

Next Step

Helping you get on in work and life

**NEXT
STEP**

Helping you get on
in work and life

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Next Step: Introduction

Next Step is the new adult careers service.

It is for ALL adults in England, aged 19 and over, whatever their prior skills, qualifications or employment status.

Our vision

For millions of individuals to enjoy more rewarding working lives and to create a culture where career development and acquiring new skills is the norm.

Our mission

Next Step will give everyone access to the best information, advice and resources that will help them make more effective choices about skills, careers, work and life.

Next Step: Our Values

Next Step will encourage and support people - so they can help themselves and remove the specific barriers that stand in their way.

We will do this by being:

- Enthusiastic
- Expert
- Impartial
- Pragmatic

Next Step: Delivery

Next Step provides information, advice and resources through three channels:

- **telephone** – 0800 100 900
- **face-to-face** – via Next Step local presence
- **online** – direct.gov.uk/nextstep

Our customers can choose to access Next Step using one or all of these channels: whichever channel they use, they will experience the same high quality service.

Next Step: Key Features

Our customers can call Next Step on **0800 100 900 - 8am to 10pm, 7 days a week.**

Our service is accredited to the matrix quality standard for Information, Advice and Guidance (IAG) Services.

Bi-lingual advisers are available to offer information and advice in eight languages: Farsi, French, Gujarati, Polish, Punjabi, Somali, Sylheti and Urdu.

Next Step: Key Features

Our customers can visit their local Next Step centre. **Appointments can be booked through the national number - 0800 100 900.**

Our telephone and face-to-face advisers are professionally qualified in Information, Advice and Guidance (IAG) to NVQ Levels 3 or 4.

The service works in partnership with national and local agencies to provide access to advice on housing, health, finance and childcare.

Next Step: Key Features

Our customers can visit the website by searching online for Next Step or going directly to **direct.gov.uk/nextstep** - **24 hours a day, 7 days a week.**

There are a range of tools available including:

- Job profiles
- Skills Health Check
- CV Builder
- Course Directory

Next Step Homepage

NEXT STEP

Sign in [Register with us](#)

Contact us Call us on 0800 100 900 Search this site

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[Home](#) [Planning your career](#) [Getting a job](#) [Improving your career through learning](#) [Advice and funding](#)

Helping you get on in work and life

Changing direction?

Get ready for a new challenge. [Start now >](#)

Welcome to Next Step


Next Step can help you move forward in your work and life. Get in touch today.

Online support
Browse the site for tools and advice.

Telephone advice
Call **0800 100 900** to chat to an adviser.

Face to face advice
Call **0800 100 900** to make an appointment.


Ever wanted to be a ...



Teaching Assistant

Have you ever thought about working as a teaching assistant?
Get all the information on your ideal

Find a course



Look for a course in your area. e.g. Manchester College or plumbing

My Next Step: Key Features

They will have access to:

- statement of entitlements
 - record of their qualifications
 - statement of funding invested in their learning
 - personal action plans
 - saved searches of course and labour market data
 - a facility to book a session with an adviser.
-

'My Next Step'

The screenshot shows a user profile page for 'My Next Step' on the Directgov website. The user is identified as Martin Donnelly. The page includes a navigation menu, a breadcrumb trail, and several sections for user management and feedback.

Header: My Next Step | Hello Martin Donnelly | [Sign out](#) | [Contact us](#) | Call us on 0800 100 900 | Search this site | **Directgov** Public services all in one place

Navigation: Home | Planning your career | Getting a job | Improving your career through learning | Advice and funding

Breadcrumb: You are here: [Home](#) > My Next Step

About me

We may need to contact you from time to time with information about Next Step, so make sure your details are up to date.

Navigation: [About me](#) | [My learning](#) | [My CVs](#) | [My funding](#) | [My skills and action](#)

Personal details

Name: Martin Donnelly
Address: 1 Alexandra Road
Rugby
CV21 2SY

You have chosen to be contacted by Post

In this section

Here, you'll find your name and address details, which you provided when you registered.

If you've indicated you'd like to be contacted by Next Step, your preferred method of contact will be shown here.

Tell us what you think

Please take a moment to give us some [feedback](#).

Footer:

[About this service](#): Next Step is a publicly funded service, helping adults get the advice they need for future skills, careers, work and life choices.

[Contact us](#): Get in touch for helpful advice and information or to give us your feedback.

The UK's website for citizens. For a wide range of government services online, visit [Directgov](#). In association with: **Directgov**


Next Step: Course Directory

The new Next Step Course Directory has replaced the National Learning Directory and will be a key component of the brand new Next Step adult careers website. The **Next Step Course Directory** will offer:

- a comprehensive view of all Skills Funding Agency funded provision
- a course search facility - which is currently available to advisers and Next Step customers through the Careers Advice website.

Learning providers have been uploading their 19+ course data onto the course directory web portal and will continue to update on a quarterly basis. This is a contractual obligation.

Next Step Course Directory



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[Why learn?](#) | [Types of learning](#) | [Improving your skills](#) | [Choosing a course](#) | [Volunteering](#)

You are here: [Home](#) > [Improving your career through learning](#) > [Choosing a course](#) > [Course search](#) > Advanced course/course search result

Advanced course/course search result

Course * within of postcode or town [Search](#)

[Map](#) [Satellite](#) [Hybrid](#) [Terrain](#)



Hours

Full time Part time

Part of a full time programme Flexible

Qualification type

Select a Programme Type

Level (which level?)

Entry Level 1 Level 2 Level 3 Level 4 Level 5 Level 6 Level 7 Level 8

Move the mouse over the levels on the left to see what they mean

Next Step Course Directory

Class based courses

Distance learning courses

Work based courses

Online courses

If you would like to save your search results then please [log in](#) or [register](#).

2 class based course(s)

[ESSENTIAL MATHS](#)

Starts 04 Jan 2011

CITY COLLEGE COVENTRY

Part time

Venue: 50 Swanswell Street, WEST MIDLANDS, COVENTRY [CV1 5DG](#)

13 Week(s)

Distance: 0.9 Miles

[2 other date\(s\) or venue\(s\) available](#)

[More Details](#)

[Discrete Mathematics BSc \(Hons\)](#)

Starts 01 Oct 2010

UNIVERSITY OF WARWICK

Full time

Venue: Coventry, Coventry [CV4 7AL](#)

Distance: 2.9 Miles 3 Year(s)

[0 other date\(s\) or venue\(s\) available](#)

[More Details](#)

Next Step: Skills Health Check

Skills health check is a skills diagnostic tool. It provides a coherent and flexible approach to skills assessment and personal action planning.

The customer receives **a report** on their **strengths, skills, abilities and areas for development** which they can act on by themselves or discuss with an adviser.

Next Step: Communicating Next Step

These objectives will be achieved through a range of national and local activities including:

- PR - press releases, etc.
- Social media – Twitter, Facebook, etc.
- Web presence – the Next Step website is on Directgov, the national information website
- Giving information to partners to cascade through their networks

This will be supported by consistent use of the Next Step brand by all providers across the service.

Next Step

Call 0800 100 900

**Search online for Next Step
or go to direct.gov.uk/nextstep**



European Union
European Social Fund
Investing in jobs and skills