INTRODUCTION

Who is this guide for?

The Migrant Worker Adviser Handbook is a guide to help advisers provide information, advice and guidance to workers from other countries. This handbook relates to workers from the European Economic Area (EEA).
The EEA is a term used for clients that are part of the European Economic Area as detailed in the chart showing which countries are within the EEA. For those that are part of the A8, this term is used for those eight new member states.

The Adviser Handbook has been produced in English. The Migrant Worker Handbook has been produced in five different languages English; Polish, Portuguese, Russian and Lithuanian, this handbook is more in depth and is also a good information source to help advise your clients.

What does the guide cover?
This guide has been broken down into sections following research and consultation to identify what was the most important type of information to help workers in the initial stages of moving and finding work, and to also give you, the adviser, a basic guide on what they might need to know.

This handbook includes information on:
- Housing
- Documents needed for working in the UK
- Finance and banking
- Looking for work
- Employment rights including working time rights, notice of dismissal, redundancy and maternity rights
- ESOL
- Emergency services
- Vehicle ownership
- Law – brief overview
- Information, advice and guidance
- Childcare and education
- Information and useful contacts

This handbook mirrors the Migrant Worker Handbook in layout and content also detailing contact information and support available. This guide does not cover local area contact details but at the back of this handbook there is designated space for you to write down your local contact details. This is at the end of the handbook under the information and useful contacts section.

This handbook will be updated at various stages throughout the year, due to constant changes within the UK in relation to immigration and changes being proposed. The information is accurate at the time of production.
**Who is part of the European Economic Area (EEA)?**
The European Economic Area (EEA) consists of the following countries and those that are **highlighted** are those countries that are considered as part of the accession countries known as the A8.

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*From January 2007 Bulgarian and Romanian nationals (known as A2) looking for work in the UK need permission to work before coming to the UK and starting employment.

Iceland, Liechtenstein and Norway are not members of the European Union (EU) but citizens of these countries have the same rights to enter, live in and work in the United Kingdom as EU citizens.

For those clients that are not part of the EEA they need to undertake visa applications via the Home Office. This is normally required prior to entering the UK. Dependent on which country the individual is from, it can often be quite complex. For refugees or asylum seekers see the advice-resources handbook produced for this purpose.
INTRODUCTION

Why do migrant workers come to the UK?
Each worker will have their own individual reasons for coming to work in the UK. But more often than not this is for monetary reasons. Depending on the country of origin they are often in poverty and the majority of workers send money home to help support their family there, which in turn is helping developing countries in sustaining their economy.

Migrant workers are often very well educated but find it difficult to find employment at a higher level; this is often due to the lack of English language skills. They also often lack the knowledge of the application processes and where to go for help. They need to initially understand the processes of the UK employment system. Unfortunately across the country there are some employers who exploit the lack of language skills and do not fully meet their employment obligations.

Included in the Migrant Worker Handbook is a section on Employment and how to access jobs, also a section on ESOL and the need for a basic level of English. We have included information on NARIC which allows the comparison of their qualifications to those in the UK. Basic information has also been included in the Adviser guide as a quick reference.

What type of work do migrant workers do?
From reports across the country this varies greatly. Migrant workers are here to work and they will go where there is a high concentration of available employment. Often this type of work is based within factories, land work, construction industry, catering, shop work, waitressing etc, and often filling labour market shortage areas that organisations have traditionally had difficulty in recruiting to.

Migrant workers may come to the UK based on information they have received from friends and/or family. They may have high qualification levels, but they are often not aware of how these skills can be transferred to the UK equivalent. Information is included in this handbook on NARIC and how they can access further or higher education. Continuing with their education is not often an option when they first move to the UK, mainly due to costs involved.

It is often assumed that most migrant workers are from Eastern Europe and that they are capable of speaking each other’s language (although this is often the case as their language skills are normally very good). Each member state of the EEA has their own identity, religious beliefs, languages, and advisers should be mindful to treat individuals as such.
So how can you advise a migrant worker?
The majority of information that a migrant worker requires for employment is similar to that of a client already residing in the UK. To help support you to advise this client group the Migrant Worker Handbook has been produced in five different languages, this will allow you to offer them support if their English language skills are not very good by ensuring you have a document in an appropriate language.

Some websites have information produced in various languages. Websites such as , the Home Office, Citizens Advice Bureau and the TUC are good examples of this and are good support for an adviser should you need to access this with the client.

Migrant workers often need basic information such as preparing a CV, job application support, and information on how they can better their language skills. Information on organisations and networks in the local area which you can refer the clients to, will also be of use as there might be projects and additional funding available to support them. Your local Learning and Skills Council (LSC) will be able to tell you if there are any projects or additional support in your area that might specifically support migrant workers.

The County Council and City Councils are a good source of information and support, often where there is a high population of migrant workers in the area, and they sometimes employ Community and Support Advisers who are appointed specifically for this purpose.

The TUC is also a good point of contact in relation to offering support to workers. They are a good source of information and are championing the way of offering support to migrant workers and ensuring their employment needs are being met.

Space has been provided under the Information and useful contacts section for you to record all your local information.
CONTENTS

INTRODUCTION 2

SECTION ONE: HOUSING 8

SECTION TWO: DOCUMENTS NEEDED FOR WORKING IN THE UK 11

SECTION THREE: FINANCE AND BANKING 14

SECTION FOUR: LOOKING FOR WORK 16

SECTION FIVE: EMPLOYMENT RIGHTS 19

SECTION SIX: ESOL 26

SECTION SEVEN: NARIC AND FURTHER AND HIGHER EDUCATION COURSES 28

SECTION EIGHT: HEALTH 32

SECTION NINE: EMERGENCY SERVICES 35

SECTION TEN: VEHICLE OWNERSHIP AND DRIVING 37

SECTION ELEVEN: LAW – BRIEF OVERVIEW 40

SECTION TWELVE: INFORMATION, ADVICE AND GUIDANCE 42

SECTION THIRTEEN: CHILDCARE AND EDUCATION 44

SECTION FOURTEEN: INFORMATION AND USEFUL CONTACTS 46
One of the main issues for migrant workers is to find housing in the local area.

