



Internship Program
Elders Trip
London Solutions
Homecare
Timebank
Turkish
North Middle



Assessment Project
Information
Employment
Community
TCCA
Office
Expert Training
Patient Program
Police Surgery
Luncheon Club
Carat
Victim Support
Employment
Legal Advice
Hands
Network
Foundation
ADC
E Helga
Londrali

Annual

Report 2016

Content



1976 - Present

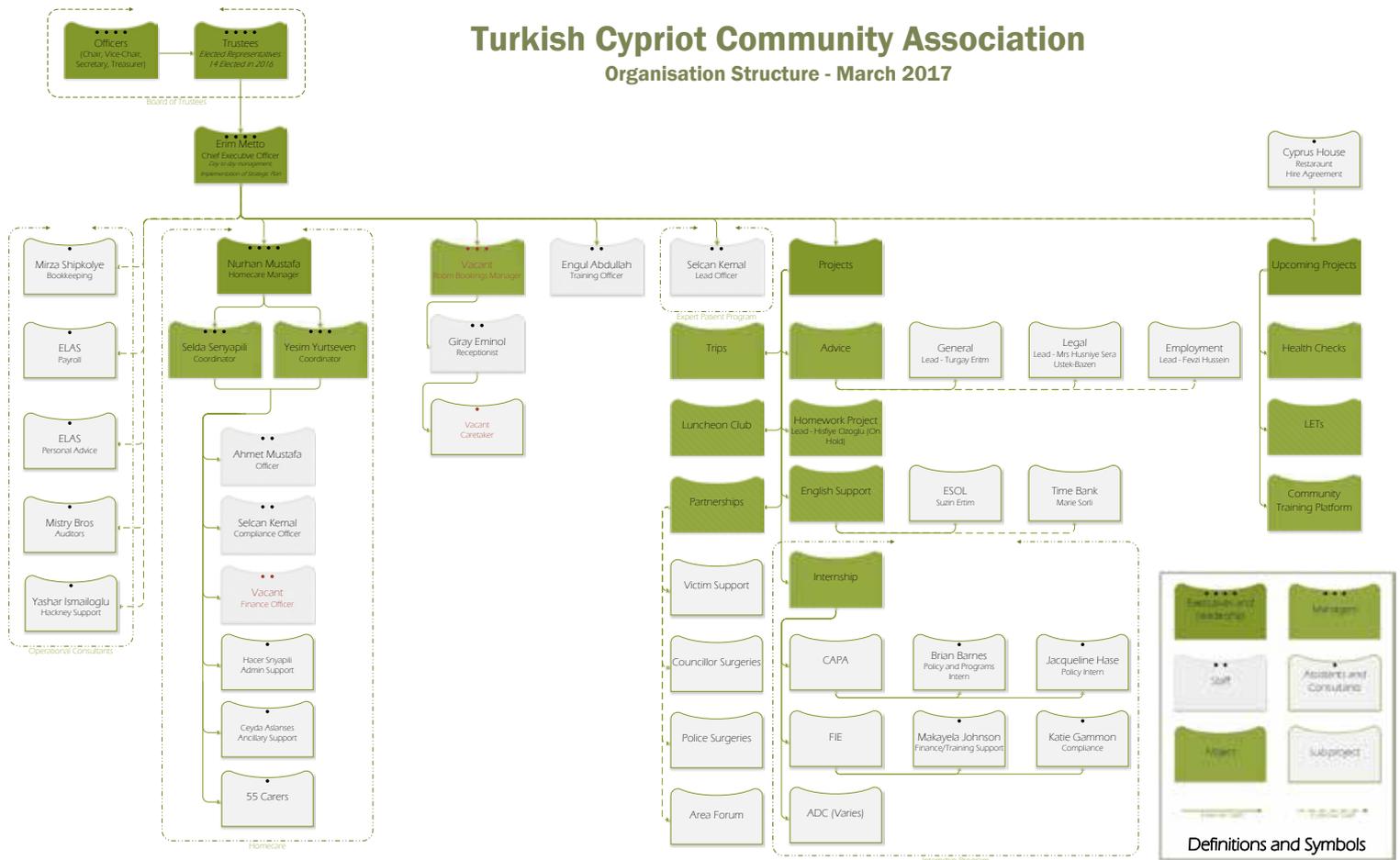
Contents	2	Internship Program.....	13
Our Structure	3	• CAPA	
Our Trustees	4	• FIE	
Chair Report	5	• ADC	
CEO Report.....	5	Councillor Surgeries	14 -15
Homecare	6	Police Surgery	14 -15
Room Bookings	7	Victim Support.....	14 -15
Cache Training.....	8	Area Forum.....	14 -15
General Training	8	Health Screen	14 -15
Expert Patient Program	9	Hands On London.....	14 -15
Community Champions.....	9	Assessment Project	14 -15
Cyprus House	10	North Middlesex Foundation.....	14 -15
Luncheon Club.....	10	Classes In Partnership	14 -15
Elders Trip	10	Tenants Of TCCA.....	16
Turkish Homework Project	11	• Londrali	
Timebank Basic English	11	• English - Helga	
ESOL.....	11	• Carat	
Advice	12	• London Solutions	
• Information And Advice		Accounts	17
• Legal Advice		What People Say	18 -19
• Employment Advice		Organisation Details	20

