

Training that will
help you get
back to work

Real help now

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Introduction

New Skills... New Job... New Life

New skills can help you get on in life. Taking a course can help you in so many different ways. It can:

- increase your chances of getting and then keeping a job
- help you to move up the career ladder
- enable you to change to a different industry or change your type of job
- or just make your work and life more enjoyable.

These days, for most jobs you will need qualifications. After 2010, very few jobs will be open to those without a minimum set of qualifications such as a Level 2 qualification - that means five GCSEs at grade A* to C, an Apprenticeship, or equivalent qualification (see page 9 for diagram of qualifications). Once you have reached this level, you are more likely to get a better job and could earn up to £4,000 extra salary a year and also have better job security.

So why don't you have a look through the various training programmes set up by the Government to help you boost your skills, change direction and work in a new sector, give you some specific training on skills to help you back to work or just give you a little help on how to search for a job.

If you have any questions about anything in the booklet, give your nextstep adviser a call - they are professionally qualified careers advisers who are there to help you back into work.

This booklet

The aim of this booklet is to signpost you to the various Skills Funding Agency funded training programmes which are available to you and to the organisations who can support you back into work. Other programmes are also offered by various partner organisations and learning providers. Depending on your age and circumstances you may be able to get free training and support. To find out more contact nextstep on 0800 027 7944.

Please note that the funding for some of these programmes is limited. Please check the end date for these programmes.

For help and guidance contact **0800 027 7944**



Get information and advice to help you find a job, retrain or change career

Careers service that gives you one-to-one support

nextstep

nextstep is a free careers service for anyone aged 20 and over and also to anyone who is 18 or over facing redundancy or unemployed.

nextstep offers a range of face-to-face impartial information, advice and guidance which will help when you are considering your career options such as whether to take further training to refresh and extend your skills or change career and how you can do this.

nextstep advisers are professionally qualified and can help you think through your options so you can start planning your future.

nextstep offers this service to you for as long as you need job related support so that you are not limited to only one meeting. The first meeting is just the start of the process to help you find a different job or further learning.

What sort of things can they help with?

nextstep advisers are qualified to advise you on all types of job, career and training opportunities. They can help with details on benefits, learning grants, job searches or climbing the career ladder. If you don't know what to do, nextstep advisers can discuss your options with you so that you can start planning your steps to creating a successful future.

What sort of things happen in a nextstep meeting?

A nextstep meeting can be a quick five minute discussion on the state of the job market to a one hour discussion leading to the development of an action plan to help you meet your career goals. Look at the list below which shows what sort of things you can talk about in a nextstep meeting. It's up to you what you discuss, and you don't need to know exactly where you are going with your career, that's where the professionally qualified nextstep adviser can help.

- General discussion on career aspirations.
- General discussion on jobs market and where there are skills gaps.
- General advice on changing career.
- Help with job searches and suggestions of additional sources of information on vacancies.
- Development of an action plan to detail what steps need to be taken to meet your career goals.
- Full diagnostic on strengths and weaknesses to identify additional training needs to get back to work.

For help and guidance contact 0800 027 7944



And the support does not end when you leave the nextstep centre, as your personal nextstep adviser will keep in contact with you whilst you are looking for a job, or changing career, this can be done by telephone or email.

Different career options available

Age eligibility	Service available to whom	Programme	Features of programme
Aged 20+ Aged 18+	Everyone Unemployed and/or facing redundancy	nextstep service	Anyone who needs face-to-face impartial information, careers advice and guidance
Aged 18+	Everyone both unemployed and employed	Careers Advice Service	On-line or over the phone careers advice
Aged 19+	Unemployed	Careers Advice Plus	Additional one-to-one support for the unemployed

How to contact nextstep

You can phone, email or write, visit their website or meet them at their local nextstep centre.

Regional telephone access point 0800 027 7944

This dedicated telephone service is available from 8am to 8pm Monday to Friday. Through it you can:

- obtain information on nextstep
- arrange a meeting with a nextstep adviser.

nextstep centres

There are over 100 centres across the region, so pick up the phone and make an appointment at your nearest centre.

On-line

Or you can email nextstep@cfbt.com or visit the website www.nextstepnortheast.org.uk

For help and guidance contact **0800 027 7944**



Careers service that you can get on-line or over the phone

Careers Advice Service

The Careers Advice Service - which used to be called Learndirect - is a free, impartial and confidential telephone service available seven days a week between 8am and 10pm for adults seeking information and advice on courses and careers.