Within the Migrant Worker Handbook there is more in depth advice for them in relation to:
- Renting private accommodation
- Houses in multiple occupation
- Accommodation agencies including information on what an agency can or can’t charge for
- Renting housing association accommodation
- Deposits
- Emergency accommodation
- Tenancy information including safety in the home, fire safety, bills, council tax, telephone and TV licence
Suggested sources of information for accommodation:

- Local newspapers
- Advert cards in shop windows or post offices
- Advice from the local Citizens Advice Bureau, they are able to provide a list of accommodation agencies, alternatively find the local centre online at www.citizensadvice.org.uk The CAB advice guide website is also a good source of information at www.adviceguide.org.uk
- Various website searches are available; the following is a search available for rooms to let across the country www.roomsforlet.co.uk/index.html
- Some employers may supply accommodation
- For emergency housing contact Shelter at www.shelter.org.uk or phone Shelter’s free national helpline on 0808 800 4444
- The website is a good source of information for renting accommodation www.direct.gov.uk/en/HomeAndCommunity/BuyingAndSellingYourHome/RentingAHome
- Fire safety information can be accessed via www.fireservice.co.uk

Your client may also need to be aware of other bills involved in renting accommodation, especially if they are not in shared accommodation.

Gas and electricity supply Energywatch
Energywatch provides advice on gas and electricity supply.
Tel: 0845 906 0708
Email: enquiries@energywatch.org.uk
www.energywatch.org.uk

For British Gas/electricity – Tel: 08457 888 400

Water and sewerage OFWAT
Provides advice on your water supply and other water issues
Tel: 0121 625 1300/1373
Textphone: 0121 625 1422
Email: enquiries@ofwat.gsi.gov.uk
www.ofwat.gov.uk/

Additional useful websites:
www.moneysupermarket.com
www.ukpower.co.uk
www.saveonyourbills.co.uk
www.water-guide.org.uk/rates.html
Council Tax information is available at
www.adviceguide.org.uk/index/life/tax/council_tax.htm

Telephone
Useful contact – www.bt.com or telephone 0800 800 150

Television licence
For a TV licence application online at www.tvlicensing.co.uk, or call 0844 800 6790. A colour TV licence costs £139.50. A black and white TV licence costs £47.
SECTION

TWO

DOCUMENTS NEEDED FOR WORKING IN THE UK
A national from the European Economic Area (EEA) does not need permission to work in the UK. Nationals from eight of the new member states of the European Union (Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic) need to register with the Worker Registration Scheme within one month of starting work.

The following countries are members of the EEA:

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Workers Registration Scheme (WRS)
If the individual is from one of the new EU member states, they are required to complete a WRS Application Form within one month of starting work. Their employer will also need to give them a letter confirming their start date. After 12 months of continuous employment they do not need to register. For full details contact the Home Office on 0870 521 0224 or via the website: [www.ukba.homeoffice.gov.uk/workingintheuk](http://www.ukba.homeoffice.gov.uk/workingintheuk)

If the migrant worker intends to be self-employed, they do not need to register with the WRS scheme but they do need to register with HM Revenue & Customs. To register for self-employment they need to call HM Revenue & Customs Newly Self-Employed Helpline 0845 915 4515. They can also download a form to register as self-employed
From January 2007 Bulgarian and Romanian nationals looking for work in the UK need permission to work before coming to the UK and starting employment.

**Bulgarian or Romanian Seasonal Agricultural Workers Scheme (SAWS)**

To be able to apply to come to the United Kingdom under the SAWS (Seasonal Agricultural Workers scheme) they need to be a national of either Bulgaria or Romania. The SAWS is designed to allow farmers and growers in the United Kingdom to recruit low-skilled overseas workers to undertake short-term agricultural work. They will be issued with a work card. The work card gives them permission to work in the United Kingdom for a fixed period of time. They will be paid at least the Agricultural Minimum Wage and will be provided with accommodation by the farmer or grower employing them. For further information visit [www.ukba.homeoffice.gov.uk/workingintheuk/saws/](http://www.ukba.homeoffice.gov.uk/workingintheuk/saws/)

Information about living and working in the UK is available from the UK Border Agency website [www.ukba.homeoffice.gov.uk/workingintheuk](http://www.ukba.homeoffice.gov.uk/workingintheuk)

If the individual is from outside the EEA they may still be able to work in the UK if they are eligible for a work permit. Their passport will be stamped to indicate whether or not they are able to work in the UK. They are normally required to have work and they need to apply for the necessary visas before leaving their country of origin. For further information refer to: [www.ukba.homeoffice.gov.uk/workingintheuk](http://www.ukba.homeoffice.gov.uk/workingintheuk) or Telephone: 0870 606 7766

If the individual is seeking asylum, see the advice-resources Refugee and Asylum Seeker guide for information.

**Tax and National Insurance**

In order to work legally in the UK, all individuals require a National Insurance number. Individuals’ National Insurance numbers are used to keep a record of Social Security contributions. If the individual earns more than (roughly) £80 a week, income tax and National Insurance contributions are taken directly from their pay. In return for paying taxes they are entitled to Social Security benefits.

For further information and to apply for a National Insurance number call Jobcentre Plus National Insurance line 0845 600 0643, or pop into one of your local Jobcentres. These are normally based in the town centre, or can be found in your local directory. For further information refer to [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)
Migrant workers may need advice on finance and banking when they move to the UK. Although this is an everyday necessity, and it might not necessarily be a new experience for them, they may not however be aware of what banks and building societies are available in the area.
They will need specific information to open a bank account, such as:
- proof of identity (passport, identity card or national driving licence)
- proof of UK address (tenancy agreement or letter of confirmation from your employer)
- proof of employment is also often required.

