

## Useful Contacts List

The following organisations are national and can provide help, support and (where applicable) confidential advice and guidance

<b>CAREERS ADVICE</b>	
<b>National Careers Service</b> – a service that provides confidential advice, support and information for people aged 13-19.	<a href="https://nationalcareers.service.gov.uk/#">https://nationalcareers.service.gov.uk/#</a> 0800 100 900
<b>CHILDCARE</b>	
<b>Childcare Link</b> – information about local services that provide registered childcare and a search facility to find local childcare providers.	<a href="http://www.childcare.co.uk">www.childcare.co.uk</a> 0800 960 296
<b>COUNSELLING</b>	
<b>Cruse Bereavement Care</b> – a charity that offer free emotional support, help and advice to anyone affected by the death of someone close to them.	<a href="http://www.cruse.org.uk/">www.cruse.org.uk/</a> 0844 477 9400
<b>Gamblers Anonymous</b> – a free organisation run by ex-gamblers. Provides help to people who want to stop gambling through therapy held at Gamblers Anonymous meetings.	<a href="http://www.gamblersanonymous.org.uk/">www.gamblersanonymous.org.uk/</a> 0330 094 0322
<b>National Debt line</b> – a national helpline that provides free, confidential and independent advice on how to deal with debt problems.	<a href="http://www.nationaldebtline.org/">www.nationaldebtline.org/</a> 0800 808 4000
<b>Relate</b> – an organisation that offers relationship counselling and a range of other relationship support services for adults, families and children.	<a href="http://www.relate.org.uk/">www.relate.org.uk/</a> 0300 100 1234

## DRUGS AND ALCOHOL

**Alcoholics Anonymous** – a free organisation which helps people who want to stop additive drinking. Offers a twelve-step programme as a solution

[www.alcoholics-anonymous.org.uk/](http://www.alcoholics-anonymous.org.uk/)  
0845 769 7555

**FRANK** – a free confidential helpline (will not show up on phone bill) and website giving information about drugs and their effects. It also gives information about getting help with drug problems

[www.talktofrank.com/](http://www.talktofrank.com/)  
0800 77 66 00

## GOVERNMENT DEPARTMENTS

**Department for Work and Pensions (DWP)** – this is the government department responsible for work and benefits. Visit this website for information about benefits and services you may be able to get and how to apply, including the forms you can download.

[www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

**NHS Coronavirus (COVID19)** - Get NHS advice about COVID-19, including symptoms, testing, vaccination and self-isolation.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

## ALL HEALTH AND WELFARE

**British Pregnancy Advisory Service** – a charitable organisation offering information, advice and treatment with a range of services linked to pregnancy and fertility control. There is a central appointment booking service and all appointments are confidential.

[www.bpas.org](http://www.bpas.org)  
08457 30 40 30

**Bullying UK** – advice and support on a range of bullying related issues, including cyber bullying.

[www.bullying.co.uk](http://www.bullying.co.uk)  
0808 800 2222

**Childline** – The UK's free 24-hour helpline for children in distress or danger. Trained volunteer counsellors' comfort, advise and protect children and young people.

[www.childline.org.uk](http://www.childline.org.uk)  
0800 1111

**Contraception** – family planning confidential advice and information on contraception and sexual health.

[www.nhs.uk/conditions/contraception/](http://www.nhs.uk/conditions/contraception/)

**Eating Disorders** – This website can offer information, if you or someone you know is affected by an eating disorder.

[www.nhs.uk/conditions/eating-disorders/](http://www.nhs.uk/conditions/eating-disorders/)  
0845 122 8600

