



Leading learning and skills

A recommended
resource guide
for Adult
Information,
Advice and
Guidance services

April 2005

Of interest to local Learning and Skills Council's
nextstep contractors and learning providers

This guide is designed to provide the best possible and most accessible sources of information for adults about issues relating to learning and work. All the resources listed have been 'tried and tested' by providers of IAG for adults.

For information

Of interest to local Learning and Skills Council's
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Introduction

The need for high-quality information is ever increasing as the choices open to individuals are also increasing. The *21st Century Skills, Realising Our Potential* (The Skills Strategy, July 2003) identified a clear role for information, advice and guidance (IAG). This has resulted in the Department for Education and Skills (DfES) National Policy Framework and the LSC Action Plan for a coherent IAG service for adults. An entitlement to quality information to support learning and work choices has been clearly articulated:

All information on learning opportunities local labour market information and intelligence (LMI), and funding support is up-to-date, accurate, comprehensive and quality assured and is made widely available to potential service users. (Objective 4)

Information is defined within the DfES National Policy Framework as follows.

Information, within the context of the IAG programme, means the provision of information on learning and work, without any discussion about the relevant merits of the options through:

- printed materials such as leaflets
- audio-visual materials such as videos
- computer software on CD-ROM or through the internet and
- verbal information to the client on a face-to-face basis or through local or national help-line services such as **learndirect** and Worktrain.

It is essential therefore for all providers of information for learning and work to review their information and ensure they are able to meet the requirements in the policy framework.

This guide is designed to provide the best possible and most accessible sources of information for adults about issues relating to learning and work. All the resources listed have been 'tried and tested' by providers of IAG for adults.

This revised guide aims to be as inclusive as possible in identifying resources needed to help IAG providers meet the needs of the varied target and priority groups they are working with.

Although we have tried to include a comprehensive range of information resources we know it is not and never can be definitive. We very much welcome your comments and suggestions to ensure this publication can remain as "accurate, reliable and current" as possible.

How to use the guide

This guide is divided into sections, which broadly reflect those referenced in the National Policy Framework. The guide can be used to identify materials that will support the clients in a particular client group. It is important to remember that many sections overlap and therefore you may want to look under more than one heading. For example, you may find information about higher education under disability if it refers to disabled students. You may also find information relevant to offenders and ex-offenders in working with excluded groups.

Ordering resources

Resources are available through various routes:

- direct from the publisher
- through distribution companies that supply a wide range of resources as well as their own published materials – discounts may be available
- some materials can be downloaded from the Internet.

Information quality

Principles and standards

- 1 The **matrix** national quality standard (the **matrix** Standard) for IAG services identifies nine criteria in the delivery of information to people.
 - Information held or accessed by the organisation is sufficient for, and relevant to, the stated service.
 - Information provided to people is accurate, current and is checked for equality of opportunity.
 - Information is held in an appropriate range of formats and media to meet the needs of people accessing the service.
 - Information is made available using appropriate technologies.
 - People are made aware of the limitations of information.
 - Information is managed and evaluated to ensure it remains relevant to the stated service.
 - People can access and use information in a manner appropriate to their needs.
 - People are supported in understanding and making use of information as required.
 - People can access other information sources and networks as required. (**matrix** Standard, 2004).
- 2 Client-centred information should be of the highest quality possible within available resources. Measures to ensure that materials are accurate, timely and current include: relevant health warnings; a renewals policy that indicates how often materials are updated; and awareness by staff members of stock currency.

- 3 A statement describing the target audience should be used to shape policies on the range and limitations of the information held, and a system for recording gaps – needs not met – should be implemented. Information needs to be both physically and intellectually accessible – the needs of users with disabilities, learning difficulties or with basic reading skills should be taken into account in stock acquisition and layout.
 - 4 Staff managing information should be aware of the possibility of bias. Information held should not contain stereotyping that discourages, offends or suggests negative role modelling to any group of users. Stereotyping can occur in text, case studies and illustrations.
 - 5 Staff must take account of relevant legislation, which includes:
 - equal opportunities
 - minimum wage
 - disability discrimination
 - data protection
 - copyright and database rights
 - rehabilitation of offenders.
- information about learning (including qualifications) – education and training opportunities at local and national levels offered through further education, community education, higher education, private providers and through distance and open learning
 - careers and occupational information – descriptions of areas of work, entry and progression routes and future prospects
 - employment legislation – for example, equal opportunities, disability discrimination and health and safety legislation
 - job seeking, the labour market and employment – including application forms, CVs and interview preparation
 - choice and change – materials to help clients to make decisions on their future plans for learning and work
 - financial issues – funding for education, training and employment opportunities
 - local, regional and national agencies – organisations that can provide specific help for clients, for example professional bodies, Citizens Advice, those relating to specific disabilities such as Royal National Institute for the Deaf (RNID) and Royal National Institute for the Blind (RNIB)
 - childcare and carer information – help, support and information available.