A basic bank account will allow them to:
- have wages and other money paid in
- pay bills by direct debit
- cash cheques for free
- pay in cash
- withdraw without charge from cash machines.

**Post Offices** – Post Office branches are available throughout England and offer a wide range of services and facilities including:
- postal services
- banking
- payment of bills
- insurance services
- currency exchange
- car tax
- phone cards and or mobiles.

The Post Office® offers the MoneyGram® international money transfer service. Money can be sent to more than 125,000 locations in 170 countries. MoneyGram® is available from any Post Office branch.

For details about Post Office products and services, telephone: 08457 22 33 44 or visit the website: www.postoffice.co.uk

Other useful services:

**Western Union Money Transfers** – Allows people to send and receive money from anywhere in the world. For further information telephone: 0800 833 833.
LOOKING FOR WORK

Information required by migrant workers in relation to seeking employment depends on various factors:

- Location and types of work available
- Qualification level
- English language skills
- Previous work experience
Migrant workers are often frustrated that their education level is very high, but their English language skills are sometimes not good enough. This can create issues in that they do not understand application processes and often how long these can take, especially if they send in an application form or a CV. They are often not prepared for a lack of response from an employer in acknowledging their application.

CVs and application forms could be a new form of application process to migrant workers. If they do not have access to a computer, the production of a CV could prove very challenging. Identify organisations in your area that can offer this service, or ideally refer them to websites available that have a CV builder, such as learndirect as an option. Libraries often have terminals available for internet access and this is normally free of charge for a set period of time, although this service varies across the country. As an adviser this is where your local knowledge is vital to a migrant worker.


- **Local newspapers** – these are a good source of vacancies in the local area. Newspapers often have a specific night for job vacancies by sector.

- **Temporary employment agencies** – are an important source of jobs in the UK. Look under Employment Agencies or Personnel Consultants in a business directory e.g. Yellow Pages for addresses and telephone numbers in your area or alternatively use [www.yell.com](http://www.yell.com). The list of employment agencies also can be obtained from the Jobcentre.

- **Gangmasters** – employ workers usually to provide services in agriculture, forestry, horticulture, shellfish gathering and food processing and packaging on a temporary basis. However, they must ensure the Gangmaster is licensed by the Gangmasters Licensing Authority (GLA) to ensure they receive the appropriate UK employment rights. For further information contact the GLA on 0845 602 5020 between 9am and 5pm or visit [www.gla.gov.uk](http://www.gla.gov.uk)

- **Self-employed** – clients from the EU member states wishing to become self-employed do not need to register with the WRS scheme. However all individuals who intend to become self-employed must register with HM Revenue & Customs. To become self-employed, clients need to call HM Revenue & Customs Newly Self-Employed Helpline 0845 915 4515. A form to register as self-employed can be downloaded from the HM Revenue & Customs (HMRC) website, this contains some useful information about self-employment, visit: [www.hmrc.gov.uk/selfemployed/](http://www.hmrc.gov.uk/selfemployed/). *Business Link* is a Government-funded organisation, which can help with advice...
SECTION FOUR
LOOKING FOR WORK

about: Starting up the business, taxes, import and export advice visit www.businesslink.gov.uk or telephone: 0845 915 4515.

• nextstep – offers face-to-face advice on careers, learning and work for adults. To find your local nextstep provider visit http://nextstep.direct.gov.uk/

• Connexions Direct – advice on careers, learning and employment for young adults (below age 20). To find your local Connexions provider visit www.connexions-direct.com
Migrant workers from the EEA have the same employment rights as a worker from the UK.

These rights include:
- The National Minimum Wage
- Working time rights (including breaks, holidays and holiday pay)
- Health and safety protection within the workplace
The National Minimum Wage

- People aged 22 or over should get paid a minimum of £5.52 an hour
- People aged 18 to 21 should get paid a minimum of £4.60 an hour
- People aged 16 or 17 should get paid a minimum of £3.40 an hour

Visit the HM Revenue & Customs website at www.hmrc.gov.uk/nmw/help.htm for further information.

New National Minimum Wage rates from 1 October 2008:

- People aged 22 or over should get paid a minimum of £5.73 an hour
- People aged 18 to 21 should get paid a minimum of £4.77 an hour
- People aged 16 or 17 should get paid a minimum of £3.53 an hour


Any person employed to undertake agricultural work is entitled to be paid at least the minimum rates of pay set by the Agricultural Wages Board. The minimum rates and the other terms and conditions of employment that apply to agricultural workers are set out in the Agricultural Wages Order. The current Agricultural Wages Order and any relevant guidance notes are available at www.defra.gov.uk/farm/working/agwages/index.htm

There is also an Agricultural Wages Helpline on: 0845 0000 134 or 01270 754106.

If someone is not being paid the minimum wage they can make a complaint directly to the National Minimum Wage Helpline on 0845 6000 678. Callers can be assisted in 30 different languages.

Working time rights

Included in the Migrant Worker Handbook is a full breakdown of details relating to working time rights, to ensure that migrant workers are aware of their rights whilst employed. It is at this point where they can become vulnerable to employers who wish to exploit them.

Working time rights include rest breaks, holidays and holiday pay, night work and how many hours they can work each week.

For further information on all aspects of employment rights visit www.tuc.org.uk/ and click on working rights or alternatively contact the TUC’s Know Your Rights line on 0870 600 4882.
Trade union membership
Migrant workers are entitled by law to join a trade union. There are some excellent trade unions in Britain, including the GMB (Britain’s general union), T&GWU, Unison and many more. Trade unions will protect people and their health and safety at work and will professionally represent people if they have any difficulties at work. Trade unions have teams of qualified legal experts to offer free legal advice on any matters, whether personal or work-related employment law, social security law, occupational accidents, diseases and road traffic accidents.

