mencap TRAINING ACADEMY

Ofsted Good Provider



Mencap Training Academy Prospectus:

WORCESTERSHIRE



CONTENTS

04 Who are Mencap?

06 What are supported internships?

07 How does a Mencap supported internship work?

08 What will I do in the classroom?

10 Careers Education, Information, Advice and Guidance

12 Pre-internship study programme

14 Work experience in retail

15 Case study 1 - Dhillon’s story

16 Work experience in hospitality

17 Case study 2 - Jamie-Lea’s story

18 Work experience in health and social care

19 Work experience in facilities management

20 How do I enrol on a supported internship?

21 Where to find us

22 Support with travel

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 a learning disability 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.

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.

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

WHAT ARE SUPPORTED INTERNSHIPS?

Supported internships are programmes for young people with a learning disability and autism 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.

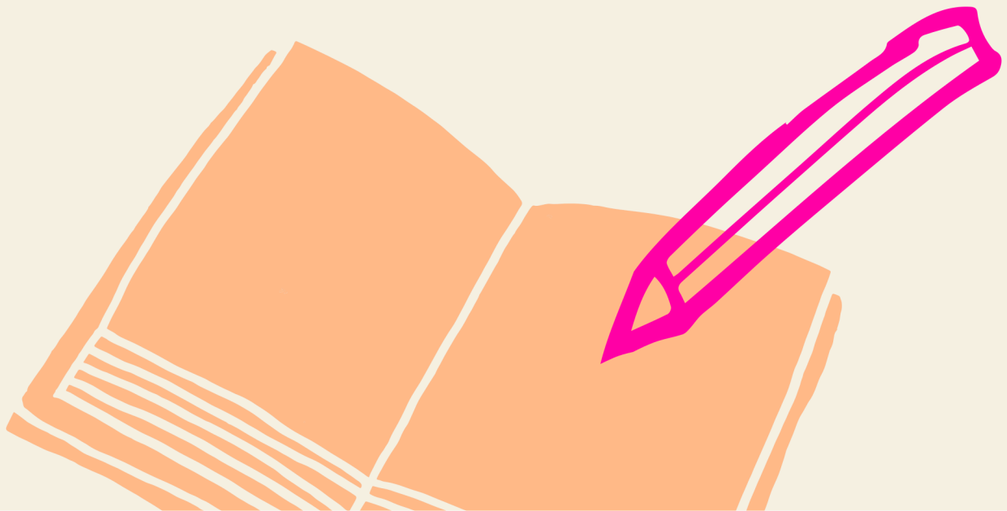
Who can do a supported internship?

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

- Be aged 16-24
- Have an Education, Health and Care Plan (EHCP)
- Want to find a job

You do not need to have any qualifications.

Supported internships are free to join and are paid for by the government and your local council. If you receive universal credit, however, this may have to cease in order for you to take the programme. Your benefits will be unaffected if you receive Personal Independence Payments (PIP). To find out more about how your benefits may be affected by enrolling on a support internships, visit: https://www.gov.uk/guidance/universal-credit-and-s tudent s



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

At the start of the programme, there are a number of different employers from across a range of different sectors that you could do work experience with. These are work experience placements with a specific employer. There should be something that you find interesting.

Depending on which sector you complete 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.

Currently, the sectors you can work in Worcester are:



Retail



Hospitalit y



Health and social care

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.

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.

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.

Maths

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

English and maths portfolios

Are you someone who doesn't like exams? To help learners achieve qualifications in English and maths, we can work support them to put together portfolios instead.

If you already have a L2 or above qualification in English and maths then you do not have to do this learning while on our programmes.



Supported internship learners in Worcester on a visit to the Worcester history museum as part of their enrichment activities

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 our 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:



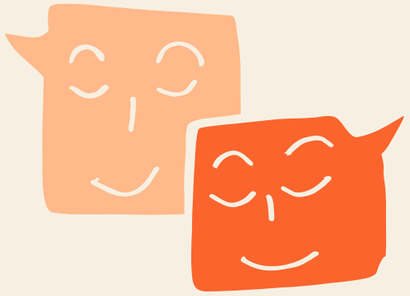
Looking at local labour market information to understand what kind of jobs are in demand in your local area.