History

Turkish Cypriot Community Association (TCCA) was established in 1976. It is a Company Limited by Guarantee (Company Number 3851759) with Charity Status (Charity Number 1080926). As a charity it has been providing culturally, linguistically and religiously sensitive services to Turkish and Kurdish speakers residing in the UK. TCCA operates from two premises 117 Green Lanes (L.B.Islington / L.B.Hackney) and 628-630 Green Lanes (L.B.Haringey) and delivers needs led projects within the reimits of Greater London. All projects are developed based on assessed need and thereafter provided in partnership with beneficiaries, stakeholders and members.



Turkish Cypriot Community Association Organisation Structure - March 2017



Our Vision and Mission

As TCCA hits its 40th year of supporting our community, we continue to provide needs-led provision through our self-funded internally created and externally tendered projects. These projects provide a springboard for Turkish speaking people to either increase quality of life or gain training and support that will ultimately result in them not requiring government benefits to survive. Through recognising the developments within our own community and contact with government bodies and locally sympathetic NGO's, TCCA will in time create more fresh projects and offer help in the most deprived corners of our community. Our ambition is to improve lives for the short and long term and to contribute to the wider society. Our full charitable objectives and breakdown are as set out in our memorandum and articles of association. Copies of these are available at the TCCA office for anyone who wishes to review them. We adhere to a strict governance

policy for making and putting into action all decisions and spending. Our board of Trustees takes responsibility as a collective for the overall running and financial processes in the organisation. As we are keen that we remain transparent, we are inspected by CQC, Your Value, Pre-viable and Cache. We also adhere to PQASSO, Investors in People, Investors in Communities and Hackney Health.

Our trustees meet between ten to twelve times a year, providing an overview and scrutiny of the association's activities. Trustees also decide strategic directions for the association and are part of many of the association's sub committees that are appointed from time to time. Current committees include: Finance, Homecare, Membership, Events, Property and Staffing.

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sociation's activities. Trustees also decide strategic directions for the association and are part of many of the association's sub committees that are appointed from time to time. Current committees include: Finance, Homecare, Membership, Events, Property and Staffing. At all times we adhere that Trustees will promise to:

- Act within their powers, using the correct procedures
- Act in good faith and only in the interests of the charity
- Adequately inform themselves, each other and all staff
- Take into account all relevant factors and evidence
- Disregard any irrelevant factors
- Manage conflicts of interest and interested parties
- Make decisions that are within the range of decisions that a reasonable trustee body would make

In February 2017, 14 Trustees were elected:



