

Useful Contacts List

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

CAREERS ADVICE	
National Careers Service – a service that provides confidential advice, support and information for people aged 13-19.	https://nationalcareers.service.gov.uk/# 0800 100 900
CHILDCARE	
Childcare Link – information about local services that provide registered childcare and a search facility to find local childcare providers.	www.childcare.co.uk 0800 960 296
COUNSELLING	
Cruse Bereavement Care – a charity that offer free emotional support, help and advice to anyone affected by the death of someone close to them.	www.cruse.org.uk/ 0844 477 9400
Gamblers Anonymous – a free organisation run by ex-gamblers. Provides help to people who want to stop gambling through therapy held at Gamblers Anonymous meetings.	www.gamblersanonymous.org.uk/
National Debt line – a national helpline that provides free, confidential and independent advice on how to deal with debt problems.	www.nationaldebtline.org/ 0800 808 4000
Relate – an organisation that offers relationship counselling and a range of other relationship support services for adults, families and children.	www.relate.org.uk/ 0300 100 1234
DRUGS AND ALCOHOL	
Alcoholics Anonymous – a free organisation which helps people who want to	www.alcoholics-anonymous.org.uk/ 0845 769 7555

stop additive drinking. Offers a twelve-step programme as a solution	
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/ 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
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 08457 30 40 30
Bullying UK – advice and support on a range of bullying related issues, including cyber bullying.	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 0800 1111
Contraception – family planning confidential advice and information on contraception and sexual health.	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/ 0845 122 8600
Go Smoke Free – expert advice and support on how to give up smoking and improve your health.	www.gosmokefree.co.uk/whygosmokefree/ 01603 621 414
Lesbian and Gay Switchboard – advice about sexuality.	https://switchboard.lgbt/
NACRO – a crime reduction charity; making society safer by finding practical solutions to reducing crime.	www.nacro.org.uk 0300 330 0630

NHS Direct – a confidential health advice and information service	https://111.nhs.uk/ 111
NSPCC – 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.	www.nspcc.org.uk 0808 800 5000
Prayer and Faith facilities – 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	www.manchesterairport.co.uk/at-the-airport/airport-facilities/faith-and-worship/
Rape crisis Centre – Provides information, advice and help for victims of rape and sexual abuse, and where to find a local Centre	www.rapecrisis.org.uk
Refuge – a national charity that provides specialist accommodation and support for women and children experiencing domestic violence.	www.refuge.org.uk 0808 802 9999
Samaritans – 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.	www.samaritans.org 0808 2000 247
Shelter – the housing and homeless charity. They provide free national housing advice.	https://england.shelter.org.uk/ 0845 790 9090
Silent Sounds UK Ltd – an organisation providing British sign language (BSL) service to the deaf community	www.silent-sounds.co.uk 0808 800 444
Woman’s Aid – help and support for those suffering from domestic violence.	www.womensaid.org.uk 0808 2000 247
JOBS AND WORK	
Fish4jobs – an online search facility where you can search for job opportunities.	www.fish4.co.uk 0845 747 4747
RIGHTS AND LEGAL ADVICE	
ACAS – offers free, confidential and impartial advice on all employment rights issues.	www.acas.org.uk 0300 123 1150

Citizens Advice – a network of offices that provide free independent advice about legal issues, money, benefits and other problems.	www.citizensadvice.org.uk 03444 111 444
Employment tribunals service – 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.	www.gov.uk/courts-tribunals/employment-tribunal 0845 7959775
Government direct – you can find information relating to your employment right and responsibilities, including details of the law relating to ERR.	www.gov.uk/browse/employing-people
TRADES UNIONS	
Trade Union Congress – Information on Trade Unions. The TUC supports trade unions to grow and thrive	www.tuc.org.uk 020 7636 4030
UNISON – representing people who work in public services as well as the voluntary and private sectors.	www.unison.org.uk 0800 0 857 857
National Union of Students Apprentice Extra - NUS Apprentice extra, the discount card for UK Apprentices with loads of discounts in-store and online	www.apprenticeextra.co.uk 0300 303 8602
USEFUL LINKS FOR YOUR PROGRAMME	
Education and Skills Funding Agency – the Government Agency that funds education	www.gov.uk/government/organisations/education-and-skills-funding-agency
Health and Safety Executive – information on regulations and legislations.	www.hse.gov.uk/ 0300 003 1647
Business Balls – information about leadership and management techniques and theories.	www.businessballs.co.uk
Ofsted - 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	www.gov.uk/government/organisations/ofsted 0300 123 4666
NCFE - NCFE is a national Awarding Organisation, passionate about designing, developing and certificating diverse, nationally recognised qualifications and	www.ncfe.org.uk/ 0191 239 8000

awards. NCFE is our Awarding Organisation for Functional Skills	
BCS - 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	www.bcs.org/ 01793 417417
TQUK - An Ofqual regulated Awarding Organisation, providing a wide range of vocational qualifications to further education colleges and private training providers. Apprentify work in partnership with TQUK for End-Point Assessment services	www.tquk.org/ 03333 583 344