

## SKILLS DEVELOPMENT SCOTLAND

As Scotland's new skills body, we bring together four partner organisations:

- **Careers Scotland**
- **Scottish University for Industry (learndirect scotland, learndirect scotland for business, ILA Scotland, The Big Plus)**
- **Key skills elements from Scottish Enterprise**
- **Key skills elements from Highlands and Islands Enterprise**

### CAREERS SCOTLAND

**Careers Scotland** offers a range of career planning, employability and information services to enable you to make well-informed work and learning decisions. It is vital when facing redundancy that you understand and choose new career options which are right for you.



**Careers Scotland** helps individuals, through their employer, in situations such as redundancy to think about new opportunities in learning and alternatives in work. This support is available however large or small the company, whether the situation is declared a large scale redundancy or not.

#### Planning the next steps in your career

**Supporting you to:**

- **Make well informed, realistic career decisions**
- **Widen your career horizons and challenge your thinking about career options**
- **Locate and apply for alternative opportunities**
- **Review progress in achieving your career aims**

**We have resources which can help you to look into:**

- **Careers, job vacancies, learning and training opportunities**
- **Appropriate funding**
- **Trends and changes in the jobs market**

**We can offer you practical assistance in:**

- **Making new decisions**
- **Identifying your current skills, expertise and strengths**
- **Applying for new work, training or learning opportunities**
- **Developing a CV and preparing for interviews**
- **Completing application forms**

#### How Careers Scotland can help

- If you are clear about what you need, you will be able to help yourself and carry out research using a huge range of resources
- If you would like some assistance in getting started you can access support from our helpful and professional staff
- Our services are available, face to face, at your local Careers Scotland Centre; by telephone – **0845 8 502 502** and online via our website **[www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)**

## SKILLS DEVELOPMENT SCOTLAND

### learndirect scotland

Learning something new can help build your confidence and improve your job prospects.



Whatever you want to learn, call learndirect scotland free on **0808 100 9000**. We'll help you choose from thousands of courses throughout Scotland – at learning centres, colleges, universities and training companies. Whatever you want to learn – from computing to childcare – we'll help you find the course for you.

learndirect scotland is for everyone. Wherever you live in Scotland, our learning advisers can help you find a course that fits around your life. learndirect scotland can provide you with advice on:

- **paying for your learning**
- **finding the learning that is best for you**
- **finding childcare**
- **learning centres in your area**

#### Contact Details

Call learndirect scotland free on **0808 100 9000**

- **for your free learning guide**
- **to speak to a learning adviser**
- **for details of your nearest learning centre**

Or visit our website at [www.learndirectscotland.com](http://www.learndirectscotland.com)



## SKILLS DEVELOPMENT SCOTLAND

### ILA SCOTLAND

**ILA Scotland** is a Scottish Government scheme that helps you with the cost of learning.

If you are 16 or over, living in Scotland and have recently been made redundant you may already qualify for up to £500 towards the cost of a wide range approved courses.

It is for people who have an income of £22,000 a year or less, or who are on benefits. If you currently receive one of the following benefits you can apply for an ILA Scotland learner account:

- **Carer's Allowance**
- **Child Tax Credit (maximum rate)**
- **Jobseeker's Allowance**
- **Income Support**
- **Employment and Support Allowance**
- **Pension Credit (also known as State Pension Credit)**

There are two types of account available.

#### **ILA Scotland £200 offer**

If you are interested in learning something new or brushing up on your skills you can apply for a £200 learner account.

There is a wide range of courses available and you can choose to study anything from counselling Skills to ECDL, Accounting to First Aid and Graphic Design to Conversational Spanish. You can study with any ILA Scotland approved provider, including learning centres, local colleges, universities and private training companies.

#### **ILA Scotland £500 offer**

If you are interested in taking on a longer commitment ILA Scotland also offers up to £500 towards part-time higher education and professional qualification courses when you study at 40 Scottish and Credit and Qualification Framework credits (SCQF) credit or more a year.

Higher education courses, Professional Development Awards (PDA) and Continuing Professional Development (CPD) courses are available at SCQF levels 7-10.

And for academic year 2009/10 learners can get up to £500 towards eligible part-time taught postgraduate courses, PDA and CPD courses at SCQF level 11.

For more information about the SCQF visit [www.scqf.org.uk](http://www.scqf.org.uk).

You can only have one type of account open at any time so it's important that you choose carefully.

No matter which account you choose the money is not a loan so you don't have to pay any of it back.

### Contact Details

To request an application pack or to find out more call the ILA Scotland helpline free **0808 100 1090** or visit [www.ilascotland.org.uk](http://www.ilascotland.org.uk).