Please see the advice-resources guide to trade unions. For further information visit www.tuc.org.uk/ and click on working rights or call the TUC’s Know Your Rights line on 0870 600 4882.

Notice of Dismissal from Work
When employees are dismissed from their job they will usually be entitled to a period of notice. This is the length of time between being told they will have to leave their job and the day that they actually leave (the date of dismissal).

If an individual has been dismissed as part of a disciplinary procedure they need to check with employers on their policies. Notice is not always required under certain circumstances relating to a disciplinary procedure.

How much notice should they get?
The law says that the minimum period of notice people should get is:
- one week if they have worked for an employer for one month but less than two years
- two weeks if they have worked for an employer for two whole years; and
- two weeks plus an extra week for each full year’s employment, if they have worked for an employer for more than two years, this should be added to the notice period and can be a maximum of 12 weeks’ notice in total
- between six and 12 months’ notice, if they are due to retire.

People should never get less notice than the law allows, but a contract of employment might entitle people to more notice than this, so it is always a good idea that they check the contract of employment.

Citizens Advice Bureau – gives free confidential, impartial and independent advice on a limitless range of subjects, including dismissal rights. They can also refer to a more specialist source of advice, if needed. To find the nearest CAB, including those that give advice by email, visit www.citizensadvice.org.uk or look in the local telephone directory.
ACAS – offers free, confidential and impartial advice on all employment rights issues. Call the ACAS Helpline on 08457 47 47 47 from 8am to 6pm Monday to Friday.

Pay during the notice period
In most cases, if an individual works their usual hours, they should be paid the normal weekly or monthly wage during the notice period.

If the amount of pay in lieu is incorrect, they should seek further advice from their local Citizens Advice Bureau or contact ACAS.

Redundancy

What is redundancy?
Redundancy can occur when a business:
• Closes down
• Changes to the company are made and certain job roles are no longer needed
• The business moves to another location

If employees have been made redundant but none of the above situations apply, it may be that the dismissal is unfair. When employers are deciding who to make redundant they must not discriminate against anyone and the redundancy must be for a genuine reason. For example, employers are not allowed to make staff redundant because they have become pregnant, because of age or due to ethnicity or religious beliefs. However, they are allowed to take into account how long they have been working for the company, and individuals who have been working at the company for the shortest amount of time are more likely to be made redundant than employees who have worked for the company for several years. If individuals feel they have been unfairly chosen for redundancy, they should seek advice from the local citizen’s advice centre or contact ACAS.

Citizen’s Advice Bureau – give free, confidential, impartial and independent advice on a limitless range of subjects, including redundancy rights. They can also refer you to a more specialist source of advice, if needed. To find your nearest CAB, including those that give advice by email, visit www.citizensadvice.org.uk, you can also look in your local telephone directory.

ACAS – offers free, confidential and impartial advice on all employment rights issues. Call the ACAS Helpline on 08457 47 47 47 from 8am to 6pm Monday to Friday. Or visit Directgov website www.direct.gov.uk/en/Employment/employees/index.htm
Notice of redundancy
When an employer makes people redundant, there are certain procedures which they must adhere to. For example, they must give staff notice of the redundancy. The minimum period of notice is:
- one week if an individual has worked for an employer for one month and over (but less than two years)
- two weeks if an individual has worked for an employer for two whole years; and
- one additional week for each further whole year's employment up to a maximum of 12 weeks' notice in total.

An employment contract might state that an employee must be given more notice than this, but it cannot be less (this is also true if the employee decides to leave the company).

Maternity rights

How much maternity leave can you take?
Migrant workers have the same maternity rights as anyone else residing legally in the UK. They have the right to take up to 52 weeks' maternity leave, regardless of how long they have worked for that employer.

The Directgov TIGER website has an interactive calculator which helps to calculate what maternity leave people are entitled to and how much pay they are entitled to. Go to http://tiger.direct.gov.uk/cgi-bin/maternity.cgi

Pay during maternity leave
Migrant workers are entitled to Statutory Maternity Pay if employed by the same employer without a break for at least 26 weeks into the qualifying week, which is the 15th week before the week the baby is due (part weeks count as full weeks) and earning before tax an average of £87 a week.

Statutory Maternity Pay provides them with some money to help enable them to take time off before and after the birth of their baby. It is paid by their employer.
Maternity Allowance
If they are not entitled to Statutory Maternity Pay from an employer, they might be entitled to Maternity Allowance (MA) if they:
- are employed (but earn under £87 a week)
- are not employed but have worked close to or during pregnancy
- are self-employed.

The conditions are that they have:
- worked (either on an employed or self-employed basis) for at least 26 of the 66 weeks before the week the baby was due (a part week counts as a full week)
- earned an average of £30 over any 13 of those 66 weeks.

The standard rate of MA is £117.18 or 90% of the average weekly earnings, whichever is less.

Other family benefits they may be entitled to
There are a number of additional benefits available to expectant and new mothers. These include Child Trust Funds, Sure Start Maternity grants, Child Benefit, free prescriptions and dental treatment and Tax Credits. Whether they qualify for these benefits will depend on their personal situation.

For more info visit [www.direct.gov.uk](http://www.direct.gov.uk) or contact the local citizens advice bureau [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

If the employer refuses to pay during maternity leave, or they experience unfair treatment at work because of pregnancy or maternity leave or are dismissed from work because of pregnancy or maternity leave they should contact ACAS. ACAS offers free, confidential and impartial advice on all employment rights issues. Contact the ACAS Helpline on 08457 47 47 47 from 8am to 6pm Monday to Friday.

