

## Overview

The Skills Funding Agency provides careers information and advice in England through the National Careers Service.

The National Careers Service:

- Offers advice and guidance on careers, training, funding and other initiatives which support claimants to improve their skills and progress into employment.
- Is available to all adults in England aged 19+ or 18+ for Jobcentre Plus claimants regardless of benefit type.
- Offers advice via:
  - o Telephone
  - o On-line
  - o Face-to-face careers advisers.
- Can offer support in a range of ways including:
  - o Interview tips
  - o Information on job types
  - o Help with CV preparation
  - o Help with identifying transferable skills
  - o Personal action planning
  - o Funding information
  - o A discussion of available options
  - o Course information.

All Jobcentre Plus claimants have access to the National Careers Service, to include referral to in-depth face-to-face interventions where appropriate.

Here, claimants can utilise a skills diagnostic tool, where appropriate, which further builds on the Skills Screening undertaken by Jobcentre Plus. This provides a more detailed assessment of skills levels and needs in relation to immediate and aspirational job goals.

The tool will identify the most appropriate action a claimant needs in order to help them into sustainable work.

All claimants referred to a National Careers Service face-to-face adviser will be issued with an NCS Skills Action Plan.

These action plans should be shared with Jobcentre Plus in all cases.

The Skills Action Plan should feed into future adviser interviews, suggesting how claimants may address their needs.

Where the National Careers Service identifies claimants as needing extra help and advice in order to further develop their Skills Action Plan, they will be offered more in-depth careers information and advice services.

This additional support comprises of 1-3 interviews with a National Careers Service adviser where a Skills Action Plan is formulated and agreed. Some claimants will use the skills diagnostic tool to identify strengths and skills gaps.

Under Skills Conditionality, attendance at every National Careers Service appointment is mandatory for referred JSA and ESA (WRAG) claimants. Benefit sanctions may result for failure to attend, participate or comply at any of these appointments.