Onur Ibrahim
(Chair)



Turkey
Hadji-Filippou
(Vice Chair)



Mek Mehmet-Yesil
(Secretary)
Resigned June
2016



Tugrul Yigitoglu
(Treasurer)



Yeshim Seyhan



Hakki Sezer Tilki



Ismail
Karamustafa



Huseyin
Osman



Yilmaz Ozyigit



Hasan Gazi



Osman Ercan



Husain Mustafa



Suleyman Fuat



Fadil Ozgener
Resigned November
2016





Chair Report

Onur Ibrahim

In the year 2015 - 2016 the organisation has continued to grow organically and through diversification of services offered. The organisation managed to gain CACHE accreditation allowing it to operate as a Training Centre specialising in Care and Hygiene. We have also continued to self-fund our information and advice project and have helped over 600 people to get free of charge support on how to navigate essential government and legal services. We still self-fund and publish a regular bulletin with wide circulation allowing us to keep closer links to the community and inform both members and non-members about our activities and the ser-

vices available to them. One of these services has been funded by One20 t/a TimeBank. The funding supported English as second language learning over a 10 week period. During the period of 2015-2016 TCCA supported three separate classes. 38 students completed program of which 22 maintained 100% attendance. All of the organisations training is delivered via our fully equipped training facility in Haringey London, this allows learners to further have access to our qualified Advice and Guidance officer, making sure learners are on the right course and level. Funding for the courses has also been made available through the Workforce Development Fund (WDF). Social Care providers access WDF funds through The Berkshire Skills for Care if they are keeping their NMDS records up to date.

Our in-house training facility has enabled us to provide 1320 Learning Hours and Qualify 15 people to achieve; 2 x QCF level 2, 2 x QCF level 3, and a total of 142 CPD Training credits. The organisation is now able to provide everything from Level 2 Diploma in Health & Social Care to CPD training in Cultural Sensitive nutrition. Our learners received a QCF national recognised CACHE certification that is CQC compliant. Our qualifications are for those: new to care work, working as an experienced care worker in health and social

care, volunteering in a similar setting or for those wanting to change their career pathway.

The Charity has also received a grant from Haringey CCG for the Haringey Health Project. In Haringey, we want to help people to understand the range of different health services available and when to use them, as well as supporting them to feel confident to self-manage their conditions or illnesses, where appropriate. We have a very diverse population, including a large number of Turkish residents, with the majority being resident in the east of Haringey. Anecdotal feedback from local GPs and practice managers suggests that they feel that their Turkish/Kurdish patients are relatively frequent A&E attendees, occasionally with conditions that could perhaps be better managed or treated elsewhere. We would therefore like to pilot an expert community programme which will engage with this community, training champions who could support the community to strengthen their knowledge of the services available and supporting them to choose the right service at the right time. They will further support local people to make better choices in relation to their health, particularly those with long term conditions. The programme will support ongoing engagement with local self-management programmes.

CEO Report

Erim Metto

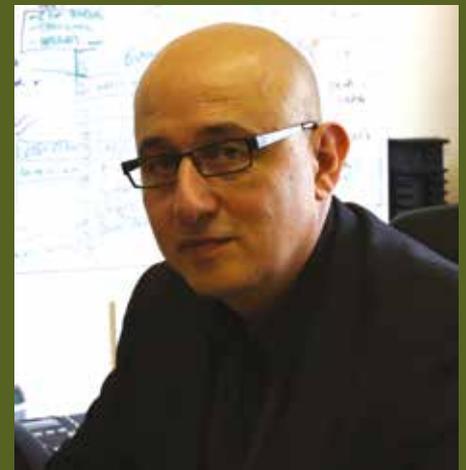
In 2012, I returned to the Turkish Cypriot Community Association as CEO, after an absence of seven years and I am pleased to report the continued growth of the association. As the largest, longest serving and most successful UK based Turkish speaking charity, expectations on us remain high. This amidst the tidal wave of cuts, austerity, restricted funding, changing priorities within local government/health's sectors, more legislative requirements and a competitive third sector, many daunting challenges have been placed upon us to maintain our very own high standards.

