



Leading learning and skills

# nextstep Adult Careers Information & Advice Service 2008 - 2010

# Welcome

# CIA: 2008 - 2010

- National Careers Advice Service (0800 100900)
- nextstep: August 2008 – July 2010:
  - Ten prime contractors
  - Universal service
  - Universal Plus service
  - Differentiated and Personalised service
  - Developing local networks
- In the North East: ESF-funded enhancements
  - Careers Advice Plus
  - Enhanced IAG service linked to Probation Service
- AACCS Trials

# What is nextstep?



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- A free service offering careers information and advice to everyone aged 20 and over (plus some 18&19 yr olds);
- Flexible delivery arrangements, underpinned by strong partnership working through a range of locations, outlets and delivery methods.
- Universal access with differentiated and personalised services for priority groups

# nextstep in the North East



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- CfBT – Prime Contractor plus a network of 60+ sub-contractors;
- Regional Manager – Carole Smith
- 5 Excellence Hubs – 5 Partnership Co-ordinators
- Each region has **one regional telephone access point** which will provide initial information and signposting activities on the availability of:
  - national and regional web-based services;
  - regional and local careers information & advice services;
  - regional and local specialist provision;
  - local learning provision;
  - other regional/local advice services

North East Regional Access Point details:

Telephone: 0800 027 7944

E mail: [nextstep@cfbt.com](mailto:nextstep@cfbt.com)

Web address: [www.nextstepnortheast.org.uk](http://www.nextstepnortheast.org.uk)

# Why is adult CIA so important?



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- **Redundancy – CIA is a key part of the offer to affected employees both pre and post redundancy**
- **Recruitment / Retention – effective CIA enables swift re-entry into employment**
- **Resilience – businesses choosing to up-skill their workforce through Train to Gain – CIA is a key part of the offer**
- **Readiness for the Upturn – RES skills priorities include raising aspirations**

# nextstep from 01/01/09



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- **Economic Downturn** – JCP registers rising, redundancies increasing.
- **Universal service** –
  - for all adults aged 20+ (18+ if JCP customer); employed; non-employed; any qualification level
  - National Careers Advice service
  - Nextstep – face to face sessions (e.g job search, interview techniques, delivered in groups where possible)
- **Universal Plus service** –
  - JCP customers qualified to level 3 and above
  - Individuals at risk of redundancy or newly redundant who are qualified to level 3 or above with outdated skills
  - In depth one-to-one CIA interview

# nextstep from 01/01/09 cont.



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## Differentiated and Personalised Service –

- For adults aged 20+; any employment status, but below Level 3; and priority groups
- Customer journey through to sustained employment
- Action planning delivered using a flexible approach
- All 18 & 19 year old JCP customers can access the DaPS from 01/01/09.

## The nextstep Offer for Employers

The nextstep service should form part of the core offer to employers at risk of redundancy situations.

This is a **free** service to employers and their employees.

All employees are entitled to the **Universal Service**;  
Employees are entitled to the **Universal Plus** service if they are aged 20+, qualified to level 3 or above and their skills are out of date;

Employees are entitled to the **DaPS** if aged 20+, qualified to level 2 and below;

Once redundant, further options also become available.

# nextstep Process for Redundancy



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- 1) Employer referred to nextstep by JCP/BENE/other;
- 2) Appropriate nextstep project team allocated;
- 3) Nextstep meet with Employer (task group) to agree process;
- 4) Employer sets up facility to enable nextstep interviews to take place;
- 5) Initial diagnostic interview (STA) takes place and employee allocated to appropriate nextstep service (as per previous eligibility criteria);
- 6) Employee attends CIA interview(s) and action plan produced;
- 7) Employee progresses to learning / work / other.

# nextstep in action



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## Company A

3000 employees receive 'at risk' letter

400 immediate garden leave

JCP meet with employer and present regional offer

Nextstep contacted by JCP who require :

- 400 initial interviews in 2 days;

- STA's for all;

- Information packs for all;

- Create resource area;

- Provide information on JCP products;

- Further interviews asap;

- 48 hours notice to start!

# QUESTIONS?



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