

Apprentice Support Service

This government-funded service, provided by our partner **Remploy**, supports apprentices who are feeling low, upset and struggling to keep up with their apprenticeship. It is completely confidential and is run by fully trained professionals with expertise in mental health.

What help is available?

- An expert from **Remploy** will provide personal and emotional wellbeing support and advice for six months
- A step-by-step support plan is developed to keep the apprentice on track
- The apprentice is helped to cope better so they can concentrate on their apprenticeship and achieve their goals
- Help the employer understand how they can best support an apprentice struggling to stay on top

How does it happen?

- The employer, ITS Trainer/Assessor or apprentice contacts **Remploy** to make the referral by calling **0300 456 8116**. The apprentice must give their consent to be referred. Information such as the apprentice's name, date of birth, National Insurance number, unique learner number (ULN) and contact details are needed at this point.
- A VRC (vocational rehabilitation consultant) from **Remploy** will contact the apprentice within 7-10 days of the referral to make the first appointment. The apprentice can choose where the meeting is held and if they want anyone with them such as a parent or employer.

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