<p><b>Everyone's Invited</b> - A place for survivors to share their stories. Everyone's Invited's mission is to expose and eradicate rape culture with empathy, compassion, and understanding.</p>	<p><a href="https://www.everyonesinvited.uk/">https://www.everyonesinvited.uk/</a></p>
<p><b>Go Smoke Free</b> – expert advice and support on how to quit smoking and improve your health.</p>	<p><a href="https://www.nhs.uk/better-health/quit-smoking/">https://www.nhs.uk/better-health/quit-smoking/</a></p>
<p><b>Hub of Hope</b> – Website that will search for services based on your requirements and location</p>	<p><a href="https://hubofhope.co.uk/">https://hubofhope.co.uk/</a> 'Talk now' function available</p>
<p><b>Kooth</b> - from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free</p>	<p><a href="https://kooth.com/">https://kooth.com/</a>  Live chat function available</p>
<p><b>Lesbian and Gay Switchboard</b> – advice about sexuality.</p>	<p><a href="https://switchboard.lgbt/">https://switchboard.lgbt/</a> 0300 330 0630 / chat function on site</p>
<p><b>MindEd</b> - MindEd is a free educational resource on children and young people's mental health for all adults</p>	<p><a href="https://www.minded.org.uk/">https://www.minded.org.uk/</a> Live chat available / No phone number</p>
<p><b>NACRO</b> – a crime reduction charity; making society safer by finding practical solutions to reducing crime.</p>	<p><a href="http://www.nacro.org.uk">www.nacro.org.uk</a> 0300 330 0630</p>
<p><b>NHS Direct</b> – a confidential health advice and information service</p>	<p><a href="https://111.nhs.uk/">https://111.nhs.uk/</a> 111</p>
<p><b>NSPCC</b> – a 24-hour service run by qualified social workers. Offers advice and help to children experiencing problems at home, school or anywhere else. Adults can also contact the organisation if they believe a child, they know is being abused or neglected.</p>	<p><a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a> 0808 800 5000</p>
<p><b>Prayer and Faith facilities</b> – The closest official space for faith and worship can be found in Manchester Airport, however a quiet room may be available if you ask an Apprentify member of staff or colleague at work</p>	<p><a href="http://www.manchesterairport.co.uk/at-the-airport/airport-facilities/faith-and-worship/">www.manchesterairport.co.uk/at-the-airport/airport-facilities/faith-and-worship/</a></p>
<p><b>Rape Crisis Centre</b> – Provides information, advice and help for victims of rape and sexual abuse, and where to find a local Centre</p>	<p><a href="https://rapecrisis.org.uk/">https://rapecrisis.org.uk/</a></p>

<b>Refuge</b> – a national charity that provides specialist accommodation and support for women and children experiencing domestic violence.	<a href="http://www.refuge.org.uk">www.refuge.org.uk</a> 0808 2000 247
<b>Samaritans</b> – this is a 24-hour phone and email service for people who need to talk confidentially about a problem. The site also holds a list of local offices if you need to talk to someone face-to-face.	<a href="http://www.samaritans.org">www.samaritans.org</a> 116 123 (free)
<b>Shelter</b> – the housing and homeless charity. They provide free national housing advice.	<a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a> 0845 790 9090
<b>Silent Sounds UK Ltd</b> – an organisation providing British sign language (BSL) service to the deaf community	<a href="http://www.silent-sounds.co.uk">www.silent-sounds.co.uk</a> 0808 800 444
<b>The Mix</b> - The Mix is the UK's leading support service for young people (25yrs and under). We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs.	<a href="https://www.themix.org.uk/">https://www.themix.org.uk/</a> 0808 808 4994  1-2-1 chat and messenger options also available
<b>Woman's Aid</b> – help and support for those suffering from domestic violence.	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a> 0808 2000 247
<b>JOBS AND WORK</b>	
<b>Fish4jobs</b> – an online search facility where you can search for job opportunities.	<a href="http://www.fish4.co.uk">www.fish4.co.uk</a> 0845 747 4747
<b>Indeed</b> - With Indeed, you can search millions of jobs online to find the next step in your career. With tools for job search, CVs, company reviews and more	<a href="https://www.indeed.co.uk/">https://www.indeed.co.uk/</a>
<b>Reed</b> - REED is a specialist provider of permanent, contract, temporary and outsourced recruitment solutions, IT and HR consulting	<a href="https://www.reed.co.uk/">https://www.reed.co.uk/</a>
<b>RIGHTS AND LEGAL ADVICE</b>	
<b>ACAS</b> –offers free, confidential and impartial advice on all employment rights issues.	<a href="http://www.acas.org.uk">www.acas.org.uk</a> 0300 123 1150
<b>Citizens Advice</b> – a network of offices that provide free independent advice about legal issues, money, benefits and other problems.	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> 03444 111 444