You can also make an on-line enquiry and get more information from the website. Here you will find information on everything to help you find employment or a training course. The searchable database on this website lists over 900,000 training courses and is used by many major organisations such as the BBC.

For telephone advice call **0800 100 900**

To make an on-line enquiry www.careersadvice.direct.gov.uk/contactus/contactus/summary

Or visit the website www.careersadvice.direct.gov.uk

Careers service that gives you a bit of extra help

Careers Advice Plus

This offers additional free face-to-face careers advice and extra help with job searches for people who are looking for work. Support is tailored to meet individual needs and can last for ten weeks.

To book a Careers Advice Plus session call **0191 443 4216**.

For more details contact

Sue Reeve **0191 443 4206**.

For help and guidance contact **0800 027 7944**



Overview of training programmes available

Detailed below and continued on page 8 is a summary of the training courses available to help you get back to work or change career. Further details are on pages 10-19 of this booklet.

Eligibility	Employment status	Programme details	Features of programme	Funding end date	Page
Aged 18+	Newly unemployed	Response to Redundancy	Skills refresher	Dec 2010	10
Aged 19+	Unemployed	Sector Routeways	Skills for a specific sector	Dec 2010	10
Aged 18+	Unemployed	Employability Skills Programme	Basic skills	Dec 2010	11
Aged 19+	Unemployed	Personal Best	Volunteering skills	Dec 2010	11
Aged 19+	Unemployed for more than 6 months	Six Months Unemployed Offer	Additional vocational training and support	March 2011	13
Aged 18-24	Unemployed for more than 6 months	Young Person's Guarantee - Routes into Work	Skills for a specific sector	Dec 2010	14
Aged 18-24	Unemployed for more than 6 months	Young Person's Guarantee - Work Focused Training	Level 2 and 3 qualifications	Dec 2010	15
Offenders supervised by the Probation Service	Unemployed	Enhanced Information Advice and Guidance	Specialised careers advice for offenders	Dec 2010	16
Offenders supervised by the Probation Service	Unemployed	Steps to Employability Strand 1	Additional support before entering training course or employment	Dec 2010	16
		Strand 2	Accreditation for Community Payback project training		17

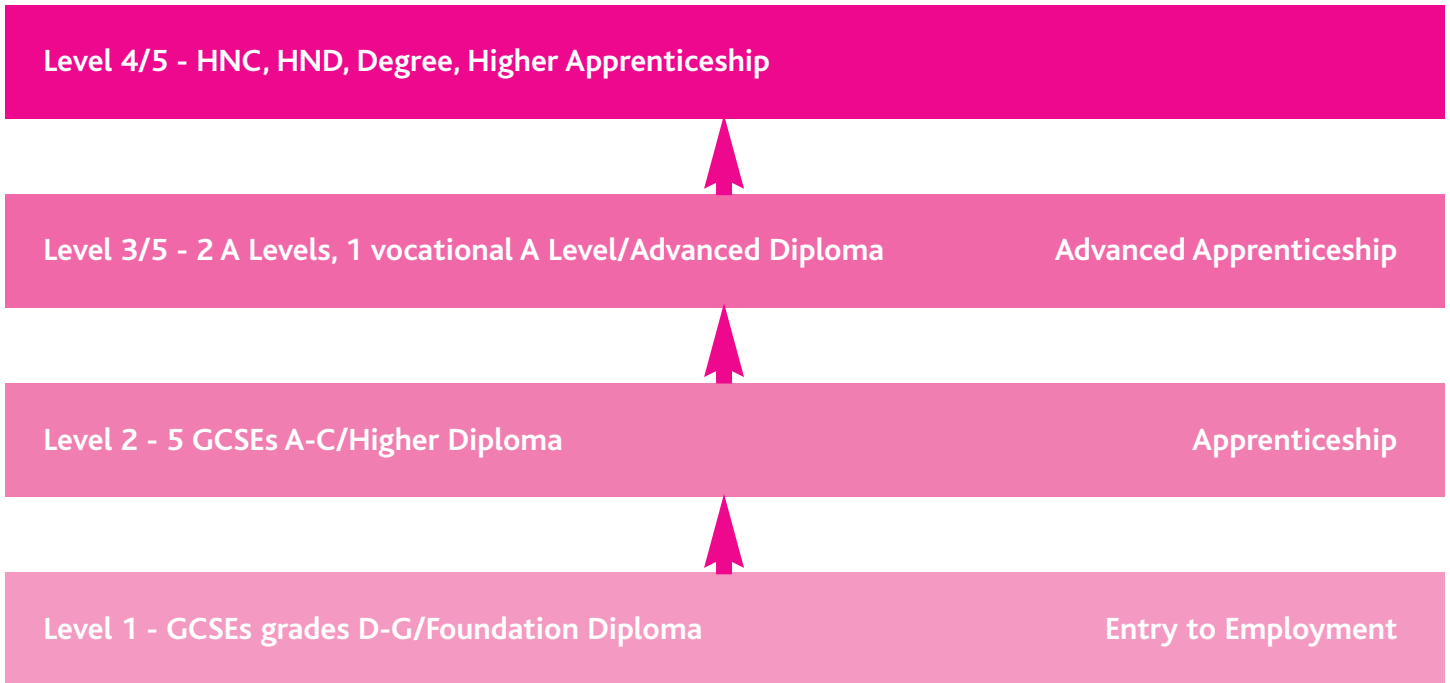
For help and guidance contact 0800 027 7944



