

**Yasin Ugur - The Supported Intern's View:**



The

**dilemma of what to do...**

“After secondary school, I went to the local college to do a Level-1 and 2 qualifications, in Creative Media. I wanted to work in a media-related job but even though I passed the courses, I was still unsure about the kind of work, I wanted to do”.

So, me and my mum started to look for places that would support me to find employment.

**What did we find?**

We came across something called a supported internship. We found out that a supported internship is a one-year study programme that provides practical work training, in the workplace, with an employer. It sounded ideal because the programme is designed for young adults (like me) who have an Education Health Care Plan and special educational needs. The aim of a supported internship is to help learners with SEN, to gain the work skills that enhance the likelihood and chances of securing a good wage and employment. Me and mum, then looked at the programme that was being run by Mencap (but we now know of others) and when they explained that over 80% of their participants had gotten a job after being on their supported internship programme, this convinced me to join them.

I am almost at the end of the Mencap Supported Internship programme, and it has been enjoyable

going to the different employer sites and the Mencap offices. I have developed friendships, and my experiences on the programme have made me a stronger person because I have had to adapt to the new ways of working and learning that occurred during the three COVID-19 Lockdowns, from April 2020 to 2021. I learnt how to cope with remote learning and working. I am now a more flexible, adaptable and independent person, than when I first started the supported internship programme.

My new work skills and experiences have given me the chance to work with different employers and now that the supported internship course is coming to an end, I feel ready, willing and able to start work.

**The big break...**

When I was offered the possibility of employment and an interview with the school transport passenger service in my local area, I was very eager to apply as I felt I was suitable for this job because I had used the same transport service when I was at primary and secondary school. This meant I could give back to my community and also continue to build my skills.

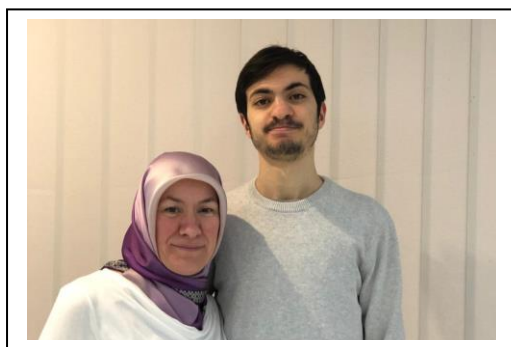
I really wanted this job and I felt confident and comfortable at the first interview, because I had prepared well, practised often, and worked very hard. However, during the second interview I felt I could have done a lot better. So, I was happy when I was told that I had succeeded in getting the job. I would like to thank everyone who helped me get to where I am today. The staff at Barnet Council's Post-16 Skills Team and at Mencap helped me with mock interview practise; interview question & answers and with managing my body language. They also gave me guidance and encouragement, in the moments when I got scared or worried about the interview. I am so excited and looking forward to starting my new job training, in Summer 2021.

With the help of my family, the MENCAP Job Coach and several staff at Barnet Council Skills Post-16 Skills Team, I got through to the end of the supported internship programme and I got a job!

**Co-production is more than just a buzzword:**

When services are genuinely co-produced, they work better because they make the most of the shared experiences, views, and knowledge available when we all work in partnership and as a collective of professionals, service-users, and their families. As that well known saying goes, it takes a village to raise a child. Everyone’s contribution is valuable, so we should continue to encourage young people to have bold aspirations and ambitions - so that they can “achieve” with the support of everyone around them, says Thea Charles, Barnet Council Supported Internship Officer.

**The Parent View:**



When Yasin went for 2 interviews and then found out that he had got the Passenger Assistant job (on the School Transport Service), his confidence was boosted beyond belief. He is so excited about starting a paid job and he can't wait for all the training that he will be receiving in First Aid, Manual Handling, Health & Safety, etc, when he begins. He worked very hard to prepare for the interviews and we are so happy about his success in achieving employment.

I am blown away, when I think about how well Yasin has done. Having his first paid job will be his first real step towards independence, in spite of his SEN needs. I am humbled when I say that our family, is appreciative of the help and support we have received from the staff at Barnet Council’s Post-16 Skills Team and at Mencap. We hope that Yasin’s example, will inspire other young people to keep going until they achieve their personal and work goals, too.

**The Supported Internship Tutor View:**

Yasin’s English and communication skills have massively improved since joining the Mencap Supported Internship programme. When we first met him, Yasin was quite shy and reluctant to ask for help when he needed it but I am happy to report that he has resolved and transformed these issues and the Mencap team are pleased that this transformation has resulted in a paid job. “Success to us, is an individual moving into paid employment and thriving with their newfound independence”.

**The Prospective Employer View:**

Ricky Rebello, is the Head of Barnet School Transport Service (used and accessed frequently by many local families - to collect and return SEN-learners from home to school and back).

Mr Rebello, Barnet Council and their supplier companies, all pride themselves on being equal opportunities employers. Yasin will be working for the supplier company that serves the Barnet School Transport Service. The supplier company reported that Yasin answered the interview questions asked of him very well. They were impressed by his performance during the interview process, so they offered him the passenger assistant job that he interviewed for.

Ricky also shared that in the past, an SEN-learner who had also used the school transport service had applied for a job with his service. The job was advertised in the public domain and she subsequently, got the job (and just like Yasin, by her own merit). She also passed all the required compliance training and qualifications, which all staff must complete before they start the job.

Ricky is happy to report that this SEN-learner is still working within his team and she is a reliable professional and valued member of staff. Ricky had no qualms about hiring this member of staff because as he says, “all of the policies, procedures and job-training are adhered to and implemented to minimise risk”. I tend to look at what a person can deliver or bring to my service, irrespective of their personal barrier(s). I give all applicants a fair chance”.

**For background and more details about supported internships:**

## CASE STUDY – Supported Internship – From Classroom to Employment 23-June-2021 (YU/TC)

Supported Internships are designed to develop transferable skills, knowledge and attitudes in readiness for paid employment. Students can develop Employability, Customer Service, Confidence, Maths, English and ICT whilst working alongside employees in a real employment setting.

The classroom-based learning at the workplace enables young people to try out different work roles, supported by a job coach.

### A Supported Internship programme benefits and enables a SEN-learner to:

- ✓ Participate in a variety of placements at a reputable and/or high-profile local employer
- ✓ Acquire competitive, transferable and marketable job skills
- ✓ Gain increased independence, confidence, self-esteem and friendship groups
- ✓ Receive work-based individual instruction, coaching, support and feedback PLUS the requisite skills acquisition and development from an employer-Mentor (at the employer site).
- ✓ In addition to this, benefit from the confidence-boosting, Information-Advice-and-Guidance Service provided by the supported internship Job
- ✓ Coach (1:1 worker); the supported internship Tutor and other professionals working with the family, including Barnet SEND.
- ✓ Last but not least, a learner will also have the opportunity to access and enhance their qualifications in English, Maths and Work Skills, if required or applicable.

For more information about supported internships for young people residing in Barnet, please get in touch by email via supported [supported-internships@barnet.gov.uk](mailto:supported-internships@barnet.gov.uk) or look at our local offer page: [www.barnetlocaloffer.org.uk](http://www.barnetlocaloffer.org.uk).

NB: A generic Barnet supported internship email doesn't exist but could be a good way of charting and recording interest in these programmes.