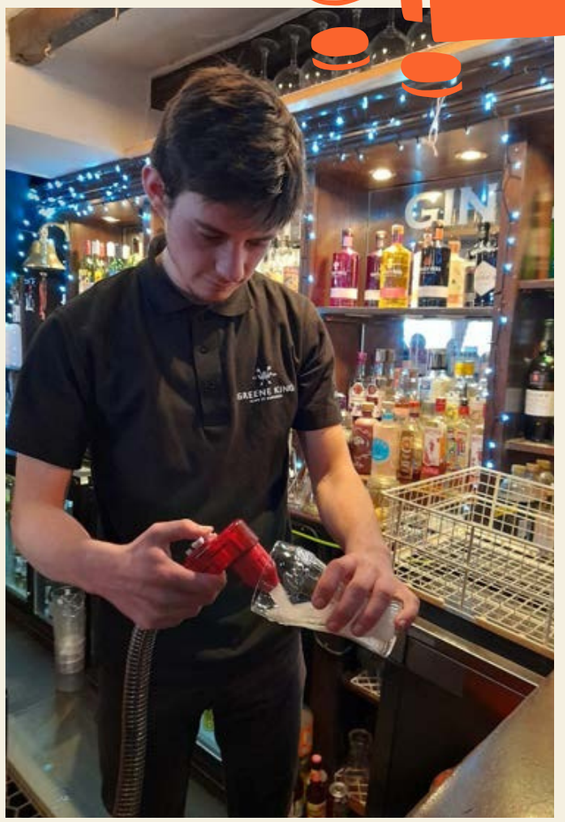


A pre-internship programme learner presents to their peers about their skills and career aspirations as part of careers learning and confidence building exercises.

What happens next?

Once learners finish the pre-internship programme year, the aim is to move on to the supported internship. Most learners are ready to do this having built up their skills and confidence over the year. Some times, you can even carry on doing work experience during the supported internship that you started while on the pre-internship programme which can lead to earlier paid job outcomes!

WORK EXPERIENCE IN RETAIL AND HOSPITALITY



Work experience in retail and hospitality could include responsibilities like providing customer service, selling items or food-related work. Your focus will be on helping to provide a positive experience for customers. This could be by helping a customer find a product, serving them at the till or waiting on them at their table, making sure the shop or restaurant is clean and well stocked, or preparing ingredients for a meal."

What roles are available and what skills will I need?

You could do the following roles:

- Kitchen porter
- Waiter/bar tender
- Retail assistant
- Stock replenisher.

To succeed in these roles you will need to develop skills including:

- Customer service
- Numeracy
- Hygiene awareness
- Health and safety awareness.

Hospitality employers you could do work experience with include:

Boots

17 99 GREENE KING BURY ST EDMUNDS

Fair Shot Not-For-Profit Cafe

BELLA ITALIA

CHOPSTIX NOODLE BAR

HELLO FRESH



EMILY'S STORY

Emily completed our pre-internship programme in central London, before moving on to our full supported internship programme. During her time with the Mencap Training Academy, Emily made huge progress, overcoming shyness and anxiety to the point where she was able to perform a song at the end of year celebration event for her cohort. Emily also excelled in her work experience placement with Bella Italia, learning a range of customer service skills and developing a close working relationship with her team. She left the programme with a paid job with Bella Italia.

WORK EXPERIENCE IN FRONT OF HOUSE ROLES

We offer work experience placements in some of London's west end theatres! This involves 'front of house' roles which covers a lot of the stuff besides the acting!

Working in a theatre can be fun and there's lot of down time to get to know your colleagues during shows. But it can be hard work as well and may require you to work odd hours and finish late.

To succeed in these roles you will need to develop skills including:

- Customer service
- Numeracy.

What roles are available and what skills will I need?

You could do the following roles:

- Selling tickets, programmes, food, drink and merchandise
- Ushering people to their seats
- Providing information to customers.

Employers offering these types of roles that you could do work experience with include:

DELFONT MACKINTOSH THEATRES

LW THEATRES





A supported internship learner leads an activities session at one of Sanctuary Care's homes.

WORK EXPERIENCE IN HEALTH AND SOCIAL CARE

Work experience in health and social care is about helping people to stay healthy and happy. In London, we offer placements working in care homes with elderly residents.

What roles are available and what skills will I need?

You could do the following roles:

- Carer Activity Assistant
- Play worker.

To succeed in these roles you will need to develop skills including:

- Caring for people
- Talking with and listening to people
- Working in a team
- Being able to adapt to different needs and situations.

Health and social care employers you could do work experience with include:

Sanctuary Care
enriching lives

WORK EXPERIENCE IN ADMINISTRATION



Administration is about helping businesses to make sure things run smoothly. You will have a good eye for detail and enjoy working accurately for these roles. These jobs involve keeping records, answering phones, replying to emails, and working with computer software.

What roles are available and what skills will I need?

You could do the following roles:

- Receptionist
- Admin Assistant
- I.T Technician.

To succeed in these roles you will need to develop skills including:

- Ability to use computers and IT systems
- Solving problems
- Being helpful, friendly, and polite to people
- Good organisational skills.