## SKILLS DEVELOPMENT SCOTLAND

### MODERN APPRENTICESHIPS

**Modern Apprenticeships** offer those aged over 16 paid employment combined with the opportunity to train for jobs at craft, technician and management level. They are an exciting way of gaining skills and qualifications that will help to start a career without having to study full-time, and are available across a wide range of industries. All Modern Apprenticeships are developed by the industry or sector in which they will be used and give you all the skills you need to become a craftsman, technician or manager in that area.



They are aimed at those over 16 and capable of achieving a Scottish Vocational Qualification (SVQ) at Level 2 or above.

#### Contact Details

If you think Modern Apprenticeship could be the right choice for you visit [www.modernapprenticeships.com](http://www.modernapprenticeships.com) for more information or contact Careers Scotland on **08458 502 502** for advice. You will be able to discuss all the options and find out what you can achieve through Modern Apprenticeships.

### TRAINING FOR WORK

**Training for Work** provides training support for people who are unemployed and actively looking for work. The programme allows people to undertake vocational training linked to local labour market opportunities, enabling individuals to secure and sustain employment. It is open to adults who are 18 and over, who have been unemployed for at least 13 weeks within the previous 52 weeks. However, there are exceptions to this. Ask your local jobcentre for details.



Trainees receive help from a network of training providers and a wide variety of skills and occupations is supported. Participants will be paid a "training allowance" – this is equivalent to their benefits plus £10 a week.

The programme helps people find and get jobs and even start up their own business - with a range of support on offer.

#### How do I get involved?

If you are a potential trainee, contact your local Jobcentre Plus or visit [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk) for more information.

#### Contact Details

For more information on PACE visit our website:  
[www.skillsdevelopmentscotland.co.uk/redundancy](http://www.skillsdevelopmentscotland.co.uk/redundancy)

## BUSINESS GATEWAY

**Business Gateway** provides information, advice and assistance to people throughout Scotland. Business Gateway offers business start-up and business information services. Additionally, Business Gateway offers services to existing businesses.

### Business Start-up

The start-up service provides impartial advice and assistance to individuals at all stages of the start-up process. The range of services include:

- **information on all aspects of starting a business**
- **seminars on the practicalities of starting up in business. If you're committed to starting, or have already started setting up a business, the Business Start-up Organiser can help make your business a reality.**
- **workshops with hands-on support to develop your business idea**
- **business advice from our experienced advisers**

### Business Information

Business information is an integral part of Business Gateway. Business Gateway offers the following types of business-related information:

**Business Start-up** – fact sheets on starting most types of business

**Company Information** – potential customers, suppliers and competitors

**Market Research** – find out about the potential market for your products/services

**Property** – available commercial property throughout Scotland

**Business Support** – funding, advice and assistance

**Recruitment and Training** – details of training available throughout Scotland

**Innovation and Intellectual Property** – including patent databases and access to specialist advice

## CONTACT DETAILS

To find out more about Business Gateway visit our website [www.bgateway.com](http://www.bgateway.com) or call **0845 609 6611**.



## CITIZENS ADVICE BUREAU (CAB)

### CAB can help you

**Citizens Advice Bureau** offers independent, confidential advice and information to the public on a wide range of issues including:

- Redundancy
- Welfare Benefits
- Tax
- Housing
- Legal Issues
- Communications
- Education
- Travel
- Debt
- Civil Rights
- Immigration
- Consumer Affairs
- Health
- Family Matters
- Employment

### Volunteering with CAB

You can volunteer as an adviser or CAB worker. Most CAB staff are trained volunteers donating just a few hours each week to help their local community using their skills and developing new ones.

As well as giving advice, volunteers are also needed in IT, clerical roles and to sit on CAB management committees. Qualifications are not required as full training will be given and the hours are flexible. Contact the manager of your nearest bureau for details, or visit [www.cas.org.uk](http://www.cas.org.uk) and volunteer online.

### CONTACT DETAILS

You may also access the CAB service's online advice site at: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

There are around 70 CAB offices across Scotland. Contact details can be found at: [www.cas.org.uk](http://www.cas.org.uk)



## HM REVENUE & CUSTOMS (HMRC)

You can access HMRC leaflets, help sheets and News Releases and find details of your nearest office if you prefer face-to-face help. We also provide details on all our free services available to people who are setting up a new business.

### Contact centre: 0845 0703 703

We are open from 8am to 8pm Monday to Friday and on a Saturday between 8am to 4pm. Please have your National Insurance Number ready when you call. All calls are charged at local rate.

### If you prefer a face to face meeting

If you prefer to meet with our staff then please visit our website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk) for details of your local HMRC Office. Our offices are open during normal office hours but you will in most circumstances need to make an appointment. To arrange an appointment you should telephone our contact centre who will advise as to whether an appointment is appropriate.

