

Get on in life with a Lifelong Learning Account

When 19-year-old Katy Robson needed advice on her future, she knew exactly where to turn – thanks to some previous volunteering opportunities and opening a newly launched Lifelong Learning Account with the Next Step careers service.

Katy, who is a twin and lives at home in Stockton-on-Tees with her parents, left Grangefield School in Stockton armed with GCSEs to enable her to study a BTEC National Diploma in Sport at Hartlepool College of Further Education, which she passed in 2010.

Katy applied for University, hoping to study a Degree in Occupational Health, but was rejected due to demand for the course at the universities she wanted to go to. Unsure what to do next, Katy took a volunteering opportunity with the Hope Foundation – a learndirect centre – in the Café, fulfilling an ambition to gain experience in hospitality and catering.

At a loss and unsure where to turn to help gain more varied skills and experience, Katy decided to try the Prince's Trust programme whilst she waited for the opportunity to re-apply to university. She completed the programme and enjoyed the experience, but remained keen to continue in her development. Through the Hope Foundation, Katy had access to the Next Step service - and she has never looked back.

Next Step offers free and impartial careers information and is available online, over the telephone on 0800 100 900 and with a local adviser face-to-face. The service gives advice to help people achieve their ambitions and move forward in work and life, allowing them to take control of their control of their career with a Lifelong Learning Account.

Katy said:

“It was a blow not to be accepted into university and I wanted to do something that would enable me to continue to learn and develop whilst I waited to re-apply. I was introduced to the Next Step service and through my adviser Martin Kempson I am well on my way to gaining new skills.”

Katy and Next Step adviser Martin originally discussed short term employment opportunities and Martin worked with Katy on opening a Lifelong Learning Account, which she used for the first time to prepare her first ever CV.

From there Katy used the Job Search function and it confirmed what she has always known – that her skills fit with a future in care, followed closely with hospitality.

Through the support received from Next Step, Katy has now not only secured an interview for a part-time position in a hotel, but she has also secured herself a firm offer from university to start her degree in 2012.

Next Step Adviser Martin said:

“Katy came to Next Step seeking advice and support and by working together to open her Lifelong Learning Account, she is in a better position now – with an interview planned, a CV ready and a firm offer from university. Katy is a self starter and has done fantastically well to achieve her qualifications and she is now a more confident young woman, with lots more experience behind her and an exciting future ahead.”

A Lifelong Learning Account – launched in September – is available to anyone aged 19 and over to enable them to make better informed choices about their skills and career prospects.



It has been designed to offer flexibility, control and choices for skills and learning development.

A Lifelong Learning Account is personal to each individual, tailored to match personal circumstances and needs, helping users to organise their learning and career, storing information online in a safe and secure single access point, which the user can return to time and time again.

They have been designed to not only update and store personal information such as CVs, skills health checks, courses of interest locally and where they are available and job profiles but they also allow access to qualification results from a user's Personal Learning Record and track what financial contributions have been made towards learning.

A Lifelong Learning Account can also manage any information gathered by users to help make informed choices and enable such information to be shared with employers, learning providers and advisers so users can take the next step with confidence. In addition to these benefits, users will also receive regular careers information updates based upon each individual's needs and personal situation.

To set up a Lifelong Learning Account today please visit: www.direct.gov.uk/lifelonglearningaccount or call 0800 100 900 to speak to an adviser or to set up an appointment in your area.

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Notes for Editor

Next Step is available to all adults in England, aged 19 and over (or 18 and over if a Jobcentre Plus customer), whatever their qualification, skill level or employment status, fuelling the potential of millions of adults, through our three channels:

- Online: direct.gov.uk/nextstep
- Telephone: 0800 100 900, 8am – 10pm, 7 days a week
- Face-to-face: Call 0800 100 900 to arrange an appointment in your area

The service is also available, over the telephone, with bi-lingual advisers in the following languages:

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

Lines are open Monday to Friday, between 9am – 5pm. *Urdu and Punjabi lines are open 9am – 8pm

Careers services in Wales, Scotland and Northern Ireland are the responsibility of the Devolved Administrations.

Skills Funding Agency

The Skills Funding Agency funds and promotes Further Education and skills in England.

It is responsible for channelling funding swiftly, efficiently and securely to further education colleges and other providers, primarily in response to customer (employer and learner) choice on programmes. It operates through customer focused services: National Apprenticeship Service (NAS) and Next Step.

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