Returning to work after maternity leave
If the employer refuses to let employees return to work after maternity leave, this is a dismissal. They will be able to make a complaint to an employment tribunal for unfair dismissal and/or sex discrimination. If they have taken 26 weeks’ Ordinary Maternity Leave (OML), employees have the right to return to the same job as the one they had before they went on leave. If they have taken Additional Maternity Leave (AML) as well as OML, they are entitled to return to the same job unless the employer says this is not reasonable. In this case, they should be offered another suitable job with the same pay and conditions as they had before maternity leave. If the employer does not offer them another suitable job, or offers the employee an unsuitable job and dismisses them when it is refused, there will be a possible claim of unfair dismissal and/or sex discrimination.
SECTION FIVE
EMPLOYMENT RIGHTS

to an employment tribunal. ACAS is the contact for further information with regards to making a complaint.

If employees were working full-time before maternity leave, they may want to return to work part-time, job share or on different hours. The employer does not have to agree to flexible working, but they must treat the request seriously, or they may be in breach of the sex discrimination legislation.

Employment rights – Useful websites (recommended by the TUC website)
workSMART www.worksmart.org.uk
Directgov www.direct.gov.uk
ACAS www.acas.org.uk
Department of Trade and Industry www.dti.gov.uk/er/regs.htm
National Association of Citizens Advice Bureaux www.adviceguide.org.uk
Health and Safety Executive www.hse.gov.uk/pubns/index.htm
Commission for Racial Equality www.cre.gov.uk
Equal Opportunities Commission www.eoc.org.uk
Disability Rights Commission www.drc-gb.org
LAGER (Lesbian and Gay Employment Rights) www.lager.dircon.co.uk
Some migrant workers arrive in the UK with very limited English language skills which can often leave them in a vulnerable position with regards to knowing and understanding their rights whilst living and working in the UK.
ESOL courses are available across the country. But in some areas the demand is very high for ESOL courses, which has produced very long waiting lists.

ESOL courses concentrate on the language of daily life, as well as including reading and writing skills. Course length varies widely and there are courses at different levels (although again due to demand higher level ESOL is not always available).

ESOL courses are usually held in schools, colleges, adult education centres, training providers, using online resources and also via libraries. For a comprehensive list of where these are available in your area please look at www.learndirect.co.uk or alternatively call 0800 100 900.

Some courses are free, dependent upon individual circumstances, but for some more advanced courses that are available there may be a charge. Often this does not deter migrant workers undertaking these courses, but it is best that they are advised to check the costs incurred to ensure they are aware of these at the start.

There are some ESOL courses available online, which can be ideal if an individual has access to a computer as they can learn at their own pace and time. This is especially useful if an individual is working unsociable hours or shifts and unable to access courses in the day.

www.onlineesol.co.uk This allows people to gain an accredited ESOL certificate which covers Entry Level 1, 2 and 3. This course is designed for anybody who wants to improve their English. If they speak a bit of English but are not very confident then these courses are suitable for them.

www.learndirect.co.uk have a Welcome to English course, which is a good course for those who find it hard to speak and understand English. Contact learndirect on 0800 101 901 for help and advice.
SECTION
SEVEN
NARIC, HIGHER AND FURTHER EDUCATION COURSES
What are the entry requirements for UK universities?
Each university course has separate entry requirements; the admissions officer at the university of their choice can provide further information. Details regarding entry requirements for university courses can be found on the UCAS website at www.ucas.com/.

Will the qualifications from the migrant’s home country be recognised in the UK?
Most universities have a good understanding of qualifications issued in other countries, however information on the UK equivalent to current qualifications can be found by contacting the British Council in the home country, details of which can be found at www.britishcouncil.org/where or contact NARIC.

The National Academic Recognition Information Centre (NARIC) is responsible for compiling information on international qualifications for the Department for Education and Skills is. www.naric.org.uk

What services are available through UK NARIC?
NARIC provides information on the comparability of qualifications from overseas. The comparability information supplied by UK NARIC is designed to assist when people from overseas are applying for jobs or courses in the UK. The Letter of Comparability or Career Path Report can be presented to employers or institutions as supporting information, together with a CV or application form, as confirmation of the recognition of their overseas qualifications in the UK. This will enable potential employers or admitting institutions to make informed decisions about the suitability of their qualification(s) for the job or course for which they are applying.

How much does it cost and how long does it take?
The cost of having qualifications assessed depends on what service is wanted. The charge for a standard service Letter of Comparability is £40 plus VAT (£47), and £34 plus VAT (£39.95) if applied for online. This service normally takes between 10 and 15 working days.

Will the UK qualification be recognised in their home country?
UK qualifications are recognised all over the world. If they would like to know what the UK qualification would be equivalent to in their home country, they should contact NARIC or ENIC (European Network of Information Centre) for their country, details of which can be found at www.support4learning.org.uk

Do they need a visa to study in the UK?
Students from the EEA (European Economic Area) do not need permission to study in
the UK. If an individual is not from the EEA and is unsure about their visa status further information is available at www.ukvisas.gov.uk

**Where can information be found on courses in the UK?**
A search of courses in the UK is available on the EducationUK course database. EducationUK has a vast amount of helpful information for migrants looking to study in the UK. For further information visit www.educationuk.org

**Are EU migrants entitled to any help with tuition fees?**
If individuals are from the EU, they may be able to get financial support to help them study in the UK. Information and contact details can be found at www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/StudentsFromOtherEUCountries/DG_10035218

If individuals are planning to study in Scotland contact the Student Awards Agency for Scotland www.student-support-saas.gov.uk

If individuals are planning to study in Northern Ireland contact the Student Support for Northern Ireland www.student-support.org.uk

**Useful educational contacts**
British Council offices worldwide:
www.britishcouncil.org/where
Tel.: +44 (0)161 957 7755
Fax: +44 (0)161 957 7762
Minicom: +44 (0)161 957 7188
Email: general.enquiries@britishcouncil.org

