



Outstanding result for nextstep

Customers using the nextstep service for help and support with training, learning and careers advice have praised the service delivered by Future Pathways in Leeds as being 'outstanding'.

Feedback from customers using the service found that 82% rated the service as outstanding and praise was given for the advisers' ability to help people gain confidence and new skills to enable them to find employment or access training.

One customer said: "After the shock and upset of my redundancy, my Adviser gave me back some of the confidence I had lost. I found her to be compassionate about my situation. I was given good advice, particularly in areas I had not considered"

nextstep offers free information and advice about training, learning and work to help people improve their skills and find or change employment. Demand for the service has grown with the downturn in the economy as more people search for ways to enhance their career options.

Help and support includes:

- Understanding the job market
- Ways to progress in your current job
- Developing a CV
- Searching and applying for jobs
- Help with interview and presentation skills
- Finding funding to support learning

The nextstep service is available from igen at local job centres, community venues and our city centre premises at the Training and Advice Centre, No1 Eastgate, Leeds or by phoning 0113 2262128.

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