This year again we received recognition from our peers as one of the top charities in the UK. Not only was TCCA shortlisted for the third consecutive year running by CENTUS as a top not for profit association (winning the award in 2014), it also received Cache beacon status and a bronze award from the Charity Awards Scheme in 2016.

As a charity, we have continued to

make decisions that have helped us maintain and achieve several quality standards and have kept full compliance with the Care Quality Commission (CQC). This year again we hosted several major international events and have provided a platform for community organisations to operate from. We have been responsible for carrying out the largest study into access of health care within the Turkish and Kurdish communities which was published in May 2016. We have formulated partnerships that have helped galvanise community support and launched new initiatives such councillor surgeries. We have completed major renovations to the ground floor of the building and are in the process of improving the legal status of both premises that we operate from.

For the fifth year in a row we have registered a surplus and the organisations free reserves have increased to £521,935 which is £236,935 more than our required level of reserves. Our staff count remains 58 and have now fully introduced a new pensions scheme. We continue to work with ELAS, who now advises us on health and safety and provides us with em-



ployments advocacy. Our support services have also benefited from a strong Internship program that works with ADC College, FIE and CAPA, that this year has seen 18 Interns pass through the organisation.

On a final note, I wanted to sign off by extending my gratitude to staff, who have ensured the organisation delivers, 24 hours a day 365 days a year, through to the 14 trustees who overlook the process with no financial reward and our members without whom our role in the third sector would be insignificant.

TC Homecare



TCCA's Homecare project (TC Homecare) has been in existence since 1993 and continues to provide culturally, linguistically and religiously sensitive care to the elderly and disabled people in order to enable them to continue to live in their homes independently in a dignified manner whilst maintaining their safety. TC Homecare currently works with seven London Boroughs, three Care Trusts and several private clients via the Direct Payment and Individual Budgets scheme. Over the past 12 months TC Homecare has seen a rise in palliative care with the organisation has become a main partners for culturally sensitive care provision via the Care Commissioning Groups. As a charity all our surplus are re-invest into giving old and frail in our community more needs led provision for example access to free advocacy, free legal advice, free access to gentle exercise classes, heavily subsidised luncheon Club, and comprehensive signposting when we can't help.

TC Homecare constantly develop's its provision in order to mirror expectation and continues to raise its already high standard. TC Homecare is now cache accredited beacon provuider and offer in-house bespoke culturally sensitive training that surpasses Care Quality Commission standard. The majorities of its carers (over 90%) have or are working towards a QCF level 2 or 3 in health and social care. We have introduced care specific ESOL classes to our care workers as a part of our ongoing staff developmental training.

All of our cares complete initial induction training before starting work followed by mandatory trainings such as First Aid, Food Hygiene, Cultural sensitivity in food

preparation, People Handling, Health and Safety, Adult Abuse and Medication Training. TC Homecare works in partnership with Local Authorities, Health Authorities and Health Professionals to ensure the safety and wellbeing of all our service users. Our standards care provision is monitored by the Local Authorities we work with and is regularly inspected by the Care Quality Commission.

Please see below some comments from our service users and their families taken from our most recent CQC Report..

People and relatives told us...

- They found staff caring, compassionate and helpful.
- The service supported people with their religious, spiritual and cultural needs.
- They told us staff treated them with dignity and respect. People and relatives told us staff treated them as individuals and listened to them.
- Staff felt well supported and there was a positive culture within the staff team.

One person told us, "I feel safe with staff." Another "staff are brilliant" other comments included "I am glad staff can speak in our language, they are caring and friendly, very happy with the service."