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.

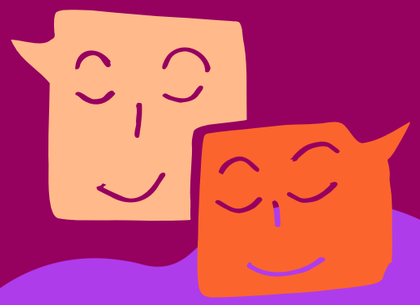


Group visits to employers' offices and guest speaker visits from employers.



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 benefitted from much learning about careers before, or from previous work experience. We therefore offer an alternative to the supported internship in Worcestershire. 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 - 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

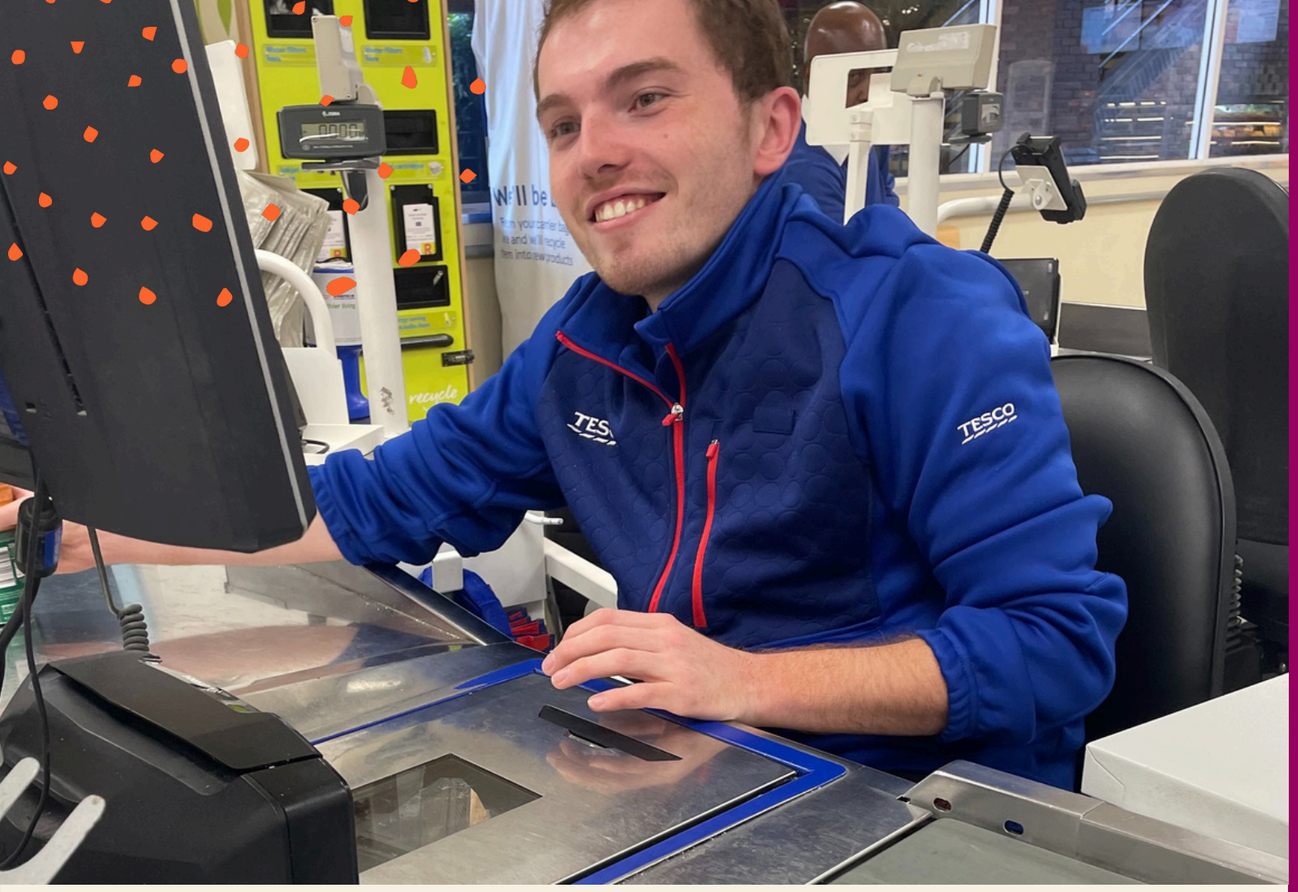
Toward the end of the year, pre-internship learners will do some work experience. But it won't be as much as supported internship learners do. By this time, you will have developed your skills and confidence so you should feel ready to begin work experience.