nextstep delivery networks

- 6 Many IAG providers will be part of the local nextstep network of agencies providing information about learning and work to adults. Within such networks, a wide range of expertise, specialist information and advice as well as client groups is usually represented. nextstep network members are an important and valuable source of information in themselves. Local nextstep networks provide ways of:
 - facilitating information exchange
 - acquiring "know-how" (local information "intelligence")
 - developing useful contacts
 - ensuring awareness of current developments
 - allowing joint ventures such as local directories of information and the production of client-centred information packs.

Information range

- 7 Some IAG providers will offer information services to the whole adult population, while others will target specific groups. The range of information held will be determined by the client base, as will the level of information, advice and guidance offered and the resources available to spend on information. Organisations with a specific focus will need to provide extra emphasis on materials for that group and may not need to carry a full range of information, although they should be able to access this (for example, through an IAG network) as needed. The main areas of information held are likely to include:

Managing and maintaining information resources

- 8 It is essential that information is stored or displayed in a way that enables people to find what they need. This will involve classifying the information in some way. For larger collections, standardised indexing systems may be used.
- 9 Whichever classification system is chosen, clear labelling is essential and it can be helpful to provide service users with a map or guide to finding relevant materials. For "outreach" and resource bases aimed at specific target groups, the following approach is recommended:
 - being client-responsive and proactive in the selection of information resources
 - anticipating requirements in the acquisition of, and provision of access to, resources including those with special needs and, where appropriate, in languages other than English
 - providing user-friendly presentation and arrangements of information resources
 - updating materials on a regular basis
 - avoiding unnecessary duplication with networked information resources
 - systematic liaison with local and national information providers
 - using reciprocal arrangements for exchange of resources where possible.

10 Staff responsible for the management of information resources should be supported in the development of information search, retrieval and evaluation skills. Meeting clients' information needs involves regular review of the resources held. Methods of reviewing the quality of information include:

- comparing your stock and maintenance systems with those of another IAG provider working with a similar target audience
- gathering feedback from users through questionnaire and focus groups
- setting up a continuous improvement group to review all aspects of your information service.

Improving information resources

11 Organisations should try to obtain feedback from people who use their information resources including staff. It is useful to collect people's views on the range, formats, quality and accessibility of information to help plan for improved information resources.

Section A – Access to Opportunities

General learning and work opportunities

Software

Course Discover

Database covering 120,000+ courses at 1,000+ institutions (universities, university colleges, colleges of further and higher education [F&HE], and training centres) throughout the UK. Provides information about undergraduate, postgraduate, further education and professional courses. Now offered in partnership with Trotman the new version has been "redesigned to make the searching process as user-friendly and flexible as possible and to provide the user with one central source of information for all courses and career choices." Searches by subject, institution, and region and also in relation to future career options, subjects being studied, predicted examination results, specified distance from a particular postcode, institution type, broad subject area, and specific University and Colleges Admissions Service (UCAS) course code. Search results can be saved into "My Course Discover" for printing or future reference.

www.ecctis.co.uk
Trotman & Company Ltd
CD-ROM, online database

various subscriptions available:

- undergraduate and further education data:
Internet-only licence £125-00
standalone CD-ROM and Internet licence £185-00
network CD-ROM and Internet licence £245-00
- postgraduate data Internet-only licence £125-00

Websites

learndirect National Learning Advice

www.learndirect-advice.co.uk
Helpline 0800 100 900

Provides a telephone helpline and website service for adults looking for information and advice on courses and careers. Advisers can give information on around one million learning opportunities, plus advice on funding, planning a career, Apprenticeships or writing a CV. Information is also available on: updating skills, choosing a course, childcare options, and paying for learning.

Ufi Ltd

Worktrain

www.worktrain.gov.uk

Provides information about job vacancies and learning opportunities across the UK together with information about childcare and occupational profiles. Includes advice on: skills and careers, applying for jobs, employment issues, and support services.

Jobcentre Plus

Education Guardian

www.education.guardian.co.uk

The education website from *The Guardian* newspaper.

BBC Learning

www.bbc.co.uk/learning/subjects/adult_learning.shtml

Provides information on returning to learning, a course search, and advice on skills for work and learning. One Life – Education is a guide to student life, including information on accommodation, funding and study skills. There is also access to BBC online courses and links to a small selection of careers and vacancy sites.