Department for Education and Skills European Team
www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/StudentsFromOtherEUCountries/DG_10035218
Tel: + 44 (0) 1325 391199
Fax: + 44 (0) 1325 391220
Email: EUTeam@dfes.gsi.gov.uk

UKCOSA The Council for International Education
www.ukcosa.org.uk
The Advice and Training Team
Tel: +44 (0) 020 7107 9922
NARIC, The National Academic Recognition Information Centre
www.naric.org.uk
UK NARIC
Tel: +44 (0)871 330 7033
Fax: +44 (0)1242 258611
Email: info@naric.org.uk

UCAS
www.ucas.com
UCAS Enquiries
Tel: +44 (0) 1242 1122211
Email: enquiries@ucas.ac.uk
Within the Migrant Worker Handbook, we have detailed information regarding the National Health Service (NHS) and services they provide in the UK. We have included this information to ensure migrants are aware of the need to register. The following is a summary of the information we have included for their needs.
Doctors
Migrant workers and all members of their family should register with a GP (General Practitioner or family doctor) in the area in which they are living. To find their local surgery contact NHS Direct on 0845 4647 or alternatively look on the website where they can do a search for the local doctor’s surgery at www.nhs.uk

When they register with a doctor they will be asked to complete an application form and later will receive a NHS medical card, which is proof that they are entitled to NHS treatment. If they cannot register with a doctor, they should contact their local Primary Care Trust, the information can be obtained from NHS Direct on 0845 4647 or via the website on www.nhs.uk

Dentists
Not all dentists will provide NHS dental services. A lot of dentists will only offer private services and have opted out of offering treatment via the NHS. If they want to register with an NHS dentist, as with the doctor they need to check on the website www.nhs.uk or call NHS Direct on 0845 4647 and contact their local dental surgery and ask to be registered. If they are unable to register with an NHS dentist, the contact is the local Primary Care Trust. They will need to pay for any NHS dental treatment unless they are under a certain age or receiving some Social Security benefits.

To locate emergency dental treatment contact NHS Direct on 0845 4647.

Pharmacists (chemists)
Pharmacists are often based at chemists/pharmacies within shops, supermarkets or are based independently. They are easy to locate as they are identified by the green cross.

Hospitals
The accident and emergency departments are not suitable for all medical issues. They are there to support patients who require immediate, urgent treatment.

Family Planning Clinics
Family Planning Clinics offer free, confidential advice and information on contraception and sexual health. They offer advice on contraception including free supplies of pregnancy tests, pregnancy advice and unplanned pregnancy advice.

For details of the nearest clinic contact the Family Planning Association on 0845 122 8690 (9am to 6pm Monday to Friday) or alternatively details are available on their website www.fpa.org.uk to search for a clinic in the local area.
Pregnancy
For further information on pregnancy visit the NHS website www.nhsdirect.nhs.uk and search for pregnancy. Alternatively call the Family Planning Association on 0845 122 8690 or look on their website at www.fpa.org.uk, this is a good source of information.

Registering the baby’s birth
To find information with regards to the local registry office visit: www.gro.gov.uk/gro/content/births/howdoifindmylocalregisteroffice/index.asp

For further information with regards to registering a newborn baby visit www.gro.gov.uk or telephone: 0151 471 4805 (9am to 5pm Monday to Friday)

PALS – Patient Advice and Liaison Services
They provide confidential advice and support to families and their carers. They offer information on the NHS and health-related matters and information on how to get more involved in your own heath care. They also offer explanations of the complaints procedures and how to get in contact with someone who can help.

Each NHS hospital has its own PALS. Each Primary Care Trust, Ambulance Trust, Acute Trust, Care Trust and Mental Health Trust has its own PALS.

To find out the contact details of your local PALS phone the local clinic, General Practitioner (GP), health centre or hospital and ask for details. Or alternatively phone the NHS Direct on 0845 4647 or via the website www.nhsdirect.nhs.uk for how to locate the local hospital and the PALS address will be listed.
Within the Migrant Worker Handbook we have detailed information regarding the emergency services. We have included this information to ensure they are aware of services available.

It is essential that they are aware that the emergency services telephone number in the UK is 999. The emergency services include the police, fire brigade, ambulance and coastguard.

If an individual is not proficient in English, all English police forces have access to interpreters and translation services, so no matter what language they speak there will be somebody available to assist them.
SECTION NINE
EMERGENCY SERVICES

Police
For local force contact information go to www.neighbourhoodpolicing.co.uk

Fire and rescue
Community and safety manuals are available in a number of different languages, for further information visit www.fireservice.co.uk

Ambulance
St John Ambulance is a leading UK charity; it has a number of useful first aid leaflets available in various different languages and also offers first aid training to ensure they are able to cope in an emergency, for further information visit www.sja.org.uk

Coastguard
For further information on the coastguard visit the website at www.mcga.gov.uk
Large cities and towns often have very good transport links. However, if a migrant worker moves to a rural area, public transport is still available but this can be very sporadic in some cases. However, this can depend on the location which they move to, this can often create difficulties getting to and from work if they are working unsociable hours. Therefore the following information has been included in the Migrant Worker Handbook and feedback from migrant workers suggested this information is very important as they are not often aware of the laws in this country as they differ from their homeland. This information mirrors that which is included in their handbook to ensure advisers are also fully informed on driving laws and requirements for vehicle ownership.
To drive a vehicle in the UK they must have the following documentation:

- A driving licence in accordance with the type of vehicle driven (most foreign licences are valid for 12 months from the time of arrival)
- Insurance (only persons named on the insurance documentation are allowed to drive the vehicle)
- MOT (Ministry of Transport) Certificate – the vehicle must have a yearly test certificate of road worthiness (compulsory for all cars over 3 years old)
- Tax disc – road tax
- Registering the vehicle is normally done by the person selling the vehicle, if they do not have the relevant paperwork the purchaser must contact the DVLA (Driver and Vehicle Licensing Agency) by calling 0870 240 0009 or visit the website at www.dvla.gov.uk for further information

