

## **North Eastern Duncan carves out a career in Liverpool**

When 27 year old Duncan Ewart, who lives in Tuebrook, Liverpool, found that he faced redundancy from his job as an administrative assistant, he knew instinctively he had to get the right support to give him the best chance of keeping his job or finding new work opportunities.

Turning to the Next Step service following advice from Jobcentre Plus, Duncan accessed information and advice from Next Step in Liverpool, where he has lived for 2 and a half years, on applying for roles and improving interview techniques.

And following two face-to-face appointments, which saw music loving Duncan, who is originally from County Durham in the North East, undertake a mock interview, a competency based application procedure and complete two skills action plans, Duncan was fully armed with the skills to take him through a successful interview which has since seen him secure employment as an Administration Assistant for GMCP – an adult advice service - in Bootle.

Duncan said:

“The job market is difficult for lots of people and when I was told my position was being made redundant I knew I had to go out and get the skills I’d need to ensure I could sell myself to a prospective employer. Thankfully, following two meetings with Next Step I felt more confident in my skills and ability and I have since secured employment.”

Next Step exists to help people achieve their ambitions by providing free careers information and advice to enable individuals to move forward in work and life and take control of their destiny, putting them on the road to success.

The adult careers and skills service is available online by searching for Next Step, or calling 0800 100 900 to talk to an adviser or to arrange an appointment with a local adviser face-to-face. The service gives people the confidence to access the support they need to take the next step in managing their own learning and improving their working lives.

Duncan, who studied A' Levels at college in the North East before moving to Derby University to study English and Creative Writing, would ultimately like to work his way into a team leader or management position in Management Information or IT. A keen Newcastle United supporter, Duncan plays guitar, drums and sings in his spare time. He has since recommended the Next Step service to several friends who have been struggling to find employment or who are unhappy in their current job.

He continued:

“The people that I met at Next Step made me feel comfortable, capable and confident. I believe that if I hadn't contacted Next Step I would now be unemployed. I would really recommend the service to everyone in need of good careers and skills advice.”

Some people may be considering changing direction or updating their skills due to the current economic climate and now, thanks to the free and impartial Next Step adult careers and skills service, it's never been easier to access the help and support needed to succeed.

Everyone can register online with 'My Next Step', a secure, personal online space where they will be able to assess their skills, build a CV, find a suitable course and discover what other support, including financial assistance, could be available. They will then be able to store their information securely.

Traci Rabaca, adviser, Next Step concluded:

“Duncan is just one example of the many people who use the Next Step service to help them get on in life – be it through instilling confidence in abilities, offering advice and direction or helping to up-skill. The Next Step service offers a range of support to help individuals enhance their skills and seek out employment.”

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**Ends**

### **Notes for Editors**

#### **The service**

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

- Online: [www.direct.gov.uk/nextstep](http://www.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
- To see for yourself how Next Step can help you, view the new Next Step video on Directgov (link referred to in the body of the release)  
[http://www.direct.gov.uk/en/NI1/Newsroom/DG\\_191337](http://www.direct.gov.uk/en/NI1/Newsroom/DG_191337)

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 Administration

### **Skills Funding Agency**

The Skills Funding Agency funds and regulates adult 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 will operate through customer focused services: National Apprenticeship Service (NAS), National Employer Service and Next Step.

\* In July 2010, the UK Commission for Employment and Skills published The Value of Skills: An Evidence Review, Evidence Report 22/ The report seeks to provide a comprehensive and organised review of available evidence on the value of skills acquisition for the economy as a whole, for organisations, individuals; it also draws attention to the wider benefits for skills.

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