Eligibility	Employment status	Programme details	Features of programme	Funding end date	Page
Offenders supervised by the Probation Service	Unemployed	Offenders in the Community learning	Skills for life and support into further learning		18
Everyone	If you are unemployed, courses are free	<ul style="list-style-type: none"> • Literacy and numeracy • Level 2 and 3 qualifications • Personal and community development learning • Wider family learning • Test the Nation 			19
Aged 16+	Employed or unemployed	Apprenticeship or Advanced Apprenticeship	Level 2 and 3 vocational qualifications		19

Qualifications

If you are unsure what all these different qualifications mean, have a look at the diagram below which shows the level of each type of qualification, for example a Level 2 NVQ is at the same level as 5 GCSEs. Or you could speak to your nextstep adviser who will go through this with you.



For help and guidance contact **0800 027 7944**



Details of Training Programmes

Response to Redundancy Programme

To be eligible you need to:

be aged 18 or over
be unemployed.

How does it work?

Through this offer, you can get training to refresh your existing skills and help with looking for a job.

To start off, your Jobcentre Plus adviser will discuss which skills you need to work on and also what sorts of skills employers are looking for. If there are specific jobs for you to go into then your adviser will agree a training course of between two to eight weeks. This training can be specific and targeted to the type of job you are interested in or more general skills training.

If you manage to find a job whilst you are training you can continue your learning part time and get a Level 2 or 3 qualification.

What's in it for me?

If you think your skills are rusty, this programme will give the chance to refresh them or it can give you new skills so that you think about doing something else. You will learn about job searching techniques as some of these searches might be new to you especially if you have never been out of work before.

For more information speak to your nextstep or your Jobcentre Plus adviser.

Sector Routeways Programme

To be eligible you need to:

be aged 19 or over
be unemployed.

How does it work?

If you are interested in working in a particular sector, your Jobcentre Plus adviser will talk through the different options and then contact a training provider who is offering a course in that sector. You will receive training on a course relating to that sector, which has been specially designed with an employer. Successful completion of the course may lead to a full time permanent job with an employer in that sector.

What's in it for me?

Through the Sector Routeways programme you can find a route into a sector that you have never worked in before or go back into a job in a sector which you have experience of. The sectors that are covered by this programme include:

- construction
- engineering
- social care
- contact centres
- retail
- travel and tourism
- hospitality
- food and drink
- customer service
- administration
- transport
- security

For help and guidance contact 0800 027 7944



Employability Skills Programme

To be eligible you need to:

- be aged 18 or over
- be receiving Jobseekers Allowance.

How does it work?

Through the Employability Skills Programme, you can get training to help with your reading, writing and maths. It will also cover more general skills which will help you get back into work including:

- key skills
- career planning
- personal effectiveness
- personal and social development
- employability
- functional skills

At your meeting with your Jobcentre Plus adviser your skills levels will be discussed and if you feel you need a little help, your Jobcentre Plus adviser will refer you for training and book a course for you.

What's in it for me?