Thinking of starting a business? Our business Support Team regularly holds free, informal workshops designed to help you. The only cost is a little of your time. For more details phone **0845 603 2691** or log on to [www.hmrc.gov.uk/bst/index.htm](http://www.hmrc.gov.uk/bst/index.htm)

## CONTACT DETAILS

Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)



Part of the Department  
for Work and Pensions

## REDUNDANCY SUPPORT



# JOBCENTRE PLUS

**Jobcentre Plus**, part of the Department for Work and Pensions, brings together employment and benefit services for people of working age and is a key element in the Government's objectives to help people based on 'Work for those who can, support for those who cannot'. It provides a professional and modern service to meet the diverse needs of employers and those seeking work.

### Information about jobs

**Internet:** Over 400,000 jobs are listed each week on the Jobcentre Plus website [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) and more than 4 million job search requests are received, making it the number one UK recruitment website.

**Jobseeker Direct:** This is our phone service which keeps you up to date with the latest vacancies. Lines are open 8am-6pm weekdays and 9am-1pm on Saturdays. Call **0845 60 60 234**. If you are deaf, hard of hearing or have speech difficulties, call our textphone on **0845 6055 255**.

**Jobcentre Plus Office:** Customers can access Jobcentre Plus services from around 1,000 locations across Great Britain, including over 800 newly refurbished Jobcentre Plus offices. Touch-screen terminals and customer access phones are also available in a further 120 sites such as libraries and local authority premises.

### Information about benefits

The main benefits that you may be interested in are Jobseeker's Allowance, Income Support and Employment Support Allowance.

**Jobseeker's Allowance** is the main benefit for people who are unemployed and it provides financial help whilst you are looking for work.

**Income Support** can be claimed if you do not have enough money to live on. The amount you receive will depend on your circumstances.

**Employment Support Allowance** introduced from 27/10/2008 is the main benefit for people who become sick or are unable to work due to ill health or disability.

## CONTACT DETAILS

Details of how to contact us can be found in your phone book. Look up the entry under Jobcentre Plus and you will find the numbers to call to help you find a job or claim benefits.

There are other numbers listed that you can call depending upon the help you need. Or visit our website at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)



EUROPE & SCOTLAND  
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Investing in your Future

SDS-066-Feb09

## TRADE UNIONS IN SCOTLAND

**The STUC** is Scotland's Trade Union Centre. Its purpose is to co-ordinate, develop and articulate the views and policies of the trade union movement in Scotland. The STUC supports the PACE initiative and is working with various local partnerships and the Scottish Government to ensure that PACE is developed and implemented positively.

As a trade union member you can rely on your union to advise and represent you on a range of issues, including coping with a redundancy situation.

When dealing with a potential redundancy, trade unions endeavour to:

- **ensure that the maximum amount of information is made available to those whose jobs are threatened;**
- **minimise the number of job losses and mitigate their impact by securing appropriate alternative employment and training opportunities for those affected; and**
- **protect the rights of individual members and groups of workers, ensuring fair selection procedures and compensation.**

If you are not a trade union member, but would like advice about your trade union rights, and about which union to join, the STUC can help.

For more information visit our website:

[www.stuc.org.uk](http://www.stuc.org.uk)

## CONTACT DETAILS

[info@stuc.org.uk](mailto:info@stuc.org.uk)

**Tel: 0141 337 8100**

**Fax: 0141 337 8101**



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## HIGHLANDS AND ISLANDS ENTERPRISE

**Highlands and Islands Enterprise** aims to help deliver jobs, prosperity and opportunity for people throughout the Highlands and Islands through our Area Offices. We have responsibilities to individuals, communities and businesses through our commitment to strengthening communities and growing businesses.

Working alongside HIE, Skills Development Scotland and Jobcentre Plus extend services to all ages – enabling firms to create job opportunities and train staff, helping people who are in or out of work, those who need career planning support, and giving advice on learning and employment opportunities.

Following the redundancy announcement, you may want to consider:

- **training or advice to help you get back into work, or**
- **setting up your own business, as a way of getting into work again.**

**Our experienced staff can:**

- **talk through your ideas to develop your skills**
- **discuss your options**
- **put you in touch with training providers where you need training for a job**

### Programmes

We offer a wide range of programmes designed to help you update or improve your existing skills so that you can return to work more easily. The emphasis is always on practical training, designed to meet the needs of the job market.

## CONTACT DETAILS

Contacting your HIE Area Office is the starting point:

Lochgilphead:	<b>01546 602281</b>	Thurso:	<b>01847 896115</b>
Inverness:	<b>01463 713504</b>	Fort William:	<b>01397 704326</b>
Forres:	<b>01309 696000</b>	Kirkwall:	<b>01856 874638</b>
Lerwick:	<b>01595 693177</b>	Portree:	<b>01478 612841</b>
Stornoway:	<b>01851 707703</b>		

Visit our website at [www.hie.co.uk](http://www.hie.co.uk) or call **08000 884884**