One relative told us, "I feel safe with staff and trust them." Another "The staff are able to communicate really well with my family member, they speak the same language, they listen and are patient"



OUR HOMECARE STAFF



Care Manager
Nurhan Mustafa



Co-Ordinator
Yesim Yurtseven



Co-Ordinator
Selda Senyapili



Officer
Ahmet Mustafa



Officer
Selcan Kemal



Bookkeeper
Mirza Shipkoye



Training & Assessments
Engul Abdullah



Administration
Hacer Senyapili



Admin Support
Ceyda Aslanses



Room Bookings



Room Bookings provides a range of affordable facilities that accommodated training sessions, meetings, conferences, parties and a multitude of community events and activities that not only generates revenue for the organisation that is reinvested into the local community via short-term community projects but it also creates new partnerships with other charitable institutions. During this financial period we are pleased to announce that as of June 2016, TCCA reached all-time high of NGO's using the centre, with over 72 not for profit organisations being supported. Hopefully with changes to the room bookings structure that this number will increase!

Organisations such as Victim Support continues to use TCCA's Meeting Room providing one to one counselling, we continue to hold Yoga, Ti Chi, violin classes, singing groups, religious organisation all using the space to further help those most in need or those who want to develop themselves. Our own in-house projects such as information and Advice, ESOL and legal surgeries compliment the services offered by our hirers in order that we as a charity continue to provide myriad of services.

TCCA has been also been working on improving the building itself. The Hall has been refurbished to have a fresh new look, and the downstairs area (including kitchen and toilets) have also been renovated. The restaurant next to the Hall can also provide catering for clients who hire the space.

Apart from hirers TCCA also has four permanent organisations that provide ongoing support to the community by being resident at TCCA, these groups include: Londrali, English - eHelga- Carat - London Solutions (information about their activities is held on page 16). All the groups that TCCA has partnered with are as dedicated to the community as we are, and are just as dedicated to providing the best care possible for our beneficiaries.

Room Booking Team



Sule Ibrahim
(Till Nov 2016) -
Room Booking Manager



Giray Eminoglu
Reception



Rihand Skuja
(Till Dec 2016)
Caretaker



Meliha Armenova
Hygiene Technician



Genk Guclu
Administration Support

Cache Training

Last year, our in-house Cache accredited training facility provided 1320 learning hours and has supported 21 learners in achieving ; 4 x QCF level 2, 3 x QCF level 3, and a total of 145 CPD training credits. With its Cache accreditation TCCA is now able to provide everything from Level 2 Diploma in Health & Social Care to CPD training In Cultural Sensitive nutrition.

All our learners received a QCF national recognised CACHE certification that is CQC compliant. These qualifications are a prerequisite for those working or volunteering in the care industry.

We now have a Turkish-speaking nurse who actively working and running First Aid training. Carers-in-training who do not have a level 2 in Health and Social Care have attempted to obtain their diplomas, but this had to be temporarily stopped in order to focus on the new "care certificate."

TCCA is still able to claim Work Force Funding, which funds level 2, 3, and 5 diplomas and unit qualifications up to £900. Currently we have two administrative staff member who are completing a Level 5 Management course funded by Sutton College! Hopefully more people will take advantage of this opportunity soon. TCCA also has a comprehensive online set up giving even more staff, more opportunities to access training provision.

The TCCA's Training team has worked hard to provide the best possible care for all that depend on the organization. They have accomplished the teaching award and overseen all on-line free courses, in addition to doing a Level 5 course in Management and an A1 Assessors course. Our Training Team has also developed a good relationship with the training centre (Cache), which is assisting TCCA with assessments and internal quality assuring (IQA), which is required by all Awarding Bodies.

In addition, all training is slowly being adapted to the needs of staff and more is spoken in Turkish. Staff competence, and staff's understanding of training, has improved greatly. This improvement is partially due to Turkish-speaking trainers and new equipment for training, like mobile hoists and the Anne dolls especially for First Aid training.



