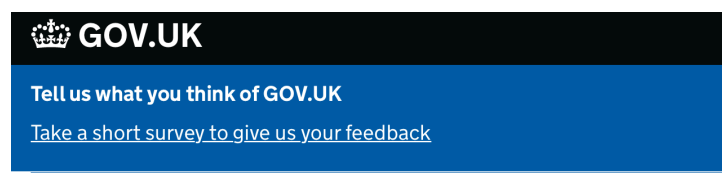


## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

This is information to help you apply for AtW. It is worth reading all of this before you start applying because it will help you be prepared with your answers, and gives you suggestions about how to explain what you need.

The information below explains how to apply online, showing you each of the screens you will see. But it will also help you if you apply over the phone or using a paper form, because many of the questions and answers are similar.

(1) Go to [www.gov.uk/access-to-work/apply](http://www.gov.uk/access-to-work/apply)



You'll see this page. Click on *Start now*

# Get help at work if you're disabled or have a health condition (Access to Work)

Contents

- [Overview](#)
- [Eligibility](#)
- [What you'll get](#)
- [How it works](#)
- [Apply](#)

## Apply

[Check you're eligible](#) before you apply.

You can apply for Access to Work online. You'll need to provide:

- your workplace address
- the name, email address and work phone number of a workplace contact - this should be someone who can authorise payment for the items and services in your support offer

You'll also need to explain:

- how your condition affects you at work
- what help you're already getting
- what else could help you

You do not need to use this service to report any changes - do this by phone instead.

[Start now >](#)

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

(2) You'll see this screen. Explain fully what your disabilities are. E.g.

Deaf and use British Sign Language.  
Deaf and use a cochlear implant.  
Deaf with a visual impairment (Ushers).  
Deaf and have dyslexia.

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### What are your conditions or disabilities?

Continue

(3) Some people with disabilities may need help with travelling. E.g. if you have a visual impairment or learning difficulty.

*The questions ask you about work, but you can use this online application if you want AtW to help you with work, an apprenticeship, traineeship, supported internship or self-arranged work experience.*

If you can travel on your own to work, click *No*.

If you need help with travelling click *Yes*, then choose what kind of transport you need to use, e.g. taxi, train, bus. You will then be asked some more questions about travelling.

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### Do you want some help to get to work?


- No, I can get to work ok
- Yes I want help

Continue

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

(4) This question means, because you are deaf, do you need communication support (like interpreters), or assistive devices (like portable loops), so that you can do your work properly.

If you need this support, click Yes.

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**Does your condition make it harder for you to do your job?**

Yes  No


[Continue](#)

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

(5) When you click Yes, you will see some more questions.

The first box asks, *How is it harder?* Here you need to explain all of the problems you will have in a hearing workplace. E.g.

- Because I am completely deaf I can't hear my colleagues, manager, customers, and so can't communicate with them.
- Because I am deaf I use British Sign Language (BSL) to communicate. Most of the people I will be working with can't use BSL, and so we won't be able to communicate.
- I can't hear a phone ringing, or communicate on the phone.
- Because I am deaf and use BSL I am not fluent in English, and so it will be difficult for me to read English emails etc. at work, and write in good enough business English.
- Because I am deaf I have a cochlear implant (or use hearing aids). Although I can lipread people one to one in quiet places, I can't understand people in noisy places or when I am talking with two or more people.

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### Does your condition make it harder for you to do your job?

Yes  No

**How is it harder?**

I need a BSL interpreter

**Do you do anything to get around these problems at the moment?**

Yes  No

**Do you know what you need to help you with this?**

Yes  No

**What would help you?**

A BSL interpreter

[Continue](#)

- Because I am deaf I have a cochlear implant (or use hearing aids). This means I can't use normal telephones.

- Because I am deaf and have a visual impairment I can't read, and will find it difficult to find my way around new buildings.

- People who work with me don't know how to communicate with a deaf person.

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(6)** You are then asked: *Do you do anything to get around these problems at the moment?*

This means, what do you do at the moment to help. You can say what helps, even if they are things you use at school or college, or that you have tried in work experience.

If you click *Yes*, a box will open and ask *What do you do?*

If you don't do anything that helps at the moment, click *No*.

**(7)** You are then asked: *Do you know what you need to help you with this?*

If you really don't know, then click *No*.

But you probably have some ideas about what will help. If you do, click *Yes*.

If you click *Yes* there will be another question: *What would help you?*

If you are not sure what you will need at work, you can say something like:

- These are the things that I think I will need to be able to work. There may be other things that I don't know about that will help too. I will need to try them and review my support after a short time to check that I have the right support for the right amount of time.

If you already know what will help you at work, you can say something like:

- These are the things I will need to be able to work. (*You may want to add*) I will need to review my support after a short time to check that I have the support for the right amount of time.

Then you need to explain all of the things that might help you work with hearing people. you can explain you need several things. You don't have to choose just one. E.g.

- Face to face BSL interpreter. *You might be used to working with a Communication Support Worker (CSW) - in school or college. BSL interpreters are like CSWs, but they are qualified to interpret, and will usually be more fluent in BSL, and have more experience interpreting with deaf people at work.*
- Remote BSL interpreter (VRI / VRS). *This is an interpreter that you can have on your computer or smart phone. You might want to try this if you think some of the time you will only need an interpreter for phone calls, or quick conversations, and don't think you'll want an interpreter with you all the time.*
- Help with translating written English into BSL, and translating BSL into written English.


## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

- Help checking that my written English is appropriate business English, and correcting where necessary.
- Speech to text - either face to face or remote. *Speech to text is normally done by palantypists or stenographers using special keyboards, which turns speech into text very fast and very accurately. You can watch it on an iPad, laptop, or screen. They can be in the room with you (e.g. if it's all day training) or do it remotely where all you have in the room is a microphone so they can hear, a good internet connection, and a screen so you can read what they type (e.g. for a short meeting),*
- *There is also something called re-speaking, where instead of typing, someone repeats what they can hear, and a computer turns it into English words. Some deaf people have said that re-speaking is less accurate than speech to text. You should make sure that whether you have speech to text or re-speaking, it meets your work access needs.*
- Electronic note taking. *Some deaf people who use BSL interpreters find that if they are at an important meeting, or doing detailed training, they cannot take good enough notes at the same time as watching the interpreter. In those situations they may want to use an electronic notetaker. This is someone who takes detailed notes using a normal keyboard. It is not the same as speech to text, because they don't type everything that is said, and they can't type at the same speed as people speak. After they finish working with you, they will tidy up their notes, and send them to you. You can ask them to concentrate on particular things, e.g. just make notes of information that is not on slides, or concentrate on taking notes about things that I have to do. At the moment AtW sometimes agree that people can have electronic notetaker support as part of their AtW support, and sometimes say that people can't.*
- Lipspeaking. *This is where somebody silently repeats what someone else is saying, so that it is easier to lipread.*
- Listening aids such as a Roger Pen or portable loop, hearing aid compatible phones.

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(8)** If you are working for a company, doing an apprenticeship, work trial, work experience, or internship then select: *Employed*.

If you are working for yourself, e.g. you are working as a decorator for your own business, then select: *Self-employed*.

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### Your employment status

Employed

Self-employed

Director of a limited company

▼ [I have a job but I haven't started it yet](#)

You can still apply. Select the status that will apply to you.

▼ [I'm not sure if my work counts as being employed](#)

Select 'Employed' if you're on or about to start an apprenticeship, work trial, work experience, internship or 'Permitted Work'.

You can't apply for Access to Work if you're doing voluntary work.

[Continue](#)

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

(9) On this page write about your new job, apprenticeship, etc. You need to say what is your job title, what the name of the company that employs you is, and the address of where you will be working.

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### Where you work

#### Your job title

Complaints investigator

#### Your employer

NHS England

#### Address

Building or street

xxx

xxx

Town or city

xxx

Postcode

IG1 4EW

[Continue](#)



## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(10)** On this page you need to say if you are:

- Have already started your job, and have been doing your job for more than six weeks.

OR

- Have just started your job, and have been doing your job for less than six weeks.


OR

- You have not started your job yet.

If you have not started your job yet, you need to say what date you will start. If you are not sure of the exact date, say when you expect to start.

You then need to say how many days a week you will usually work. If it's a full time job this will normally be 5 days.

And then how many hours a week you will usually work. If this is a full time job most people will work between 35 and 40 hours a week.

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### About your job

**How long have you been in your current job or role?**

More than 6 weeks

Less than 6 weeks

You have not started yet

**Work start date**

DD MM YYYY

Day    Month    Year

12	12	2018
----	----	------

**How many days a week do you usually work?**

**How many hours a week do you usually work?**

If your hours change from week to week you can put a range, eg between 35 and 40 hours a week

**Continue**

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(11)** If you haven't started your job yet, and aren't sure yet who will be your manager, or responsible for agreeing payment for things like a new phone, then you can give the contact details for Human Resources or Personnel. Later when you know you can tell AtW the new details.



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### Your workplace contact

#### Their name

Mary Townsend

This should be someone who can authorise payment for the items and services in your support offer.

We won't contact them until we've spoken to you first.

#### How can we contact them?

Select as many as you like:

Email

Email address


maryt0wnsend@hotmail.com

Phone

Continue

# How to apply for Access to Work (AtW) online: (Correct as of September 2018)

(12) This is where you type your name, date of birth, and address.

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## About you

**First name**

**Last name**

**Date of birth**

DD MM YYYY


Day    Month    Year

**Address**

Building or street

Town or city

Postcode


 

[Continue](#)

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(13)** Who do you want AtW to contact about your AtW claim? For most people you will put your own name and email address. Don't put your phone number if you can't hear on the phone.

If you have someone helping you, you can put their name and email address.

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### Who do you want to be contacted about your condition, award or application?

Yourself

Someone else, who can speak for you

**How do you want to be contacted?**  
Select as many as you like

Email

Email address


Phone call

[Continue](#)

## How to apply for Access to Work (AtW) online: (Correct as of September 2018)

**(14)** On this page you are agreeing that everything you have typed in this form is true, and agree that if anything changes, e.g. you find out you are working at a different address, you will contact AtW and tell them.

Click: *I agree - send my application.*

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### Declaration

**By sending this application you agree that:**

- the information in this application is correct as far as you know
- you'll tell the Access to Work unit about any changes to your condition or circumstances, eg if your place of work changes
- you agree to the [email terms](#)

**!** It might be a criminal offence if you knowingly give false information or don't report anything that would affect your grant, eg if your condition improves or you change where you work.

Remember, if AtW don't contact you very soon, you should phone them.

Go this page: [www.gov.uk/access-to-work/apply](http://www.gov.uk/access-to-work/apply)

Then look down until you find information about how to contact AtW through a remote interpreter, using Next Generation Text Service (NGTS), or on the phone.