Help with reading, writing or maths or even some general skills which will help you find a job.

For more information contact your Jobcentre Plus or nextstep adviser.

Personal Best Programme

To be eligible you need to:

- be aged 19 or over
- be unemployed.

How does it work?

Through the Personal Best programme you could start volunteering whilst studying for a qualification. If you are interested in volunteering, speak to your Jobcentre Plus adviser or ring the training provider detailed below. Those taking part in the programme will receive training towards a qualification in Event Volunteering with the course covering subjects such as equality and diversity, developing team skills and basic fire prevention awareness.

What's in it for me?

Through the Personal Best programme you will study for an Event Volunteering course which could lead to a career in volunteering. Your transferable skills gained on the course will also help equip you for the world of work and so could lead to permanent employment. All individuals who complete the NVQ Level 1 in Event Volunteering are guaranteed an interview to obtain a place volunteering at the 2012 Olympic Games.

For more information contact the nearest training provider offering this course or speak to your nextstep adviser.

Personal Best

Area Covered	Organisation	Contact	Email	Tel Number
Tyne and Wear	Jigsaw Training	Julie Kelly	julie.kelly@jigsawtraining.co.uk	0191 491 4175
Northumberland	Northumberland College	Barbara Holmes	barbara.holmes@northland.ac.uk	01670 841206
County Durham	New College Durham	Peter Chinnery	peter.chinnery@newdur.ac.uk	0191 375 4209
Tees Valley	Hartlepool Borough Council	Joanne Jones	joanne.jones@hartlepool.gov.uk	01429 868616

*Tees Valley covers the local authority areas of Middlesbrough, Redcar and Cleveland, Darlington, Stockton-on-Tees and Hartlepool.

For help and guidance contact 0800 027 7944



Get free training if you have been out of work for over six months

Six months unemployed offer

To be eligible you need to

Be aged 18 or over

Be receiving Jobseekers Allowance for at least six months

How does it work?

This offer means that you could get the skills you need and those needed by employers. At your six month review, your Jobcentre Plus adviser will help you decide which skills you need to focus on and also what skills local employers need. You will then be referred to a college offering the kind of training you want to follow. They will then work out a training plan with you to enable you to follow courses in the areas which are most needed by employers.

The next step is to start on a training course lasting between two to eight weeks - this could be full time or part time.

The courses offered are flexible, start at different times of the year to fit in with your lifestyle and any caring responsibilities. If you get a job during or after the training, you will be able to continue this training to achieve a nationally recognised qualification.

What's in it for me?

A further training package to help you identify the skills needed to get back into work and to help you onto a course which will give you these skills.

For more information speak to your nextstep careers adviser or you can contact the nearest college who is offering these courses:

Provider	Contact	Telephone
Bishop Auckland College	Julie Cairns	07894 898757 01325 379606
City of Sunderland College	Hazel Storr	07921 484797
Darlington College	Dave Gillie	01325 503048
Derwentside College	Elaine Gaines/ Janice Hoban	01207 585900
East Durham College	Paula Eilbeck Hayley Clifton	0191 518 8294
Gateshead College	Suzanne Mckechnie	0191 490 2290
Hartlepool College	Lorraine Bell	01429 288272
Middlesbrough College	Fiona Kenyon	01642 333597
Newcastle College	Bill Tyler	0191 226 6326
New College Durham	Jane Parker	0191 375 4960
Northumberland College	Elizabeth McMillan	01670 841206
Redcar and Cleveland College	Peter Meynell	01642 777064
South Tyneside College	Paul Fanning	0191 427 3696
Stockton Riverside College	Rebecca Hodgson	01642 631325
Tyne Met College	Claire Brady	0191 229 5310

For help and guidance contact 0800 027 7944



Get free training programmes if you are aged 18-24

As part of the government's Young Person's Guarantee, there are two training programmes now available - Routes into Work and Work Focused Training to help young people aged 18-24.

Young Person's Guarantee - Routes into Work

To be eligible you need to:

be aged 18-24

be receiving Jobseekers Allowance for over six months.

How does it work?

If you are interested in working in a sector, your Jobcentre Plus adviser will talk through the different options and then contact a training provider who is offering a course in that sector.

You will receive training on a course relating to that sector, which has been specially designed with an employer. Successful completion of the course may lead to a full time permanent job with an employer in that sector.

