

What is the National Careers Service?

The National Careers Service provides access to independent, professional advice on careers, skills and the labour market.

How you can access the service:

- online at nationalcareersservice.direct.gov.uk
- over the telephone by calling 0800 100 900 from 08.00am – 10.00pm Monday to Sunday (excluding some holidays)
- face to face via advisers at local venues

We provide information and advice on:

- career development – job profiles, local labour market information
- assessing your skills using Skills Health Check tools
- improving skills – how to find and access learning
- job readiness – CVs, interview skills and tips on job search
- funding and entitlement – sources of funding and entitlement to funding
- specialist support – information and referral to specialist organisations and agencies e.g. financial advice, higher education advice, housing advice, childcare support, redundancy support, benefits rights and entitlements

Your face-to-face advice session will provide the following service:

- agreement on your careers and skills needs
- initial actions suggested for your careers and skills goals
- a personal skills action plan
- referral and access to other services as required

If you need a higher level of support we may be able to provide further face-to-face sessions including in depth advice, detailed skills and careers assessment and job search support. If you have a disability that affects the way you use our services we can also find the best way to help you.

Lifelong Learning Account

A Lifelong Learning Account is a free personal online space to help manage your learning and career. It provides you with a range of tools, the results of which can be stored in a safe and secure, single access point, which you can return to, including:

- store/update personal information such as CVs
- store/view the results of a Skills Health Check
- store course searches
- track what financial contributions have been made towards your learning
- receive regular personalised career updates from the service

Open an account at direct.gov.uk/lifelonglearningaccount or by calling 0800 100 900.

The Skills Funding Agency is registered as a data controller of personal data with the UK Information Commissioner and the personal data you supply for registration with the National Careers Service is only used for that purpose.