Administration employers you could do work experience with include:

RSA
Sutton
Guinness World Records
Islington
Chopstix Noodle Bar
King's College London



WORK EXPERIENCE IN FACILITIES MANAGEMENT

Work experience in this sector is about keeping buildings and outside areas properly maintained, clean, and safe. You could be painting, cleaning or fixing. You will be using tools and working with your hands and will learn a range of practical skills.

What roles are available and what skills will I need?

You could do the following roles:

- Maintenance Assistant
- Cleaner
- Porter
- Working in the post room

To succeed in these roles you will need to develop skills including:

- Following health and safety rules
- Attention to detail
- Adapting to different situations.

Employers in this sector you could do work experience with include:

CBRE sodexo mitie



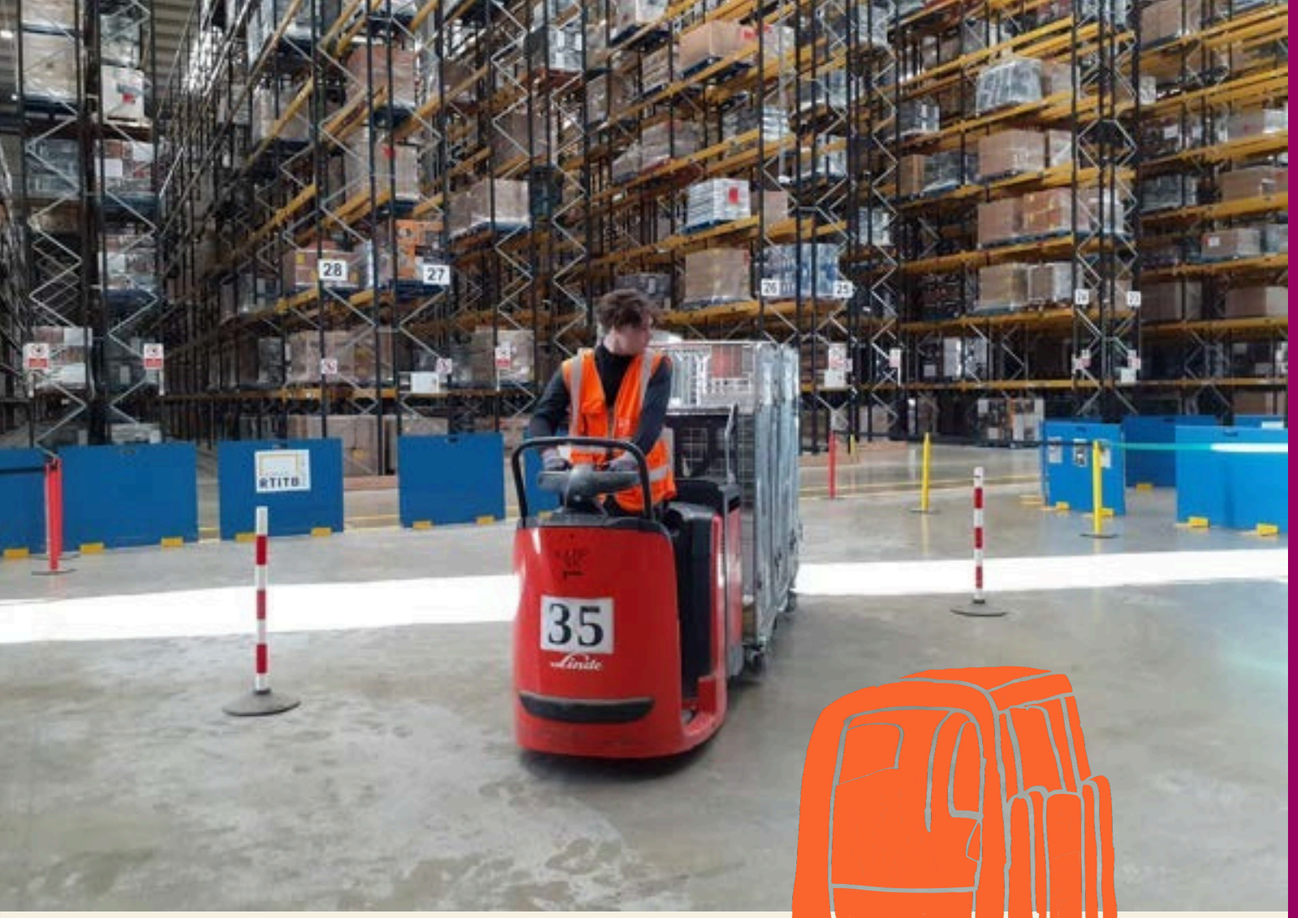
LEAH'S STORY

Leah previously completed our supported internship, attending classes at our North West London site.

Leah completed a work placement with Mitie in the Olympic Park which they maintain, gaining experience using power tools like hedge trimmers, leaf blowers and lawn mowers. She loved working in the park and never wanted to miss a session.

Toward the end of her placement, Leah had to deliver a presentation at Mitie's offices in The Shard about what she'd learnt and achieved. She put together a fantastic presentation, with graphics she had designed herself.