As soon as you have been out of work for six months, you should contact your Jobcentre Plus adviser and ask for a referral to this programme.

What's in it for me?

Through the Routes into Work programme you can find a route into a sector that you have never worked in or go back into a job in a sector you have worked in before. The sectors that are covered by this programme include:

- Retail
- Hospitality, Tourism and Leisure
- Facilities Management
- Security

The following sectors are being introduced from April 2010 onwards

Health

Contact Centres

Food and Drink Manufacture

Energy & Utility

Logistics

Construction

Manufacturing

Agriculture

Creative and Cultural

Care

For more information speak to your nextstep adviser.

For help and guidance contact 0800 027 7944



Young Person's Guarantee

- Work Focused Training

To be eligible you need to:

live in one of the Tees Valley Local Authorities - Middlesbrough, Stockton-on-Tees, Hartlepool, Darlington or Redcar and Cleveland - this coverage will increase to the whole North East in 2010.

be aged 18-24

be receiving Jobseekers Allowance for over six months

From April 2010, this training is mandatory for young people who have been unemployed for over 6 months

How does it work?

If you feel you want to study for a Level 2 or 3 qualification and that it will help you get another job, this programme is for you. Your adviser will arrange for you to study on a 12 week course full time leading to a qualification. This can be extended to 25 weeks if this will help you get back to work. The course start dates will fit in with you and your arrangements.

What's in it for me?

If you want to study for qualification that will lead to a chance of a job and also learn some more skills which may lead to a nationally recognised qualification.

For more information speak to your Jobcentre Plus or nextstep adviser.

For help and guidance contact 0800 027 7944



Get free training and extra help if you are an offender

If you are over 18, unemployed and under the supervision of Northumbria, Teesside or County Durham Probation Services, there are additional programmes to help you find training and get you into a job.

Careers Advice for Offenders

Under the Enhanced Information Advice and Guidance service specialised careers providers can give you careers advice on all types of job, career and training opportunities. They can help with details on benefits, learning grants, job searches, or help you climb the career ladder. If you don't know what to do, advisers can discuss your options with you so that you can start planning your steps to creating a successful future.

If you are interested in using this service, speak to your Probation Officer.

Steps to Employability Programme

To be eligible you need to:

- be aged over 18
- be unemployed.

How does it work?

At your meeting with your Probation Officer or nextstep Adviser, your training requirements will be discussed. If you are not ready to go back to work and not confident about starting a learning programme, your Probation Officer or nextstep Adviser will arrange for you to go on the Steps to Employability programme.

What's in it for me?

The programme will give you support to build your confidence whilst learning job related skills. This will encourage you to think about going back to work or going on a training course leading to a qualification.

Please note that you do not have to be under the supervision of the Probation Service to enrol on this programme. Your nextstep Adviser will help you to do this.

Get qualifications whilst undertaking a Community Payback Work Project under Steps to Employability Programme

How does it work?

If you are working on a Community Payback Work project, you will receive work related training which will count towards a qualification. At the end of the project, you can continue with the training and get a qualification.

What's in it for me?

The programme will allow you to undertake your Community Payback, but will also allow you to study for a work related qualification.

If you would like to know more

Your Probation Officer can give you more details about the Steps to Employability programme.

For help and guidance contact 0800 027 7944



Offenders in the Community Programme

How does it work?

Ask your Probation Officer and they will be able to arrange for you to study basic skills such as reading, writing and maths at the Probation Service office. When ready you will also get help on progressing onto a course at an adult learning centre or at college.

What's in it for me?

Extra support if you are not confident enough to study at a college or a community centre and allow you to train in familiar surroundings.

To be eligible you need to

Be unemployed

Be aged 18 or over

Be under the supervision of the Probation Service

If you would like to know more

Your Probation Officer can give you more details about the 'Offenders in the Community' programme.

For help and guidance contact 0800 027 7944



Other Learning Programmes

These programmes are for everyone - not just people who are unemployed. However they are all free to you if you are unemployed.

Literacy and numeracy

English, maths and English as a Foreign Language courses are available for anyone over 18 who wants to study for these subjects.

Level 2 and 3 qualifications

There are plenty of Level 2 and Level 3 courses as well as general development learning courses available to help you back into work. If you aged between 18 to 24 and don't have a Level 3 qualification, then this is also free as well.