LSC – Learning and Skills Council

www.lsc.gov.uk

The LSC is responsible for funding and planning education and training for over-16 year olds in England. Its mission is to raise participation and attainment through high-quality education and training which puts learners first. This site contains a section of downloadable documents, useful links and data on education and training programmes.

Department for Education and Skills

www.dfes.gov.uk

Includes information for adult learners, children and families, employers, head teachers, higher education students, local education authorities (LEAs), job and training seekers, parents, school governors, teachers and young people. Contains News Centre information as well as sections on publications, consultations, speeches and statistics.

Higher education, including pre-entry and postgraduate

Books and Directories

Degree Course Offers 2005 Entry

Brian Heap
35th edition

Guide for higher education (HE) applicants with details on grades and point requirements for every course. Courses are ranked by subject in order of entry requirements. 36th edition (for 2006 entry) is due for publication in May 2005. ISBN: 1-84455-005-2

Trotman & Company Ltd sponsored by Accenture, March 2004
ISBN: 0-85660-881-5
£26.99

Choosing Your Degree Course and University

Brian Heap
9th edition

A reference source to all major UK degree courses. Examines what the course really involves, how courses differ between institutions, and the distinguishing features of different courses.

Trotman & Company Ltd, March 2004
ISBN: 0-85660-945-5
£21.99

You want to study what?! Vols 1 and 2

Dianah Ellis
Vol 1, 2nd edition; Vol 2, 1st edition

Whether it is adventure tourism or Celtic studies, laser science or yacht and small craft technology, this carefully researched guide is a must-have for young people who do not want to study a traditional course and for students who previously might not have considered higher education as an option.

Trotman & Company Ltd, 2003
ISBN: 0-00380-010-4
£25.00

Net that course! using the Internet to research, select and apply for degree courses

Irene Krechowiecka
3rd edition

Higher education has changed enormously – and the way students can find out about it has changed too. Tapping into new ways of finding information to help make the right decision about what to study, and where to study it, this up-to-the-minute book helps cut through the mass of information available to find advice quickly.

Kogan Page Ltd, May 2003
ISBN: 0-74942-958-5
£8.99

The Student Book 2005

The essential student lifestyle guide for university and college applicants.

Klaus Boehm, Jenny Lees-Spalding
26th edition

Provides an opinion of what student life at each university and college in the UK is really like, including the best and worst features. Includes the student view of each institution, employment and drop-out rates, an A-Z guide to surviving the first year, surveys on university admissions policies on the UCAS tariff and 6th form curriculum, and an insight into student debt. 27th edition due for publication May 2005.

ISBN: 1-84455-007-9

Trotman & Company Ltd, May 2004
ISBN: 0-85660-889-0
£16.99

UCAS/Universities Scotland Entrance Guide to Higher Education in Scotland 2005 Entry

A guide providing facts about admissions to the Scottish universities and other member institutions of Universities Scotland. Covers: information to find a place in a university or college (from the courses available to the qualifications needed to get in), advice on how to choose a course and on how to apply, details of each course (in tabular form), and an indication of the likely entry qualifications.

UCAS Publications, 2004
ISBN: 1-84361-030-2
£8.95

How to Complete Your UCAS Form 2005 Entry: for web-based, electronic and paper applications

Tony Higgins
16th edition

Guide showing students the best way of presenting their abilities and achievements, completing electronic and paper-based application forms, and completing the form with Curriculum 2000 qualifications. Outlines the do's and don'ts using examples from previous applications, and gives help on completing the Personal Statement.

17th edition due for publication May 2005.
ISBN: 1-84455-006-0

Trotman & Company Ltd, May 2004
ISBN: 0-85660-887-4
£11.99

Into Higher Education 2005

see main record on page 35

Disabled Students' Guide to University 2005

see main record on page 35

Applying to High Education: guidance for disabled people

see main record on page 35

Software**DISCOURSE**

Produces a list of degree and Higher National Diploma (HND) courses based on a client's interests, career ideas and school subjects. Based on the revised Connolly Occupational Interests and ISCO Types of Work Questionnaire. Provides explanations of the interest profile and HE area results. Print-outs contain interest profiles, predicted or actual exam results and lists of suggestions graded according to the closeness of the match. Course titles are compatible with Course Discover.

Independent Schools Careers Organisation
£105.00 site/network (£175.00 with ISCOM)

Websites**Higher Ideas 2004/05**

Gives users scope to explore their thoughts and ideas for higher education. Contains a system that suggests course ideas arrived at through several different routes. Ideas are drawn from a database of over 18,000 full-time single honours and HND programmes at more than 600+ institutions. Links to other products from the same publisher. Updated annually, June.

