Individual makes contact with Access to Work

During the telephone call, the call centre operative will have a fixed set of questions to ask and a script to work through.

As part of this conversation an initial application form will be completed by the operative online whilst you are on the telephone. This form is called an AtW1 form.

The operative will end the conversation by saying that an Advisor has been assigned to the claim and that a follow up telephone call will happen as part of the next stage of the application process.

The AtW1 form will be printed out and sent to you in the post. You will need to check the information carefully to make sure everything is correct.

Contact with Access to Work can only happen via telephone. You may need to try several times before you are able to speak with an operative. The call centre deals with a high volume of calls. You should have your National Insurance number to hand when calling.

Questions will seek to establish eligibility and also the nature of support required. The operative is required to work to a script, and ask specific questions in a specific order. You should bare this in mind, as the operative may not answer questions or requests for information from you.

You should try and make sure all of the information you provide is accurate. This will help to speed up you application later on.

Keep a record of when you are told the advisor will call you.

You can amend the information on the form if something is not correct. You must return the form within 21 days or your claim will be closed.

Access to Work: Initial application process

Additional Guidance