Personal and community development learning

These are courses which are there to help your personal development, cultural enrichment and generally enjoy learning.

Wider family learning

These are courses aimed at parents/carers or your family as a whole and are often taken as a shared activity between parents/carers and their children.

Apprenticeships

Apprenticeships combine work with study, so you can earn while you learn. You can take an Apprenticeship if you are aged 16 and over. There are three levels available - an Apprenticeship (Level 2), an Advanced Apprenticeship (Level 3) and a Higher Apprenticeship (Level 4). You can search and apply for apprenticeship vacancies online on the apprenticeships.org.uk website.

If you know what course you would like to study for, contact your local Further Education College or your Local Authority Adult Learning Service - see the websites in Appendix 1. You could also have a look at the Careers Advice Service website where you can do a search of all local courses www.careersadvice.direct.gov.uk

Or speak to your nextstep adviser.

Test the Region

For those who need a little extra help with basic skills (maths and English), the ESF funded Test the Region project is delivered in the region by A4e in Tees Valley and in partnership with Acumen Trust in Tyne and Wear, Northumberland and County Durham.

If you want to have your level of skills assessed, the training provider will carry out an assessment and then help you find a local course to get the skills you need, this could also lead to a nationally recognised qualification.

For more information contact one of the following organisations below.

Area Covered	Organisation	Contact	Email	Tel Number
Northumberland, Tyne & Wear, County Durham	Acumen Development Trust	Jackie Auld	Jackie.auld@acumentrust.org.uk	0845 3620212
Tees Valley	A4e	Julie Philpot	jphilpot@a4e.co.uk	01642 754761

For help and guidance contact 0800 027 7944



Appendix 1

Details of Providers delivering the programmes

Careers

Name of service	Telephone number	Email	Website
nextstep	0800 027 7944	nextstep@cfbt.com	www.nextstepnortheast.org.uk
Careers Advice Service	0800 100 900		www.careersadvice.direct.gov.uk
Careers Advice Plus - delivered by New Pathways	0191 443 4216		www.new-pathways.org.uk

Response to Redundancy

Provider	Address	Operational named contact	Email	Telephone
Jigsaw Training	Unit 3, Enterprise House, Kingsway, TVTE, Gateshead NE11 0SR	Dawn Maughan	dawn.maughan@newcastle.gov.uk	0191 261 7205 0191 491 4175
Mobile Care Qualifications Ltd	Shields Row, Newcastle Upon Tyne, NE6 2YD	Andrew Lister Lisa Davison	andrew@mcq.co.uk lisa@mcq.co.uk	0191 261 7205 0191 491 4175

For help and guidance contact 0800 027 7944



Response to Redundancy (continued)

Provider	Address	Operational named contact	Email	Telephone
New College Durham	Framwellgate Moor, Durham DH1 5ES	Colleen Peters	colleen.peters@newdur.ac.uk	0191 375 4000
Sunderland City Council	PO Box 102, Civic Centre, Sunderland, SR2 7DN	Rachel Brown	rachel.brown@sunderland.gov.uk	0191 553 1000
JHP Group Ltd	JHP Employability Crown Buildings, Raby Road, Hartlepool TS24 8AS	Peter Clark	peter.clark@jhpemployability.com	07590 862939
Van Hee Training	William Street, Gateshead NE10 0JP	John Charlton	johncharlton@vanhee.co.uk	0191 438 2512
Hartlepool College of Further Education	Stockton Street, Hartlepool TS24 7NT	Paul Marshall	pmarshall@hartlepoolfe.ac.uk	01429 295 000
Zodiac Training Ltd	Unit H26, The Avenues, 11th Avenue, TVTE, Gateshead NE11 0NJ	Rebecca Atkinson	rebeccaatkinson@zodiactraining.co.uk	07545 438482
City of Sunderland College	Bede Centre, Durham Road, Sunderland SR3 4AH	Hazel Storr	hazel.storr@citysun.ac.uk	07921 484797

Response to Redundancy (continued)

Provider	Address	Operational named contact	Email	Telephone
TNG Ltd	196 Great Cambridge Road, Enfield, EN1 1QU	Kaye Rideout	kaye.rideout@avanta.uk.com	01744 734050
East Durham College	Willerby Grove, Peterlee, Co Durham, SR8 2RN	Paula Eilbeck/ Hayley Clifton	paula.eilbeck@eastdurham.ac.uk hayley.clifton@eastdurham.ac.uk	0191 518 8294

