



Department
for Work &
Pensions

Access to Work Communication support at a job interview

Easy
Read



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1

Introduction



Department
for Work &
Pensions

Access to Work is support you can get from the Department for Work and Pensions.

This could include money known as a grant. You would not have to pay the money back.



You can apply for Access to Work if you have a:

- Physical or hidden disability
- Mental health condition

which makes it hard for you to do your job or get to work.



This information tells you what Access to Work can pay for if you need communication support at a job interview.

For more Easy Read information on Access to Work, go to www.gov.uk

Search for **Easy Read Access to Work**.

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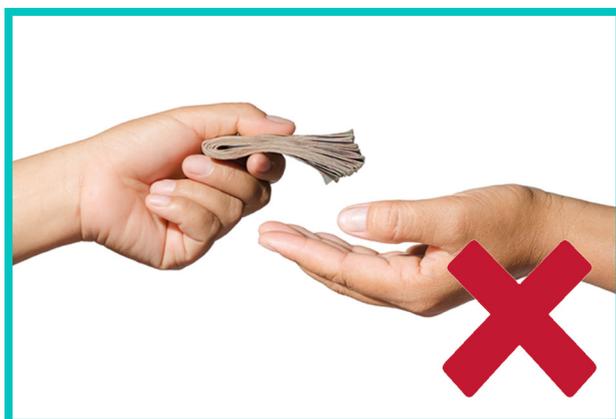
Communication support at job interviews



Communication support for job interviews is part of Access to Work.



You may be able to get money to pay for a communication support worker to go with you to a job interview.



We will not ask you to pay this money back and it does not affect any benefits you get.

To get this support from Access to work you must:



- Have a health condition or disability, which means you need communication support at job interviews
- Have an interview date for a paid job or an apprenticeship



- Be 16 years old or over.



You must live in

- England
- Scotland
- Wales

and your interview must be in one of these countries.

You cannot get Communication Support from Access to Work if:

The Channel Islands

The Isle of Man



You live in:

- The Channel Islands
- The Isle of Man

Volunteer



- You are only attending a job review or job induction
- Your job interview has already taken place
- Your job interview is for a volunteer role.

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Before you apply



Before you apply, you must find the right person or organisation to support you at your interview.



The right person for you could be:

- A note-taker
- A British Sign Language interpreter
- A lip-speaker
- A palantypist
- A deafblind interpreter.



You will need to know how much the communication support for the interview will cost.



To get the right communication support and find out how much it costs you can contact:

- An employment adviser at your local Jobcentre Plus office
- An organisation that specialises in the communication support you need.

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How to apply



You need to apply for Access to Work communication support before your job interview.



You can apply online at www.gov.uk/guidance/apply-for-communication-support-at-a-job-interview-if-you-have-a-disability-or-health-condition-access-to-work



If you cannot use the online service, you can contact the Access to Work helpline:

Telephone: **0800 121 7479**

Textphone: **0800 121 7579**

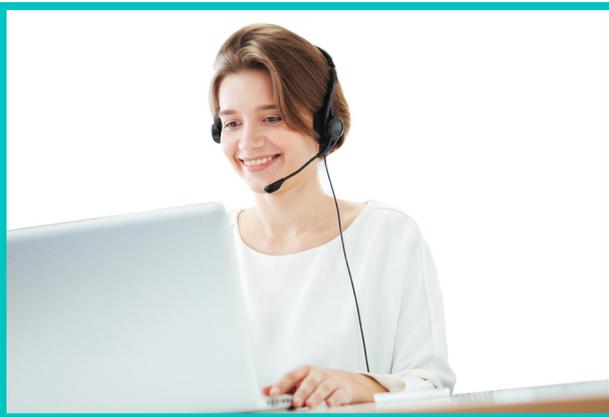
Monday to Friday, 9am to 5pm.

Large Print



During the call tell us if you need an alternative format such as:

- Braille
- Large print
- Audio CD.



If you cannot hear or speak on the phone, use Relay UK:

18001 then **0800 121 7479**.



If you are deaf and use British Sign Language you may be able to use the Video Relay Service (known as VRS).

To use the video relay service, go to: www.gov.uk/guidance/apply-for-communication-support-at-a-job-interview-if-you-have-a-disability-or-health-condition-access-to-work



When you apply, you need to tell us the date of your job interview.

Other details we need include:

- The name of the company your interview is with

Name:
Phone:
Email:

- A named contact at the company. The contact can be the person who arranged your job interview
- Contact details for this person, such as their email address and phone number



- How much your communication support worker will cost
- How long you expect your interview to last.

These costs have to include any travel, administration fees and VAT.

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After you have applied



We will give you a decision within 2 working days of receiving your application.



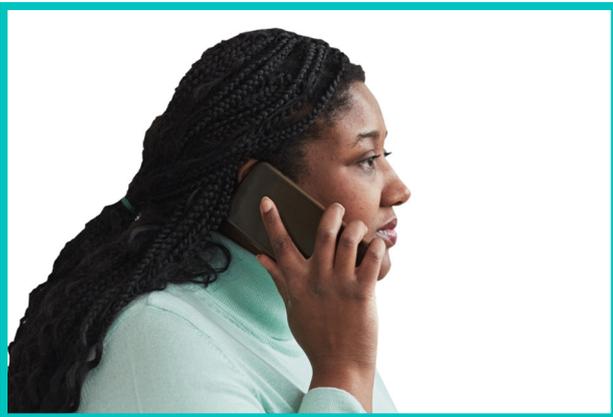
Please contact us if you do not receive your decision within 2 working days.



If we approve your application, we will post you a claim form to complete.



If you do not receive your claim form, please contact us as soon as possible.



After we approve your application, you can book a communication support worker for your job interview. You must do this.



If you cannot go to your job interview or it gets cancelled, please tell your communication support worker as soon as possible.



After your job interview, you must sign the claim form and send it to us.



Please also send us the invoice from your communication support worker. You must do this so we can pay your communication support worker.

For more information, go to www.gov.uk

Search for **Communication support at a job interview.**