

Our  
future.  
It's in  
our hands.



## nextstep commitment to customers

### Our promise to you



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## What is **nextstep**?

**nextstep** is a free service for everyone aged 20 and over. We offer information and advice to help you improve your skills and your job prospects, whether you are in work or not.

We give you the help you need to decide your next step in learning, skills and work. Our services are available across England. This document tells you about the level of service you can expect from us.

We welcome your views on how we can make our service even better. You can contact us through your local **nextstep** service. For details, see our website at [www.direct.gov.uk/nextstep](http://www.direct.gov.uk/nextstep)

Speakers of other languages can also get information and advice on learning by calling the following numbers:

Farsi	0800 093 1116	Punjabi	0800 093 1333
French	0800 093 1115	Somali	0800 093 1555
Gujarati	0800 093 1119	Sylheti	0800 093 1444
Polish	0800 093 1114	Urdu	0800 093 1118


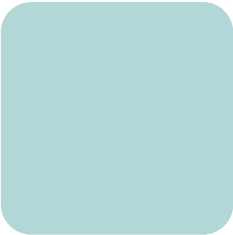


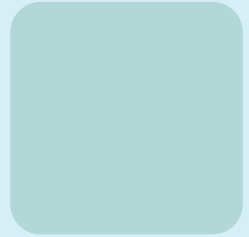
## Our aim

Your local **nextstep** service will give you access to information and advice on learning and work.

Wherever you are in England, you will receive the same high-quality service.

We aim to:

- 
- 1 be easy for you to find and use
  - 2 be friendly and welcoming
  - 3 be professional and really know our business
  - 4 give you information and advice that is independent and unbiased to help you make informed decisions
  - 5 make sure that the services we offer are relevant to you and suitable for all your needs
  - 6 make you aware of all the local and national services that are useful to you
  - 7 encourage and support you into learning or training, finding a job or making the most of the job you do now.
- 



## Our responsibilities to you

### What information is available?

We can give you:

- printed information, such as leaflets
- audio-visual materials, such as DVDs
- information on CD-ROM or through the internet
- information through telephone helplines and face-to-face
- access to local group workshops to help you search for a job and improve your skills.

We can give you information about:

- learning and work opportunities available in your local area
- practical ways to get ahead, such as how to apply for jobs and how to plan a career
- where to go next for information about benefits, transport and other services for learning and work.

## What advice is available?

Anyone aged over 20 is eligible for the following services, whether they are working or not. Our friendly, experienced advisers will get you started with the information you need for your next step in learning, skills or work.

Working with you face-to-face or in group activities we will:

- give you personalised information and advice and we may also refer you to other services that can help you
- provide you with tools that help you to decide what you want to do
- discuss with you what's happening in the jobs market
- give you advice on ways to progress in your job and career
- help you link your personal interests and skills to your own job or career needs
- help you identify the skills you may need, including reading, writing and maths
- give you advice about financial support that may be available to you, such as the Adult Learning Grant
- give you advice about the services available to you during redundancy
- give you help and advice on searching and applying for jobs, such as writing a CV and interview skills.

We will help you to develop your own personal action plan that sets out your goals with the steps to take to get you there. The plan includes details of other support and information to help you.



## How do you qualify for extra help?

If you don't have 'A' levels or NVQ Level 3 (called 'Level 3' qualifications) **nextstep** can give you extra help and support.

We aim to:

- help you into learning or training to boost your skills
- work with you to find a job that's right for you
- help you to progress in the job you have.

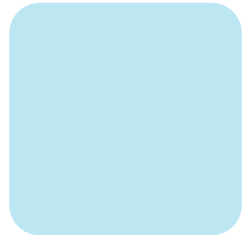
We start with a free and friendly one-to-one advice session. Then we help you identify what your goals are. We will write an action plan with you so you have the steps to reach your goals.

As you progress, we'll stay in touch with you by phone, email or talk face-to-face. If you need more support and advice, we may put you in touch with other services that can help.

We will give you support and encouragement to help you stay on track. Once you have achieved your goals, we will stay in touch to find out how you are getting on up to six months later.

## Giving you the service you need

If you have a disability or hearing problem that affects the way you use our services, we will find the best way to help you.





## How can you access our services?

**nextstep** aims to offer information and advice in the way that works best for you.

You can:

- visit the national website – [www.direct.gov.uk/nextstep](http://www.direct.gov.uk/nextstep) – and your regional website, 24 hours a day
- call your local **nextstep** centre or send them an email
- visit your local **nextstep** centre, open five days a week
- make an appointment for advice outside normal working hours.

We promise that we will:

- contact you within 24 hours of your request for information by text message, phone call, e-mail or face-to-face
- guide you to further sources of information and advice if you need them, within 24 hours of your original enquiry
- tell you within 3 working days if we need to find out information from somewhere else in order to help you
- give you an appointment for advice within 5 working days of receiving your request
- make sure that the **nextstep** website for your region has the full range of national careers advice, as well as useful and up-to-date local information and advice
- offer you **nextstep** services outside normal business hours, including in the evenings and at weekends.



Take control of your future. Contact your local **nextstep** service. It could be the first step to the future you want.

For advice on learning and work, call

**0800 XXX XXX**

or email us at

**info@nextstep.xxx**

or visit our website

**www.nextstep-xxxxx.xx.uk**

Funded by:



Leading learning and skills