Sector Routeways

Area covered	Organisation	Contact	Email	Telephone
Northumberland, Tyne & Wear, County Durham	CCP	Shona Harper	shona@ccpro.co.uk	0191 350 6222
Tees Valley	Working Links	Allyson Donohoe	allyson.donohoe@workinglinks.co.uk	0191 293 6500

Employability Skills Programme

Area covered	Organisation	Contact	Email	Telephone
Northumberland, Tyne & Wear, County Durham, Tees Valley	Working Links	Graham McAlpine	graham.mcalpine@workinglinks.co.uk	01642 236 042

Personal Best

Area covered	Organisation	Contact	Email	Telephone
Tyne & Wear	Jigsaw Training	Julie Kelly	julie.kelly@jigsawtraining.co.uk	0191 491 4175
Northumberland	Northumberland College	Linda Weddell	linda.weddell@northland.ac.uk	01670 841206
County Durham	New College Durham	Peter Chinnery	peter.chinnery@newdur.ac.uk	0191 375 4209
Tees Valley	Hartlepool Borough Council	Maggie Heaps	maggie.heaps@hartlepool.gov.uk	01429 292340

For help and guidance contact 0800 027 7944



Six Month Unemployed Offer

Provider	Contact	Email	Telephone
Bishop Auckland College	Julie Cairns	julie.cairns@bacoll.ac.uk	07894 898757/ 01325 379606
City of Sunderland College	Hazel Storr	hazel.storr@citysun.ac.uk	07921 484797
Darlington College	Dave Gillie	dgillie@darlington.ac.uk	01325 503048
Derwentside College	Elaine Gaines/Janice Hoban	elaine_gaines@derwentside.ac.uk	01207 585900
East Durham College	Paula Eilbeck Hayley Clifton	paula.eilbeck@eastdurham.ac.uk hayley.clifton@eastdurham.ac.uk	0191 518 8294
Gateshead College	Suzanne Mckechnie	suzanne.mckechnie@gateshead.ac.uk	0191 490 2290
Hartlepool College	Lorraine Bell	lbell@hartlepoolfe.ac.uk	01429 288272
Middlesbrough College	Fiona Kenyon	fe.kenyon@mbro.ac.uk	01642 333223/333597
Newcastle College	Bill Tyler	william.tyler@ncl-coll.ac.uk	0191 226 6326
New College Durham	Jane Parker	jane.parker@newdur.ac.uk	0191 375 4960
Northumberland College	Elizabeth McMillan	elizabeth.mcmillan@northland.ac.uk	01670 841206
Redcar and Cleveland College	Peter Meynell	peter.meynell@cleveland.ac.uk	01642 777244
South Tyneside College	Paul Fanning	paul.fanning@stc.ac.uk	0191 4273696
Stockton Riverside College	Rebecca Hodgson	rebecca.hodgson@stockton.ac.uk	01642 631325
Tyne Met College	Claire Brady Gill Crann	claire.brady@tynemet.ac.uk gill.crann@tynemet.ac.uk	0191 229 5191

For help and guidance contact 0800 027 7944



Young People's Routes into Work

Area covered	Organisation	Contact	Email	Telephone
Northumberland, Tyne & Wear, County Durham	Working Links	Allyson Donohoe	allyson.donohoe@workinglinks.co.uk	0191 293 6500
Teesside	Stockton Riverside College	Joanne Scott	joanne.scott:@stockton.ac.uk	01642 678606 07811 156850
	JHP Employability	John McCarthy	john.mccarthy@jhpemployability.com	01325 461306 07545 550902

Young Person's Guarantee - Work Focused Training

Contract award pending

For further details contact Hassan Kajee **0191 492 6372** hassan.kajee@lsc.gov.uk
or Dianne Smith **0191 492 6391** dianne.smith@lsc.gov.uk

For help and guidance contact **0800 027 7944**



Offenders Programmes

Enhanced Information Advice and Guidance Service

Area covered	Organisation	Contact	Email	Telephone
Northumbria	EASE	Denise Halpern	denisehalpern@btconnect.com	07917 463 520
Teesside Probation Service, County Durham Probation Service	Stockton Riverside College	Joanne Scott	joanne.scott@stockton.ac.uk	01642 678632

