

Provision: Choosing a career and developing work search skills: Guidance

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Introduction

Some claimants will have the essential skills needed to start looking for work, but they may be unsure about where to begin. They may need support with understanding which jobs and careers would be most suitable to them, how to develop the employability skills needed for work and how to start searching for jobs.

There are a number of different support options available to help claimants start thinking about suitable employment and accessing the labour market. Some claimants may be looking for work for the first time, others may be changing industry.

Careers advice

There are different careers advice services available to claimants in England, Scotland and Wales which can help them to:

- assess their current employability skills and identify gaps
- make career decisions and create action plans
- identify a new career path
- look for learning and training opportunities
- review and support claimants in developing their CV

Wherever practicable, the DWP service offer should complement, align and avoid duplication with the relevant careers service which will provide a blended service offer for customers.

National Careers Service (England)

The National Careers Service provides free, impartial and personalised information, advice and guidance on careers, skills and the labour market in England. Individual careers and skills action plans can be developed by National Careers Service

advisers to assist claimants in achieving their short, medium and long-term objectives.

This advice is available digitally, over the telephone and webchat and as a local community-based offer.

As part of the digital offer, claimants who can self-serve can access information and advice through tools and resources available on the National Careers Service website such as how to write a CV, interview tips and online courses.

The local community-based offer provides support from a qualified careers adviser and is delivered through individual and group face to face sessions and/or over the telephone.

National Careers Service is a universal service however priority groups are given additional attention because they may require further assistance in developing their career management skills and progressing in work or education.

The priority groups for the service are:

- 18 to 24 year olds not in education, employment or training (NEET)
- low-skilled adults without a Level 3 qualification
- adults who have been unemployed for more than 12 months
- single parents with at least one dependent child living in the same household
- adults with special educational needs and/or disabilities
- adults aged 50 years and over who are unemployed or at demonstrable risk of unemployment.

Work coaches are advised to identify their local National Careers Service contact. This will enable them to build relationships and use the expertise of careers advisors to support customers who require career information, advice and guidance.

Although it is not a requirement for National Careers Service providers to be present in jobcentres, this service is encouraged and many jobcentres may have a National Careers Service advisor on site.

See:

Information on Data sharing between Jobcentre Plus and the National Careers Service (England)

[Find a course | National Careers Service](#) - information about skills opportunities and courses in the local area

[Explore careers | National Careers Service](#) -. information on jobs, including what the roles entail and the skills and qualifications required

[National Careers Service Advisers](#) are available via phone 0800 100 900, via web chat and in the community.

Ways of Working for Work Coaches and Careers Advisers (England) - for information on the way work coaches work interact with careers advisers in England

[National Careers Service](#)

My World of Work (Careers advice in Scotland)

Offers help with getting a job and developing careers, including:

- applying for jobs
- choosing a career
- learning and training
- making a career change

See:

[Skills Development Scotland](#) - Careers advice on-line. Advice is also provided by telephone or face to face interviews.

[My World of Work](#) – the site provides careers advice and allows users to search for a career based on keywords, job title, industry sector or more specifically, on their skills.

To get the best out of the site, users will need to register and log in as this will allow for more personal results, although they can search without registering.

Careers Wales (Wales)

Offers help with CVs, planning careers and information on courses.

Available support includes:

- create and save a career profile in one place and store it safely
- track and save progress in the career and career management tool
- save information, videos and websites
- career search tool to find the right information, websites and videos
- create and save CVs in the CV builder
- leaflets and more information

To get the full benefit of the site, users will need to register and log in.

Users can access a wide range of leaflets and information on the [Careers Wales](#) site.

See: [Ways of Working for Work Coaches and Careers Advisers \(Wales\)](#)

Contact details can be found using [Contact us - Careers Wales](#)

Skills to Succeed Academy

The Skills to Succeed Academy (SSA) is an online employability skills training site specifically designed to help claimants choose the right career as well as build the key employability skills they need to find and keep a job.

The training has been designed specifically for younger claimants but can be used with older claimants to support their skills development requirements.

SSA focuses on teaching claimants how to do things for themselves, building skills and confidence, empowering them to take ownership of their own career development and job search. It's easy to use and offers flexible training and relevant advice, guidance and feedback. It's also engaging and fun with videos, quizzes and activities.

There are 3 training courses to choose from:

- **You and Your Career** - 6 modules to help build the skills to make the right career choices for them, including:
 - learning more about careers
 - thinking about what influences your career choices
 - understanding what makes you tick and how to get experience
- **Getting a Job** - 20 modules to help build skills including:
 - finding and successfully applying for a job
 - identifying existing skills
 - knowing how to make a good impression
 - researching and applying for the right jobs
 - creating and tailoring CVs
 - preparing for and succeeding at an interview
- **Success in Work** - 10 modules to help people build the skills they need to succeed in work, including:
 - preparing for a new job
 - clarifying what to expect when you start a job
 - maintaining motivation and managing your career
 - understanding relationships and attitudes at work

See Skills to Succeed Academy presentation to use with Universal Credit claimants.

Mentoring Circles

The Mentoring Circles initiative was originally designed to support young people aged 16 to 24, but it has also been used successfully for other customer groups, including 50+ and prisoners preparing for employment on release.

Mentoring Circles give all customer groups an opportunity to build on their employability skills through interaction with employers. Work coaches will identify suitable participants interested in the programme, and participation is voluntary.

The main aim of Mentoring Circles is to increase confidence, motivation and job search skills, to help people move closer to employment by raising their aspirations and fostering a can-do approach.

Mentoring Circles allows those participating to bring issues or challenges to the group and to work and learn together, take action and reflect on outcomes with a focus on personal development.

This can help many young people who do not have access to social capital, role models or inspiring employer mentors, so this initiative bridges this gap bringing employers and young people together.

Mentoring Circles comprises 3 meetings where employers lead and share insight and information with the those participating. The sessions are 2 hours long, spread over 3 weeks and the employers will work with the same group.