Mitie offered Leah a paid job in the Olympic Park and also gave her a £500 award for her presentation!



WORK EXPERIENCE IN WAREHOUSING AND LOGISTICS

Work experience in this sector is all about dealing with things that come into a warehouse. This could be food, furniture or other people's parcels. It's an active role where you'll need to move, lift, and organise things quickly, and be ok with working in an environment that could be cold, noisy or busy.

What roles are available and what skills will I need?

You could do the following roles:

- Warehouse operative
- Picker/packer
- Driver's mate.

To succeed in these roles you will need to develop skills including:

- Working in a team and on your own
- Following instructions
- Working quickly.

Warehousing and logistics employers you could do work experience with include:

EVRi Wincanton



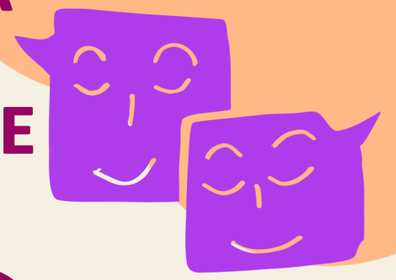
TY'S STORY

When Ty did our supported internship, he tried a few different work placements that weren't quite the right fit, before starting on a placement with logistics company, Evri. He received tailored support to thrive in his role and quickly learnt many valuable skills like problem-solving, time management and teamwork.

All his colleagues at Evri were very impressed with Ty and at the end of the placement, he was offered a paid job which he accepted.

Ty said: "I've really been welcomed into the Evri family, I've been able to showcase my talents and make new friends too, which has really boosted my confidence."

HOW DO I ENROL ON A MENCAP TRAINING ACADEMY PROGRAMME IN LONDON?



1 Step 1: Get in touch

You can reach out and tell us a bit about yourself and why you want to enrol on one of our programmes by completing our online form which you can access using the QR code.

Or you could tell whoever manages your EHCP that you would like to join us and they can send us a consultation.

You can also email us at: mtalondon@mencap.org.uk

2 Step 2: Attend an online meeting

This will be with a member of our team who will tell you a bit more about our programmes and ask you some questions, mostly about what kind of work experience you might like to do.

3 Step 3: Meet with us

This is a chance for you to see where you could be learning next year. We will also ask you some more questions about your skills, needs and interests. We may offer you a place on one of our programmes after this meeting or we may ask for a bit more information, for example, from your current school or college.

4 Step 4: Identify suitable work experience

If you join our supported internship programme we may invite you to one or more 'Employer Matching Days' before you start the programme. These help us make sure you have a placement ready for when you start the programme.



WHERE TO FIND US

We have 4 sites in London from where people can access our programmes. Below is some information about our different locations and how you can get to them by bus or train.

These locations are where we deliver the classroom learning elements of our programmes. Work experience takes place in different locations across London and can potentially be sourced closer to learners' homes.

Central London

80 Holloway Road
London
N7 8JG

Closest stations:
Holloway Road (0.3 miles)
Drayton Park (0.3 miles).
Highbury and Islington (0.3 miles)

Buses: 21, 43, 393 (St Mary Magdalene Church) and 153 (from Liverpool Road stop).

Employer-led programme with Haringey Council

48 Station Road
London
N22 7TY

Closest stations: Wood Green (1 mile), Alexandra Palace (0.4 miles)

Buses: 29, 67, 123 (Lordship Lane); 121, 141 221, 232, 329, W4 (Wood Green Station).

North West London

Unit 3
30 Friern Park
North Finchley
N12 9DA

Closest station:
Woodside Park (0.6 miles)

Buses: 125, 263, 383, 626 (Tally Ho Corner).

South West London

Unit 3 Parc House Studios
25-37 Cowleaze Road
Kingston Upon Thames KT2 6DZ

Closest station:
Kingston (0.2 miles)
Hampton Wick (0.9 miles)

Buses: 65, 671 (Kingston station), 71, 281, 371 (Cromwell Road)

West London

Saunders House
3rd Floor 52-53
The Mall London
W5 3TA

Closest station:
Ealing Broadway (0.1 miles)
Ealing Common (0.6 miles)

Buses: 207, 483 (Ealing Broadway Station), 112 (Haven Green)

SUPPORT WITH TRAVEL

We understand that some people may not have much experience of travelling on their own and may feel nervous about finding their way to our classrooms and to their work placements.

We encourage people to come and visit our premises before enrolling to see what it's like and to get a sense of the journey from home.

You may also be able to look into getting some travel training through your local council and travel training services they commission before you start on one of our programmes.

Mencap can also provide travel training for up to 6 weeks at the start of the programme to help learners learn the routes to their work experience placements.



mencap TRAINING ACADEMY

www.trainingacademy.mencap.org.uk

employment.support@mencap.org .uk
mtalondon@mencap.org.uk

"Learners learn and work in friendly and nurturing environments where tutors and skills coaches care about them and their futures (...) [staff] provide effective support in lessons and at work placements so that learners can achieve their goals."
- Ofsted, October 2024.

Ofsted Good Provider

Registered charity number: 222377 (England and Wales); SC041079 (Scotland).