Engul Abdullah
Training Officer



Makayela Johnson
Training Support

General Training

TCCA General Training program is funded by Awards for All, the focus being to allow members of the community to attend training courses that would be useful to their day to day lives. Courses held to date have included: Safeguarding level 1 and 2, Risk Assessment, Fire Marshall, First Aider and to date over 32 learners have benefited from the courses provided as part of the general training program and it hoped that we run a further seven courses that will see an end to the project in July 2017.



Expert Community Programme

In 2015, Turkish Cypriot Community Association (TCCA) was commissioned by Haringey Clinical Commissioning Group (CCG) to carry out a comprehensive Health Project with the aim of educating and empowering Turkish and Kurdish speakers with the knowledge and skills required to better access health provision and how to correctly use the services that were provided, with particular attention being paid to A&E, GP services, pharmacists and community groups. The project continued till September 2016 with the presentation of a report into Health Needs of Turkish Speaking people living in Haringey and Enfield. The principals of the report were to advise on changes to the health sector that would make services more accessible and more in tune with community needs

Apart from TCCA and the CCG,



main partners within the project included North Middlesex Hospital, Barnet Enfield and Haringey Mental Health Trust, Whittington Hospital, Gladesmore Community School, South Haringey Primary, Health watch Haringey, Health Screen, Ali Riza Degirmenci Turkish School, a number of GP Surgeries and Phar-



macists.

Throughout the early stages of the project (Scoping Exercise), TCCA found the consensus was the community facing barriers through language and communication difficulties. In general, they were unaware of all the services available to them and were unsure how to access certain services. A portion of them stated that they were attending A&E due to not being able to gain access to their own GP surgery or the weekend walk-in services. On the other hand health professionals expressed that this service was one that practice staff would refer to first. The focus groups also brought to light that practice reception staff advised patients to attend A&E, when they could not offer urgent or regular appointments.

The next stage of the project included the recruited and training of 15 members of the community to become health champions. As part of this important role the Health Champions supported our community by sign posting them to available services and providing further in-

formation. In February 2016 TCCA held a successful Health Day attended by over 100 elderly and disabled people, this provided a basis for future events, that have subsequently led to many of our community members being diagnosed with



illnesses that otherwise would have been missed such as hypertension, heart disease and diabetes.

TCCA also utilised a myriad of media in order to support health and wellbeing within the community, this included Londrali.com, Londra, Olay, Genc TV, Ada TV and a project dedicated website that supported the continuation of; health information, future health screening events, access to TV programming, and health information pack.

Community Health Champions

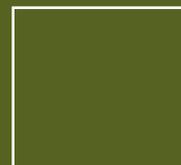
TCCA has recruited 15 Health Champions are people who are Turkish Speakers, who with training and support, voluntarily bring their ability to relate to people and their own life experience to transform health and well-being in their communities. Since the success of the original Community Health Champions in communities and workplaces, the role and supporting relationships are being adapted, allowing citizens to work as Health Champions in new and dynamic settings, including GP practices and acute hospitals.



Selcan Kemal
Project Officer



Dr Mek Mehmet-Yesil
Lead



Dr Wallis Motta
Researcher



Tanvir Afghan
Project Assistant

CYPRUS HOUSE

BEST OF TRADITIONAL CYPRUS CUISINE

Cyprus House under a new staff team was formally known as Cyprus Kitchen. The restaurant provides members of the community an opportunity to sample mouthwatering traditional Cypriot dishes in a newly decorated Cypriot environment. Our focus is to bring a little bit of Turkish Cypriot Culture to North London

The venue is managed by very well-known expert caterers namely Yusuf Joe Goron, Yusuf Mertcan and Erkan Goron. The team have over a short period of time built a reputation for excellence. The restaurant is licensed for drinks and is open Monday till Saturday providing breakfast lunch and dinner with daily traditional Cypriot cuisine and caters for around 250 people a week. Friday and Saturday nights are special meze nights where customers can not only enjoy reasonably priced fixed menu with live music and dancing.