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, 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. Sometimes, 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

Work experience in retail could involve customer service, sales, and manual work like stacking shelves. Your focus will be on helping to provide a positive experience for customers. This could be by helping a customer to find a product, preparing ingredients for a meal, or setting up a restaurant ready for service.

What roles are available and what skills will I need?

Work experience in this sector could involve:

- Working on the checkouts
- Providing information to customers
- Sorting shelves and trolleys

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

- Customer service
- Numeracy
- Health and safety awareness.

Retail employers you could do work experience with include:

TESCO

The Entertainer TheToyShop.com

Waitrose

Travis Perkins



DHILLON'S STORY

Dhillon previously completed Mencap's Supported Internship Programme in Worcester.

He did work experience with Waitrose at their store in Bromsgrove where he was quickly made to feel part of the team.

Dhillon was soon working independently and won a staff award for his hard work and quick learning, earning a box of chocolates!

Using the skills he learnt, Dhillon was able to successfully apply for a job at Waitrose's Droitwich brand just a few months into the programme.

In recognition of their fantast support for Dhillon, we awarded Waitrose one of our Employer of the Month awards, which Dhillon presented to his manager (pictured).

WORK EXPERIENCE IN HOSPITALITY

Work experience in hospitality could include roles in customer service, sales, and food-related services. Your focus will be on helping to provide a positive experience for customers. This could be by helping a customer to find a product, preparing ingredients for a meal, or setting up a restaurant ready for service.



What roles are available and what skills will I need?

You could do the following roles:

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

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:

St. Richard's Hospice

WORCESTERSHIRE COUNTY CRICKET CLUB

MARSTON'S INNS AND TAVERNS



JAMIE-LEA'S STORY

Jamie-Lea previously completed our supported internship in Worcester, starting her work experience at St Richards Hospice's Café.

She clearly thrived in hospitality roles, so we next set her up with a placement in a Greene King pub where she was soon able to work independently on busy shifts and became a favourite amongst colleagues and customers alike.

Toward the end of the programme, Jamie-Lea went for an interview at Webbs of Wychbold. The manager invited her back for a trial 'shift'. She worked extremely hard, showing off the skills she had learnt over the past year, which resulted in her being offered the job!

WORK EXPERIENCE IN HEALTH AND SOCIAL CARE

Working in health and social care is about helping people to stay healthy and happy. This could be working with elderly or young children in a variety of environments, such as a care home.

What roles are available and what skills will I need?

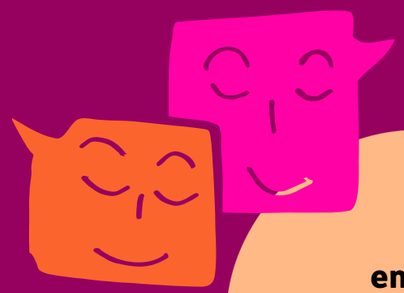
Work experience in this sector could involve:

- 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 FACILITIES MANAGEMENT

A job in this pathway 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?

