**Access to Work: Communication Support at a Job Interview - Transcript**

0:01 Access to Work: Communication  Support at a job interview

0:11 You can ask Access to Work to pay for  a Communication Support Professional

0:16 or a Communication Support  Worker at a job interview.

0:26 To get this type of support  from Access to Work you must:

0:31 have a health condition or disability  which means you need communication

0:35 support at job interviews.

0:38 be aged 16 or over

0:41 live in England, Scotland or Wales.

0:50 We will not ask you to pay this money back  and it will not affect any other benefits you get.

1:04 You have to find the right person to help  you communicate at your job interview.

1:14 This could include, for example, a Note  taker, a BSL interpreter, a lip speaker,

1:25 a palantypist, a deafblind interpreter.

1:37 You also need to find out how much  the communication support will cost.

1:44 For help with finding communication support  and obtaining costs, you can contact:

1:50 your employment adviser, an organisation  that specialises in supporting people

1:57 who use your preferred communication support.

2:09 You need to apply for Access to Work  communication support before your job interview.

2:18 You can do this:

2:21 using the Video Relay Service

2:24 by Textphone 0800 121 7479

2:34 using relay UK - 18001 then 0800 121 7479

2:54 Completing an online written application form

3:02 To use the video relay service or  online application form, please visit

3:12 https://www.get-disability-work-support.service.gov.uk/csi/

3:29 When you apply, you need to tell us the date of  your job interview and some other information.

3:37 This includes:

3:41 The name of the company your interview is with,

3:44 a named contact at the company – this can  be the person who arranged your interview

3:54 Contact details for the company, such  as an email address and phone number,

3:59 how long you expect your interview to last

4:19 How much your communication support will cost  including any travel, administration and VAT.

4:30 We will give you a decision within 2  working days of receiving your application.

4:37 Please contact us if you do not receive  your decision within 2 working days.

4:56 If we approve your application, we will post you a claim form to complete.

5:02 If you do not receive your claim form in the  post, please contact as soon as possible.

5:18 After we approve your application, you can book  your communication support for your job interview.

5:25 It is your responsibility to do this.

5:35 If you cannot attend your job interview  or your interview is cancelled,

5:40 please tell your communication support  they are not needed as soon as possible.

5:53 After your job interview,  you must sign the claim form

5:57 then send it to us. Please also send the  invoice from your communication support.

6:17 It is important you do this, otherwise  we cannot pay the communication support.

6:27 For more information online, go to gov.uk

6:34 and search for ‘communication  support at a job interview’.

6:47 You can contact us using Textphone: 0800 121 7579

6:58 Or relay UK (if you cannot hear or speak  on the phone): 18001 then 0800 121 7479

7:19 Find out how to use the BSL video relay service at  www.get-disability-work-support.service.gov.uk/csi