Steps to Employability

Area covered	Organisation	Contact	Email	Telephone
Northumbria and County Durham Probation Service	A4e	Hugh Ward	hward@a4e.co.uk	07545 420519
Teesside Probation Service	A4e	Michelle Bellamy	mbellamy@a4e.co.uk	01642 754775

For help and guidance contact 0800 027 7944



Offenders in the Community

Area covered	Organisation	Contact	Email	Telephone
Northumbria and County Durham Probation Service	Newcastle College	Yvonne Hurlow	yvonne.hurlow@ncl-coll.ac.uk	0191 2004746
Teesside Probation Service	Stockton Borough Council	Jocelyn McIntyre	jocelyn.mcintyre@stockton.gov.uk	01642 528814

Other Learning Programmes

Test the Region

Area covered	Organisation	Contact	Email	Telephone
Northumberland, Tyne & Wear, County Durham	Acumen Development Trust	Jackie Auld	jackie.auld@acumentrust.org.uk	0845 3620212
Tees Valley	A4e	Julie Philpot	jphilpot@a4e.co.uk	01642 754761
National	National Apprenticeship Service (NAS)	apprenticeships.org.uk		

For help and guidance contact 0800 027 7944



Local Authority Adult Learning Service Websites

Detailed below are the website links to the adult education section of your local authority which will help you find courses in your area. For a more generic search use the careers advice searchable database of over 900,000 courses.

www.careersadvice-findacourse1.direct.gov.uk www.careersadvice.direct.gov.uk

Local authority	Adult education page on your local authority website
County Durham	www.durham.gov.uk - search for adult education
Darlington	www.darlington.gov.uk/Education/Library/Adult_Community_Learning
Gateshead	www.gateshead.gov.uk - search for adult education
Hartlepool	www.haded.org.uk/
Middlesbrough	www.maes.ac.uk/
Newcastle	www.newcastle.gov.uk/lifelonglearning
North Tyneside	www.northtyneside.gov.uk - search for adult education
Northumberland	www.northumberland.gov.uk - search for adult education
Redcar and Cleveland	www.redcar-cleveland.gov.uk - search for adult education
South Tyneside	www.southtyneside.info/learningandleisure/adult_learning/
Stockton	www.stockton.gov.uk/citizenservices/learning/adulted/
Sunderland	www.sunderland.gov.uk - search for adult education

For help and guidance contact 0800 027 7944



Appendix 2

Useful links

Detailed below are some useful website links for organisations that can give you help when looking for training courses and jobsearches.

Jobcentre Plus

www.jobcentreplus.gov.uk/JCP/Customers/index

The main website for Jobcentre Plus which provides help and advice on jobs and training for people who can work and financial help for those who cannot. The site offers information on job hunting and gives access to the Jobcentre Plus national database of vacancies.

Directgov

www.direct.gov.uk

The official UK government website for citizens includes information on everything to do with government information. See the following links on Direct Gov for more information on finding a job:

www.direct.gov.uk/en/employment/jobseekers/index.htm

Link to the jobseekers page of the government's website, providing information on jobsearching, Jobcentre Plus programmes, help and advice when looking for a job and planning a career.

<http://backtowork.direct.gov.uk/index.html>

A dedicated section of the direct gov website aimed at helping people get back to work.

Real Help Now

www.realhelpnow.gov.uk

The Government's website which aims to respond to the global financial crisis. It provides information and news about the support that is available and where to go for help you need to get you back to work.

www.realhelpnortheast.co.uk

The regional version of the Government's website which aims to help businesses and people in the north east in the current economic climate.

www.realhelpnortheast.co.uk/page/realhelpindividuals.cfm

The section of the regional website developed to help individuals get back to work.

www.apprenticeships.org.uk

A Government website where you can find out everything you need to know about Apprenticeships, from the qualifications involved, the areas you can work in and the different levels available. Here you can also access Apprenticeship vacancies, an online system where you can search and apply for Apprenticeship vacancies in your local area.

Useful Links for Young People

Connexions

For people aged 13-19, Connexions offers advice on education and careers by phone, on-line or face-face from a local Connexions provider.

www.connexions-direct.com

The information contained in this booklet was correct at the time of publication in March 2010.

For help and guidance contact **0800 027 7944**



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