Tasks you could be completing as part of work experience placements in this sector include:

- Cleaning and tidying
- Carrying out stock and inventory checks
- Organising tools and equipment

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

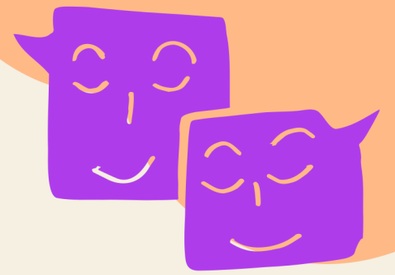
- Following health and safety rules
- Attention to detail
- Adapting to different situations.

In Worcestershire, we currently offer work experience placements in this sector with Enviromontel who provide a range of environmental and sanitation services. They provide services to other organisations in a range of sectors, including water, construction, infrastructure, rail, mining, manufacturing, leisure and food and drink.



ENVIROMONTEL

HOW DO I ENROL ON A SUPPORTED INTERNSHIP?



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: employment.support@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 attend one or more 'Employer Matching Days' before the start of your programme. These give you the chance to meet with employers and get a sense of the work experience you could do, so hat when you start with us, you have a placement already set up!



WHERE TO FIND US

Below you can find some information about where we deliver our supported internship and pre-internship in Worcestershire and how you can find us.

This location is where we deliver the classroom learning elements of our programmes from.

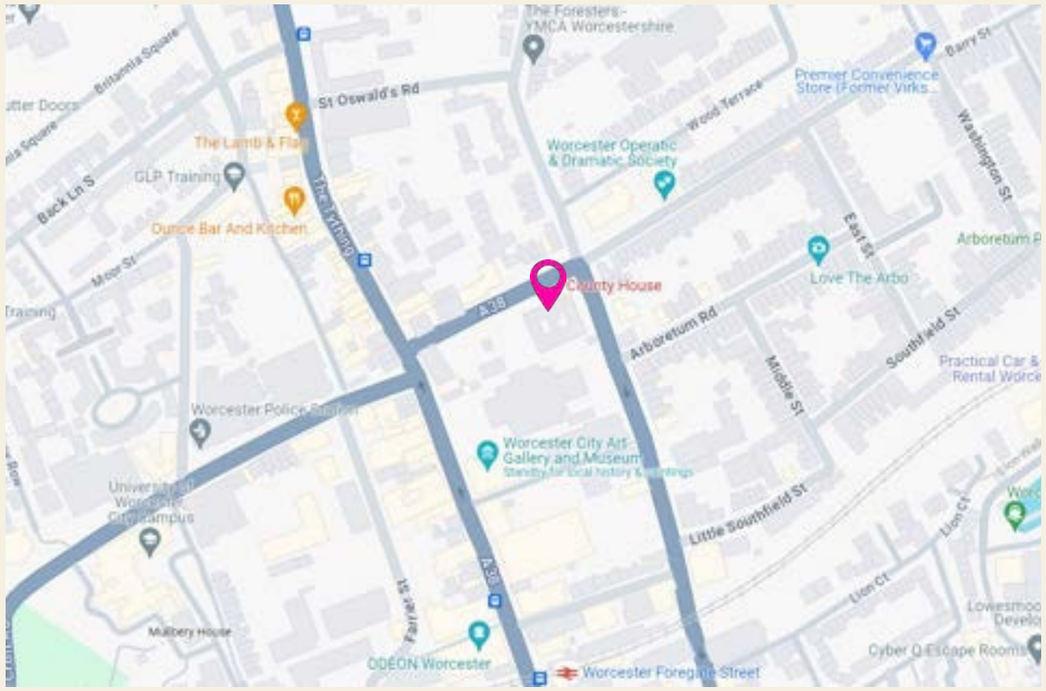
Work experience takes place in different locations across Worcestershire and can potentially be sourced closer to learners' homes.

Address:

County House
St Mary Street
Worcester
WR1 1HB

Buses:
32S, 36, 39, 39A, 144, 149S, 153, 303, 355 (The Tything bus stop)

Closest station:
Worcester Foregate (0.2 miles)



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 could explore getting some travel training before joining our programme through your local council or maybe from your current school or college.

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 placements.



mencap TRAINING ACADEMY

https://trainingacademy.mencap.org.uk/

employment . support@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).