



scottish sports *futures*

Concept Northern with SSF

Promoting inclusion for Modern Apprentices

About Scottish Sports Futures:

Scottish Sports Future (SSF) are a registered charity, delivering 'Education Through Sport' programmes in communities across Scotland.

Using inclusive sport and physical activity as a means of engagement they offer young people creative ways to learn about physical wellbeing, goal setting, teamwork and active citizenship.

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Executive Summary

Scottish Sports Futures were established in 2000 and over the past 16 years have created a well-respected 'Sport for Development' model that supports young people from disadvantaged communities across Scotland.

SSF promotes an inclusive approach for the delivery of their programmes and while striving towards an inclusive workplace they recognised the need for specialised resources to be provided in certain areas to support employees with ASN.

By utilising Access to Work funding, Concept Northern and SSF implemented a number of solutions for employees to increase independence and productivity.

These solutions included:

- Assistive Technology, training and coaching.
- Dyslexia Awareness Training for all members of staff.
- In Work support via Access to Work and the Open Doors Consortium.



Challenges

Supporting Dyslexia in the workplace can pose various challenges; task management, understanding instructions, concentration, spelling and grammar.

In addition, to support a Modern Apprentice, careful consideration is required of an individual's workload and the content of their apprenticeship. Reflective accounts, evidence creation and achieving milestones in a timely manner are additional pressures for the young person and training provider.

Concept Northern's Solutions

With over twenty years' experience supporting young persons with dyslexia, our solutions include Assistive Technology, employee Support and Dyslexia Awareness Training for staff. In this case we recommended a tried and tested suite of applications.

Texthelp Read and Write GOLD is literacy support software designed for computer users with dyslexia and provides features such as, Text-to-Speech and proofreading tools to ensure work is professional and error free.

MindView is mind mapping software designed to help dyslexic employees organise workload, structure documents and manage their time effectively.

LiveScribe is an audio recording and note taking device which records audio as you write, supporting effective note taking in in-house training sessions or MA assessor visits.

Employee Training: We provided full technology and dyslexia training to employees ensuring they are able to utilise features which will support them in the workplace and with their MA assessments, now and in the future.

Employer Training: We provided Disability Awareness training to staff to help support future employees and quickly identify and resolve barriers.

Aims at a glance

- Ensure workplace tasks can be achieved
- Support existing and future employees with ASN
- Ensure sustained employment with Access to Work support
- Increase awareness of ASN
- Increase confidence, self-esteem and self-efficacy





Funding used:

OPEN DOORS CONSORTIUM:

Allows Concept Northern to provide immediate In Work Support including guiding an employee through the Access to Work process and practical solutions to be implemented.

ACCESS TO WORK:

Provides longer term support for employees, Modern Apprentices and Employers, via needs assessments, technology and training.



Results, ROI and Future Plans

There are four results to be considered here: Supporting the employee's workplace responsibilities, their Modern Apprenticeship, raising staff awareness of ASN and creating an inclusive workplace environment.

Employees: Through our Assistive Technology, training and coaching, Employees with Dyslexia are achieving better outcomes in the workplace and their Modern Apprenticeship. Workplace tasks are manageable and learning is now more productive.

Staff and Management: Dyslexia Awareness Training has helped identify barriers facing Dyslexic employees and how best to provide support. Now that the team have a better understanding of common difficulties their colleagues face, they are more confident in providing support.

Workplace Environment: By implementing Assistive Technology solutions, SSF's workplace is now more inclusive. SSF are now better equipped to support existing and future employees with ASN.

By implementing Assistive Technology solutions, the SSF workplace is now more inclusive for all.

SSF are now better equipped to support existing and future employees with ASN.



John Paul McGlone Apprentice Youth Co-ordinator (L3)

John Paul was employed by SSF in May 2016 after leaving college where he undertook an NC in Sport and Fitness. John Paul explained that he struggled with most aspects of his schooling and college, particularly following verbal lessons within a classroom setting and found reading textbooks extremely frustrating.

In addition to his apprenticeship as a youth co-ordinator, John Paul's main roles and responsibilities at SSF include working on the 'Jump2it' programme. This involves arranging roadshows with schools, capturing data and collecting evidence for school case studies and helping plan, setup and attending tournaments.

In a practical setting, this requires emailing and calling clients, organising and maintaining a busy calendar and processing considerable amounts of administration such as filing and preparing reports.

Barriers and Solutions

John Paul was struggling with **organising** his busy day and frequently would forget important tasks or equipment that was needed for SSF's busy 'Jump2it' programmes. To eliminate these issues, a simple Mind Mapping solution was introduced, John Paul's organisational skills have vastly improved and his mind maps has been so informative and successful that SSF have started using mind mapping as a best practice for all staff.

To support John Paul's **literacy**, TextHelp Read & Write was installed on his workplace computer. TextHelp corrects spelling and checks for confusable words to ensure the individual's emails and coursework is error free and grammatically correct. John Paul now has the confidence to work independently in the workplace and on his Modern Apprenticeship knowing that any documents or emails sent will be error free.

As part of John Paul's remit, he is required to **take minutes at staff meetings and record important information** during assessor visits. A LiveScribe pen was provided which allows him to take notes and record these sessions knowing he can capture all points or information. These written notes can then be uploaded onto his computer in text format allowing him to produce informative and accurate minutes from his meetings.

John Paul made good use of Concept Northern's 'On Call' support to request additional training on return from his holidays and due to John Paul's increase in productivity, several of his colleagues have taken notice and started using similar techniques. In addition, others have come forward to disclose their dyslexia after seeing the support available and the progress John Paul has made by utilising his new software.

John Paul was nominated in November 2016 at the SSF Annual Awards Ceremony for an award due to the excellent work he has been producing in work and in his academic studies and has become a wonderful asset to the company.

Concept Northern Solutions

THROUGH OPEN DOORS CONSORTIUM:

A dyslexia screener was used to identify the issues John Paul was facing. A detailed workplace assessment was provided to the employer and submitted to Access to Work.

Assistive Technology equipment was provided by Access To Work with 1-1 training and a bespoke coaching strategy designed to benefit John Paul.