“ Endless amount of excellent food. Immaculate service - easily the best Turkish restaurant I have attended, it will definitely be somewhere I will be dining often ”

“ Amazing! ”

“ Brilliant place. Food was superb ”



“ FANTASTIC FOOD, STAFF AND SERVICE! FIRST CLASS ”



LUNCHEON CLUB



During 2016 Luncheon Club remained closed between Sept-Dec, due to renovations. However, in Dec 2016 it reopened with a

Christmas party attended by 60 elders. The luncheon club continues to be open Tue-Wed-Thu it is a place where elders in the community can attend experience traditionally cooked Cypriot meals at a fraction of the normal price, have access to advice/signposting and interact with their peers. During this year the numbers attending the club continued to grow and now attract extended between 20-30 elders for each session. Apart from our normal luncheon

club facility from time to time we also hold events such as Eid celebrations, summer events, and this year for our New Year celebrations we partnered with Turkish Cypriot Women's Project and were able to provide elderly from both centres entertainment, a full Christmas meal and live music. Cyprus Kitchen is a venue where communities can meet and enjoy themselves whilst being served mouth-watering dishes.

TRIPS

Our Trips project provided our elders with three trips during the last year. These were arranged to Hastings, Margate and Brighton. Funding in order to reduce costs for the elderly was provided by Hampstead Wells Charitable Trust. This allowed many to travel to outside London destinations with their peers. We feel that the impact is enormous on the well-being of those travelling and

the cost benefit remained minimal (costing around £6 per person). In total 65 benefited most being over 70. The project will be supported by two escorts (fully qualified first aider and CRB checked) and two volunteers. We aim to restrict disabled to those who are able to move with minimal support. We will complete an evaluation at the end of the project, add the project

into our Annual Report and have the activities covered in the Turkish Community paper.



Turkish Homework Project

Since the commencement of the Turkish Homework Project, TCCA has been working with Chase Lane Primary School; South Haringey Junior School; Capel Manor Primary School, Holmleigh Primary School, Gladesmore School, Aylward Primary School and North Haringay Primary School.

The project Funded by Children in Need was initiated with the aim to improve Turkish children's' education with parental help, and thus far has surpassed all set targets. The project has worked with Turkish parents willing to participate in the initiative with guidelines of how they can help their children with their homework.

Keen parents attended the weekly "Turkish Club" with their children and the children enjoyed working with their parents. The parents and their children have shown great improvement in their study skills and the parents have been able to help support their children's development in their education.

The project ended in December 2016, with over 90 sessions held and 46 young people helped. TCCA currently has an application pending that will allow TCCA to deliver a further 90 sessions; a decision will be made in June 2017.

“ 95% of children attending showed improvement Key stage 1 and 2 ”



Project Lead
Hisfiye Ibrahim



Project Support
Ceyda Aslanses



ESOL for work

TCCA has been holding two hour ESOL sessions. The sessions are held every Friday evening and led by a bilingual ESOL Tutor. Lessons are oriented around care industry to help carers deal with day-to-day interaction with social services in terms of caring and also with any issues, which may arise unexpectedly: beneficiaries are being prepared to confront daily and emergency interactions with third parties in English. Achievements during sessions within the skills context include: reading, writing, speaking and listening which involves role playing on possible incidents.



Suzin Ertim
Tutor



Timebank

Turkish Cypriot Community Association in partnership with Time Bank has been offering and delivering English classes to beneficiaries with limited English language skills. Many of our learners were women hoping to develop their English and improve their chances of getting a better job. What was common amongst all of our learners was their wish to become more involved within the host community within a multicultural London. In 2016 the initiative delivered two sets of classes and supported a total of 35 beneficiaries. As expected, the partnership will continue into 2017 with plans to start a new class in July of 2017. We hope through the growth of this partnership to continue to help many more people become more active members within our community.



Program Director
Marie Sorli



Advice



Turgay Ertim
Information and
Advice Officer

TCCA's Information and Advice Project's vision is to provide greater access to information and advice services in Haringey and to seek to influence the development of social policies and services, both locally and nationally.