Whilst driving the car the following are legal requirements:

- The driver and all passengers must wear a seatbelt – this includes passengers in the back of the car where seatbelts are available
- A child 0–3 years old MUST be in a correct child restraint
- In almost all cases, every child up to 135cms (4’ 5”) or the age of 12 (whichever is reached first) must use a child restraint and drivers may not carry children as passengers just wearing seat belts
- Rear-facing baby seats MUST NOT be used in a seat protected by a front air bag unless the air bag has been deactivated manually or automatically
- Do not use a mobile phone when driving – it is illegal
- If involved in an accident they must stop and exchange details with all other drivers involved. If someone has been injured, the police must be called
- Stay within the speed limits – speed cameras are in operation at various locations across the country
- It is unlawful to drive a vehicle under the influence of alcohol or drugs

Whilst driving a motorbike/moped the following are legal requirements:

- To have a provisional motorcycle licence they must satisfactorily complete a Compulsory Basic Training (CBT) course
- To obtain a full motorcycle licence they must pass a theory test and then a practical test
- If they have a full car licence they may ride motorcycles up to 125cc and 11kw output, but must first satisfactorily complete a CBT course if they have not already done so
- If in doubt whether the licence is sufficient contact the DVLA
- An approved helmet MUST be worn at all times whilst riding a motorbike/moped (including pillion passengers)
Riding a bicycle:
- Lights must be displayed at night
- Cycling on the pavement is prohibited (unless a cycle path has been designated for use alongside pedestrians)
- Traffic light laws apply to cyclists also, do not go through red lights
- It is recommended to wear a high visibility outfit and protective helmet

The above is just an overview of the law in relation to driving in the UK. To ensure that migrant workers co-operate with all road signs and laws, we suggest they look at the Highway Code, this is available to purchase online at www.direct.gov.uk under the Travel and Transport Section – Highway Code or alternatively this is available at most book shops or try the local library for a copy to borrow. If in doubt they should contact the relevant agencies as detailed for further help and advice.

DVLA (Driver and Vehicle Licensing Agency) telephone number: 0870 240 0009
Website: www.dvla.gov.uk
Within the Migrant Worker Handbook we have detailed a brief overview of the law, as sometimes what is unlawful in this country is not so in their homeland.
A basic overview of the laws in relation to driving and the drink driving laws, weapons (in some countries it is lawful to carry a knife and is often part of their culture), drugs, alcohol (as they might not realise the drink drive limits in force in the UK), sexual activity is included, also general laws such as littering and smoking in public areas.

If they are a witness to a crime, including domestic violence, or are intimidated or harassed due to nationality, ethnicity, beliefs, gender, disability or sexuality, it is important that they report it to the police by dialling 999. Or they can report any incident or hate crime online at: www.report-it.org.uk

For advice on issues relating to sexual harassment or discrimination contact the Equal Opportunities Commission on 0845 601 5901 or www.eoc.org.uk

If they have been the victim of racial harassment contact the Commission for Racial Equality on 0845 604 6610 or alternatively visit the website at www.cre.gov.uk
SECTION TWELVE
INFORMATION, ADVICE AND GUIDANCE

**learndirect Careers Advice Line – 0800 100 900**
This is a free phone number that gives information, advice and guidance on any work, learning and career related issues via the telephone, including finding a job, how to write a CV, interview skills and there are also job profiles available, which detail all jobs available and their current qualification requirements with contact addresses and telephone numbers.

They are able to advise on educational courses available including ESOL, further education and higher education.

They currently have advisers who speak Polish.

Website: [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

**nextstep**
nextstep is a free, face-to-face service, offering advice on learning and careers. This service is offered by a variety of organisations across the country.

Advisers have access to information and opportunities which help clients get into work, interview techniques, how to write a CV and give advice on job applications.

Information and contact details are available via the internet links below. Alternatively call learndirect on 0800 100 900 and they will be able to give the telephone number of the face-to-face services provided by nextstep in your area.

Website:
[www.nextstep.direct.gov.uk/](http://www.nextstep.direct.gov.uk/)
[www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)
[www.direct.gov.uk/en/EducationAndLearning/AdultLearning/DG_071762](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/DG_071762)

**Student services – based within colleges and universities**
Colleges and universities have a student services department that can offer information, advice and guidance. The majority offer impartial advice as part of the nextstep service (see above), and are very well placed to give guidance on becoming a student, how to access funding, childcare issues and career development. A lot of colleges and universities also offer ESOL courses. As there are a large number of colleges and universities to list, contact learndirect 0800 100 900 who will be able to advise on which colleges and universities are within the area.

Website: [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)
Early years
To access information about childcare, early education and other care and support services for children and parents in the area, contact the local Children’s Information Service visit www.childcarelink.gov.uk or call 0800 2 346 346. They can provide information on childcare and early years education, and also provide additional help and advice with all aspects of childcare and early years.

Sure Start supports parents with children from conception through to the age of 14, and up to the age of 16 for those with special educational needs and disabilities. Sure Start is a government initiative to bring together childcare, early education, health and family support services for families. Their website is www.surestart.gov.uk but full details about Sure Start programmes and locations can be found by contacting the Children’s Information Service (as detailed above) on 0800 2 346 346.

Another good source of information is the Directgov website www.direct.gov.uk

In some countries children can leave school early and are not aware of the compulsory school leaving age when they move to this country. This information has been included in their handbook to ensure they are aware that their children need to attend school.

