Tyler Reed Supported Internship Journey- supported internship 2025

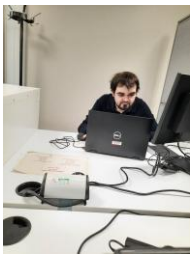


About Me

My name is Tyler. I am 21 years old, and I joined the Supported Internship because I want to build my confidence and get out to the real world and earn money. I felt that getting a paid job I really would enjoy would be almost impossible due to my own shyness and personal challenges, so when I was told about the supported internship, it felt like the right pathway for me. I am interested in trying new IT systems and expanding my knowledge, and I hope to work in the business support and IT sector in the future. The supported internship gave me the opportunity to experience what working in this sector would be like.

My School Experience

At my secondary school I found things challenging, however when I went to South Essex College in Basildon my additional needs were supported by the LSA. I was supported throughout the years and this continued at college where I did other courses, I still faced some challenges such as making new friends and I found it difficult, I struggle to talk to people because I am very shy, so this was a challenge which I still have to overcome. College helped me by building my confidence and encouraged me to interact with my peers when I am very shy and do not speak much, they pushed me to talk to others.



After my media course I enrolled on a supported internship as I wanted to be able to get a job and have a career in the future. During the supported internship I was fully supported by a job coach from the college who helped me with my socialization and how to cope with learning new things. I also had a mentor at my work placement who helped me with the tasks I was set and how to manage my own work time.

My work placement was with Essex County Council (ECC) doing business administration and working on internal systems where I learnt new computer programs. I also did online learning that all new employees need to do to work for ECC with support from my job coach and mentor.

My Placement

I work at Ely house in Basildon as a Business Support Supported Intern. I was given a laptop and a work email address, and I also could log into 'my learning' to do work related courses that matched my job role. I was treated as a work colleague by my team and the work I was given was 'real' tasks that supported other teams in ECC. I was given training on 2 different internal systems that support education and social care teams. I completed ECC training in compliance to working on internal programs.

My main jobs were:

- Data entry filling out information and finding out information related to both education and social care.

- Making sure information is up to date and the information is recorded correctly on ECC systems.

- Checking emails and completing tasks on my short learning safety session



How I Was Supported

I got support with learning new tasks, building confidence, understanding routines, work behaviors and any adjustments I needed to support me to do my job. My coach helped me by;

Communication – Helped me to refine my communication and professional interactions.

Confidence – Provided consistent emotional and practical support to significantly boost my self-assurance in the role at my work placement.

Travel independence – Actively working on a long – term goal of independent travel through monthly one to one bus training sessions.



What I Achieved

During my placement, I learned how to:

- use ECC systems - Mosaic Capita, IYYS,

- I have also learned many different IT skills including Excel, Word, Share Point, Microsoft Teams and found different ways to complete tasks on the computer more efficiently.

- I have also gained a lot more knowledge about emails and Outlook.

I am proud of how much I have grown since I have been on my supported internship. My confidence has improved because my coach and my work mentor have supported me to stretch myself and try new things. I have even attended events and spoken about my journey to me I have never met before. College has pushed me to talk more when I attend 1 day a week to do employability skills in the classroom. The supported internship has built my confidence more than I could have ever expected.

Challenges I Faced

One challenge was Learning all the new systems and the number of errors we had at the beginning I had to speak to my work mentor on how to fix these problems. I

overcame this by taking screenshot of these problems so I can have help fixing them. In the end we fixed a lot of the problems and now I can access the systems. Or with help from my job coach/mentor, and my colleagues, we overcome many issues, and this gave me a great leaning experience. I can now support other colleagues if needed.

Feedback from my Manager at ECC

My manager said "*You are very consistent at keeping me updated on what you're working on, which really helps with planning and visibility. You also take on new tasks with a positive attitude and a willingness to learn, and it's clear you're actively building your skills and confidence. I've noticed a real improvement in your engagement with other people. You've become more open, communicative, and proactive when interacting with colleagues, which has made a noticeable difference in team collaboration. It's great to see how you're growing in this area, keep it up".*

My Next Steps

I GOT THE JOB!

I applied for a Business Administration Apprenticeship with ECC, I applied in the same way as other candidates and I was shortlisted for an interview, my job coach and work mentor supported me with mock interviews, and I went to the interview which was a group assessment and face to face interview. I was surprised on how confident I felt, even though I was going up against many other candidates. I was offered the position! I have accepted the Business Administration Apprenticeship with Essex County Council. I am excited to start my career and hope to build my confidence to talk to others in the workplace and build more connections for my future goal to work in the IT and business support sector. This internship helped me because it has given me a chance to have real work experience with a team which is supportive and treats me as one of their colleagues, it has also given me a lot more confidence and has pushed me to talk with people I do not know and communicate virtually over Microsoft Teams. I can't believe the difference 6 months has made to me, now my hope for a career is now a reality.

I would fully recommend a supported internship for anyone whose goal is to get a paid job, grow in confidence and feel proud of yourself.