The object of this project is to support and provide the Turkish Speaking Community members to cope with impending changes, improve their ability to access benefits and appropriate services and also to contribute to the vision of an integrated and cohesive community by helping people to know their rights and responsibilities, have a shared future vision and a sense of belonging alongside recognition of diversity and building strong and positive relationship between people from different backgrounds.

The project provides regular support on welfare benefits, housing, health, education, and employment, social services through advice, referrals and supporting access to mainstream services.

The project provides FREE Information and Advice Surgery services every Thursday on first come basis.

THE OUTCOME OF INFORMATION AND ADVICE PROJECT FOR 2017

Number of people used the service:	340
Number of cases dealt with:	922
Number of surgeries held:	46
Average no of people per surgery:	7.39
Average cases dealt with per day:	21.44



Fevzi Hussein
Employment Law
Surgeries

Employment Advice

This service began in late 2015 and ran until Nov 2016. Members of the local community have been able to access expert guidance and advice on issues relating to their employment. In this day and age where access to justice is becoming more and more costly this service is vital to helping those most vulnerable in society become aware of their rights at work. Issues raised have been very diverse and have ranged from bullying, racial harassment, unlawful taxation, pension enquiries, rights on disclosure and many other issues. The surgery have yielded a number of positive results and proved beneficial to the community, we hope to re-establish to employment advice project in the near future.

with one client successfully getting discipline charges against him dropped on the basis of information provided at the surgery.

The surgeries were run every two weeks from 6.30 to 8.30 and access is via appointment only. The service is open to English and Turkish speaking users.



Husniye Sera Bazen
Director at STS
Solicitors



Ms Behiye Kara-
man-Naci
ABS Solicitors LLP

Legal Advice

Alongside, our Information and Advice we also provide free bi-lingual legal advice sessions to members of our community. The aim is that members of the community will have opportunity to gain access to justice and are informed with regards legal status of situations, each session accommodates a maximum of six people with a 45 minute slot(s).

Ms Husniye Sera Bazen, Director at STS Solicitors, practices in a number of areas of law. Husniye held our advice surgeries till September 2016, however due to renovations being carried to the ground floor had to cease. Ms Behiye Karaman-Naci partner at ABS Solicitors LLP, will be begin surgeries again in May. Surgeries deal with areas of law including, family, divorce, children issues, immigration and civil matters, landlord and tenant, wills, probate and lasting power of attorney matters. I also write an article for the TCCA news bulletin on the current law updates and focus on issues that are most relevant to the clients' I have had contact with during my advice sessions.

CAPA

International Education

CAPA International Education is an international education organisation (IEO) committed to empowering student learning through personal choice, academic integrity, and engagement in urban environments abroad. CAPA'S approach to international study is unique and provides a holistic learning abroad experience that chal-



lenges, excites and inspires students. CAPA's Internship Program matches the goals and interests of students with those of TCCA. This collaborative and ultimately personalized approach has made CAPA International Education the trusted global leader since 1972. Through their Internship Program in London, students engage in internship placements at TCCA as part of their university level academic degree. All CAPA students have met rigorous academic requirements and completed an extensive application process before being accepted to the Internship Program. These students have been placed in various roles at TCCA, including but not limited to; Policy Development Finance, Grants and Funding, Film Production and Media & Marketing.



Craig Kench
Program Director.

ADC Collage

ADC Collage has been collaborating with Turkish Cypriot Community Association, Sule Ibrahim and Erim Metto on work experience projects for the last three years. TCCA welcomed and trained more than 40 students on short term work experience projects in collaboration with ADC College. The aim of the projects is to give international students from vocational schools the chance to gain work experience and develop their professional skills in UK. Students are coming from different EU countries among which is Poland, Germany and Czech Republic. The projects are funded by the EU initiated programmed Leonardo da Vinci / Erasmus+. Students have always felt welcome at TCCA and found the work experience extremely beneficial.