



Name of project	Work Experience Programme for Disabled People
Location	London, UK
Organisation leading the project	Transport for London

### Project purpose

The Work Experience Programme for Disabled People aims to help people with disabilities learn transferable skills in customer services and office-based roles and to gain City & Guilds qualifications. The programme, the result of a strategic partnership between Transport for London (TfL), City & Guilds and Four Counties Training, was implemented across London Underground in 2007/08 following a pilot stage.

### Project approach

The Work Experience Programme employs a 'buddy' approach that enables disabled people to work alongside an experienced member of staff to learn transferable skills that can either be used to gain employment with TfL or with another organisation. Placements in customer services are particularly targeted at disabled people to allow them to learn a range of skills and gain confidence working directly with the public. Buddies support the disabled candidate throughout the placement offering advice on different aspects of dealing with the general public on a day-to-day basis. Placements are unpaid, last for 8 weeks and are open to disabled people aged 18 or over.

### Key benefits and impact

- Disabled participants have welcomed the chance to become involved in a prominent organisation like London Underground, to gain skills and develop self esteem.
- Buddies feel they have learnt a great deal about disability in the workplace and that the training they have received will help them in their future job role.
- All 42 disabled candidates who have taken part in the scheme so far have completed their placement with 26 gaining City & Guilds accreditation.
- 7 candidates have secured paid employment since completing their placement.
- Involvement by a large public facing organisation like London Underground as helped to improve the perception and behaviour of staff and customers towards disabled people.

**For more information**, please visit

<http://www.tfl.gov.uk/corporate/media/newscentre/archive/5151.aspx>