

How Onyx Support Delivers Support Through Access to Work (AtW)

Access to Work (AtW) is a government-funded scheme designed to help disabled people and those with a physical or mental health condition start, stay in, or progress in employment. It can fund practical, work-related support where an individual's needs go beyond what is reasonable for an employer to provide alone.

As an experienced Non-Medical Help (NMH) provider, Onyx Support works in partnership with employees, employers, and Access to Work to deliver specialist, person-centred support funded through AtW.

What Is Access to Work Support?

Access to Work funding can be used to provide additional support where an individual experiences workplace barriers linked to:

- **Neurodiversity** (e.g., ADHD, autism)
- **Mental health conditions**
- **Disabilities or long-term health conditions**
- **Specific Learning Differences** (SpLDs) (e.g., dyslexia, dyspraxia, dyscalculia)
- **Sensory impairments** (hearing / visual / multi-sensory)

The aim is to remove barriers at work, promote independence, and support sustainable employment and progression.

How Onyx Support Can Help

Onyx Support provides specialist NMH services such as:

- **Specialist mentoring / coaching** (confidence, routines, motivation, emotional regulation, work-related anxiety)

- **Workplace strategy support** (organisation, time management, planning, prioritising, communication strategies)
- **Practical support worker assistance** (day-to-day workplace support to reduce barriers, including help with task set-up, keeping on track, and managing workload demands)
- **Administrative support** (support with work-related admin tasks where this is agreed through Access to Work, such as organising documents, note taking, form-filling support, and managing action lists)
- **Support for neurodivergent employees** (workplace adjustments, executive functioning strategies, structure and focus support)
- **Mental health-informed support** (practical strategies to manage workplace impact)
- **Assistive technology training**
- **Communication support** (e.g., BSL interpreters, lip speakers and communication support workers)

All support is tailored to the individual and reviewed regularly to ensure it remains effective, proportionate, and work-focused.

Our support complements workplace adjustments already in place and does not replace an employer's responsibilities under equality legislation.

How the Process Works

1. Apply for Access to Work

The individual applies to Access to Work (or is supported to apply) once they are in work, starting a role, self-employed, or attending an interview.

2. Assessment of Needs

An Access to Work assessor reviews the role, workplace environment, and barriers, and recommends appropriate support.

3. Quotes and Funding Approval

Access to Work may request quotes for the recommended support.

For information on our prices, please see the Rates and Capacity page. Once reviewed, Access to Work confirms what will be funded in an award letter.

4. Referral to Onyx Support

The individual selects Onyx Support as their provider (or the employer requests Onyx), and the agreed support is set up.

5. Matching, Delivery, and Review

We match the individual with a suitably qualified professional and deliver support flexibly (online or in person). Support is reviewed as needs or job demands change.

Monitoring, Records & Reporting

We maintain clear records of delivery and outcomes to support:

- Evidence for ongoing review and progress
- Employer and individual feedback
- Provider documentation requirements where relevant

(Reporting requirements may vary depending on the support type and funding arrangement.)

Quality Assurance & Professional Standards

Onyx Support ensures that all Access to Work support is:

- Delivered by screened, trained, appropriately qualified staff
- Clearly linked to identified workplace barriers and goals
- Proportionate, structured, and outcomes-focused
- Recorded and monitored to ensure consistency and quality

This gives individuals and employers confidence that support is effective, professional, and aligned with Access to Work expectations.



Who We Work With

We work with:

- Employees and self-employed individuals
- Employers, HR teams, and line managers
- Access to Work assessors and case managers
- Individuals accessing Communication Support at Interview (CSI)

Our nationwide delivery model allows us to support people consistently across the UK.

Get in Touch

If you'd like to discuss how Onyx Support can deliver support, get in touch:

- **Email:** admin@onyxstudents.com
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