<p><b>Employment tribunals service</b> – if you feel you have been discriminated against by your employer, or treated unfairly in the application process, you may have the right to go to an employment tribunal.</p>	<p><a href="http://www.gov.uk/courts-tribunals/employment-tribunal">www.gov.uk/courts-tribunals/employment-tribunal</a> 0845 7959775</p>
<p><b>Government direct</b> – you can find information and legalities relating to your employment right and responsibilities.</p>	<p><a href="http://www.gov.uk/browse/employing-people">www.gov.uk/browse/employing-people</a></p>
<p><b>TRADES UNIONS</b></p>	
<p><b>Trade Union Congress</b> – Information on Trade Unions. The TUC supports trade unions to grow and thrive</p>	<p><a href="http://www.tuc.org.uk">www.tuc.org.uk</a> 020 7636 4030</p>
<p><b>UNISON</b> – representing people who work in public services as well as the voluntary and private sectors.</p>	<p><a href="http://www.unison.org.uk">www.unison.org.uk</a> 0800 0 857 857</p>
<p><b>National Union of Students Apprentice Extra</b> - NUS Apprentice extra, the discount card for UK Apprentices with loads of discounts in-store and online</p>	<p><a href="http://www.apprenticeextra.co.uk">www.apprenticeextra.co.uk</a> 0300 303 8602</p>
<p><b>USEFUL LINKS FOR YOUR PROGRAMME</b></p>	
<p><b>Education and Skills Funding Agency</b> – the Government Agency that funds education</p>	<p><a href="http://www.gov.uk/government/organisations/education-and-skills-funding-agency">www.gov.uk/government/organisations/education-and-skills-funding-agency</a></p>
<p><b>Health and Safety Executive</b> – information on regulations and legislations.</p>	<p><a href="http://www.hse.gov.uk/">www.hse.gov.uk/</a> 0300 003 1647</p>
<p><b>Business Balls</b> – information about leadership and management techniques and theories.</p>	<p><a href="http://www.businessballs.co.uk">www.businessballs.co.uk</a></p>
<p><b>Ofsted</b> - Ofsted is the Office for Standards in Education, Children’s Services and Skills. We inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages</p>	<p><a href="http://www.gov.uk/government/organisations/ofsted">www.gov.uk/government/organisations/ofsted</a> 0300 123 4666</p>
<p><b>NCFE</b> - NCFE is a national Awarding Organisation, passionate about designing, developing and certificating diverse, nationally recognised qualifications and awards. NCFE is our Awarding Organisation for Functional Skills</p>	<p><a href="http://www.ncfe.org.uk/">www.ncfe.org.uk/</a> 0191 239 8000</p>

<p><b>BCS</b> - a charity and Awarding Organisation with a royal charter, and an agenda to support the people who work in IT and to lead the industry through its ethical challenges. BCS is our Awarding Organisation for our knowledge modules</p>	<p><a href="http://www.bcs.org/">www.bcs.org/</a> 01793 417417</p>
<p><b>Pareto Law</b> Apprenticeships - Pareto is the market leader in both sales' recruitment and sales training. With offices in Manchester, London and New York, Pareto prides themselves on their ability to resource sales staff at any level, as well as upskill large, or small sales teams. Pareto Law sub-contract with Apprentify for their Non-Levy provision</p>	<p><a href="https://www.pareto.co.uk/sales-training/apprenticeships/">https://www.pareto.co.uk/sales-training/apprenticeships/</a> 0333 011 0721</p>
<p><b>Juice Academy</b> - Young people spend their lives online. So, who better to put at the heart of an organisation's online activity than a digitally connected, jargon-literate young person with a passion for online media? This is exactly what The Juice Academy offers via its industry-led digital marketing apprenticeship, the first ever in the UK. Apprentify sub-contract with Juice Academy to deliver their apprenticeship programme</p>	<p><a href="https://www.juiceacademy.co.uk/">https://www.juiceacademy.co.uk/</a> 0161 817 66 00</p>
<p><b>Bud Systems</b> - Bud is a complete management platform that supports every aspect of apprenticeship delivery. Apprentify uses Bud as it's Apprenticeship Management system of choice</p>	<p><a href="https://bud.co.uk/">https://bud.co.uk/</a> 0117 4400 420 (Support number)</p>
<p><b>BKSB</b> - At bksb, we write, develop and supply EdTech products which improve English and maths skills. Our solutions are designed to meet the GCSE and Functional Skills Criteria but are also suitable for any other skills improvement programme. Apprentify use BKSB for Initial Assessment, Diagnostics and embedded English and maths delivery</p>	<p><a href="https://www.bksb.co.uk/">https://www.bksb.co.uk/</a> 01623 413 333</p>
<p><b>CognAssist</b> - CognAssist is an innovative solution developed to enable apprenticeship and work-based learning providers to identify, support and fund learners with additional learning needs. Apprentify actively uses the system.</p>	<p><a href="https://www.cognassist.com/">https://www.cognassist.com/</a> 0330 124 3779</p>