**By law, all children of compulsory school age (5–16) must receive a suitable full-time education. For most parents, this means registering their child at a school.**

**Once their child is registered at a school, they are legally responsible for making sure they attend regularly. If the child fails to do so, they risk getting a penalty notice and being prosecuted.**

To register with a school they have to contact the school directly and arrange to visit with their child. The public library has a list of local schools available, or alternatively contact the Children’s Information Service on 0800 2 346 346.
SECTION

FOURTEEN

INFORMATION AND CONTACTS
SECTION FOURTEEN
INFORMATION AND CONTACTS

Housing

Citizens Advice Bureau
The Citizens Advice Bureau helps people resolve their housing, employment, money, legal and other problems by providing free confidential information and advice. For further information visit: www.citizensadvice.org.uk

The CAB Advice Guide has various information sheets relating to employment and working rights which are available in some EEA languages; Czech, Estonian, Hungarian, Latvian, Lithuanian, Polish, Slovak and Slovenian available on the www.adviceguide.org.uk website.

Housing Association Accommodation
To find your local council check on the following website www.direct.gov.uk/ – go onto the Government, Citizens and Rights Section and select Local Councils.

Shelter
They provide independent housing advice, including specialist support for the homeless. For free housing advice, telephone: 0808 800 4444 email: info@shelter.org.uk website: www.shelter.org.uk

Documents needed for working in the UK

Information about living and working in the UK is available from the Home Office UK Border Agency website www.bia.homeoffice.gov.uk/workingintheuk/ or telephone 0870 606 7766.

HM Revenue & Customs
To register for self-employment call HM Revenue & Customs New Self-Employed Helpline 0845 915 915. A form can be downloaded from: www.hmrc.gov.uk/selfemployed/

SAWS (Seasonal Agricultural Workers Scheme) for Bulgarian and Romanian nationals
For information visit www.ukba.homeoffice.gov.uk/workingintheuk/saws/

National Insurance
In order to work legally in the UK all individuals require a National Insurance number. For further information contact Jobcentre Plus National Insurance Line on: 0845 600 0643 or website www.jobcentreplus.gov.uk
Finance and banking

Post Offices
Post offices are available across the country and offer a wide range of services including postal services, banking and payment of bills etc. They also issue Money Grams which allow you to send and receive cash domestically or internationally. Telephone: 08457 22 33 44 or visit the website at www.postoffice.co.uk

Western Union Money Transfers
This service allows you to send and receive money from relatives and friends anywhere in the world. For further information telephone: 0800 833 833.

Employment

Jobcentre Plus
Provides help and advice on jobs, training for people who can work and in some cases financial help for those who looking for work. Visit : www.jobcentreplus.gov.uk/JCP/index.html or telephone Jobseeker Direct on 0845 606 0234.

Trade unions
For trade union information and information on your employment rights visit www.tuc.org.uk/ or call the TUC’s Know Your Rights line on 0870 600 4882.

The National Minimum Wage

ACAS
ACAS offers free, confidential and impartial advice on all employment rights issues. Call the ACAS Helpline on 08457 47 47 47 from 8am to 6pm Monday to Friday.

ESOL courses

ESOL courses are usually held in schools, colleges, adult education centres, training providers, on line resources and also via libraries. For a comprehensive list of where these are available please look at the www.learndirect.co.uk or alternatively call 0800 100 900.
NARIC, higher and further education in the UK

NARIC is the National Academic Recognition Information Centre, for information on the comparability of qualifications from overseas visit www.naric.org.uk or call 0871 330 7033.

You can search a full database of courses in the UK on the EducationUK course website. EducationUK has a vast amount of helpful information for migrants looking to study in the UK. For further information visit www.educationuk.org

Health
The National Health Service (NHS) provides health services in the UK. NHS Direct offers a confidential information and advice service with regards to all health issues. Telephone: 0845 46 47 (interpreters are available) or visit www.nhsdirect.nhs.uk

Emergency Services
Telephone: 999 for the police, fire brigade and ambulance services.

Driving and vehicle ownership
The DVLA and directgov have a vast amount of information with regards to the law in relation to driving and requirements to vehicle ownership. Visit: www.direct.gov.uk/en/Motoring/index.htm and/or www.dvla.gov.uk Telephone: 0870 240 0009.

Childcare and education
You can find out about the childcare, early education and other care and support services for children and parents in your area from your local Children’s Information Service visit www.childcarelink.gov.uk or call 0800 2 346 346.

Sure Start supports parents with children from conception through to age 14, and up to age 16 for those with special educational needs and disabilities. Their website is www.surestart.gov.uk

Another good source of information is the Directgov website www.direct.gov.uk
Advisory Centre for Education – Educational information service, telephone: 0808 800 5793 or visit www.ace-ed.org.uk

Information, advice and guidance

Citizens Advice Bureau
The Citizens Advice Bureau helps people resolve their housing, employment, money, legal and other problems by providing free confidential information and advice. For further information visit: www.citizensadvice.org.uk

The CAB Advice Guide has various information sheets relating to employment, working rights etc available in some EEA languages; Czech, Estonian, Hungarian, Latvian, Lithuanian, Polish, Slovak and Slovenian available on the www.adviceguide.org.uk website.

nextstep
Offers face-to-face information, advice and guidance on careers, learning and employment for adults. To find your local nextstep provider visit www.nextstep.direct.gov.uk/

Connexions Direct
Advice on careers, learning and employment for young adults. To find your local Connexions provider visit www.connexions-direct.com

Learndirect Careers Advice
learndirect offers careers advice, childcare advice and support and information relating to learning throughout the UK. learndirect Careers Advice helpline telephone: 0800 100 900 www.learndirect-advice.co.uk

Benefits and tax credits

HM Revenue & Customs – Child Tax Credit and Working Tax Credit helpline
Telephone: 0845 300 3900 or visit www.hmrc.gov.uk
## Contact information
(Colleges, schools, ESOL providers)

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