Careersoft Ltd
CD-ROM, online information
annual licence: single machine: £80.00
site/network: £120.00 (home use additional £20.00)
11-16 school: CD £58.00

**Fresher: the StudyLink guide to universities and colleges
StudyLink**

<http://ug.studylink.co.uk/>

Internet-based information on undergraduate and further education opportunities in the UK including:

- University & College Finder – choosing a university or college, profiles of higher education colleges and universities listed by UCAS
- University & Careers Advice – find out more about choosing and applying to a university or college.

Open University

www.open.ac.uk

The Open University is the UK's largest university with over 200,000 students and customers. This site provides news, contact addresses, fact sheets and a search facility to identify an individual's relevant courses and qualifications.

UCAS

wwwucas.ac.uk

The Universities and Colleges Admissions Service deals with applications to full-time undergraduate courses. There is information and services for:

- Students – advice, course search (including Access courses, art and design foundation courses and FE and short courses using the Hotcourses database), applying, applicant enquiries, international students and news
- Schools, colleges, careers and other advisory staff – advising students, schools and parents, Electronic Application System, amendments to the current directory, UCAS events, and curriculum and qualifications
- Higher education staff – administrative systems, data management and news and updates
- Information – designed to help, advise and inform all those who are involved in or use the UCAS process.
- Statistics – provides access to, and an interpretation of, applicant statistical information.

Graduate Prospects

www.prospects.ac.uk

Website aimed at higher education students, graduates and career professionals. Users can register for a range of personalised free services and, for three years following graduation, obtain careers advice online. The wide range of information available includes:

- Country profiles – information on 50+ countries throughout the world
- Public service information
- Self-employment – options on business start-ups, franchises, cooperatives and freelancing
- Sector specific – titles provide overview information and job opportunities
- Graduate market trends
- Occupational profiles
- Postgrad – information on graduate course and research opportunities, and editorial covering many aspects of postgraduate life
- Directory features profiles and listings from 450+ employers with graduate vacancies. Editorial offers advice on aspects of the job seeking process
- Finalist – the latest jobs and careers information for final year students
- Sector briefings – information on the current state of the industries listed and advice on breaking into them.

National Information Services and Systems (NISS)

www.niss.ac.uk

An "information for education" service, with the home page offering a menu that includes administration, colleges and universities, common room, lecture theatre, library and information services, student union and wider world. Behind each of these are links to other websites and/or to information about each topic. NISS has become part of HERO (Higher Education and Research Opportunities in the United Kingdom).

HERO <http://www.hero.ac.uk> is a gateway site to UK universities, colleges and research organisations with five zones. These are: studying, research, business, inside HE, culture and sport. Studying includes choosing a course, why study, and obtaining funding. Business includes research institutions, graduate recruitment, student placements and projects. There are also links to HE results statistics and performance indicators.

Association of Graduate Careers Advisory Services (AGCAS)

www.agcas.org.uk

The website of the association for higher education careers services.

learndirect National Learning Advice

see main record on page 5

CASCAiD Ltd

www.cascaid.co.uk

Provides a range of resources for a variety of audiences through three specific areas.

- CASCAiD Connect – for careers professionals to find resources to support careers education and guidance.
- Careers for Life – for adults to find out about careers, training and employment issues; includes a visit to CASCAiD's Careers Surgery.
- Careerbytes – for young people, provides job information, celebrity news, competitions etc.

There are also links to Careerscape Online and CareersMatch.

Careers Europe

www.careerseurope.co.uk

Careers Europe is the UK National Resource Centre for International Careers Information. It provides resources to careers services, Connexions services and other information and advisory services throughout the UK. National resource centres have a mission to promote mobility in Europe. Basic information is available from the website – for more detailed or personal advice then users may wish to seek help from the Careers Europe network of information and advisory services.

PUSH online

www.push.co.uk

Features information about every university in the UK, interactive maps and a search function to help applicants identify the right university for them. Provides:

- tell-it-like-it-is profiles of every university in the UK
- guide to how to go about choosing a university and getting in
- advice on money: how much you can get, what to spend it on and how to make it stretch.

Members Section (available through institution subscription) contains software to find the right university based on what and where you want to study, what grades you've got and over 200 other factors and more detailed information about every university in the UK.

Some areas are free, others are available through institution subscription.

Free information

Universities and College Open Days – Including Pre-Taster Courses and Education Conventions

Applying to HE: Guidance for disabled people from SKILL: National Bureau for Students With Disabilities

www.skill.org.uk/info/infosheets

Open College of the Arts

www.oa-uk.com

The Open College of the Arts (OCA) is a vibrant community of artists, writers and designers, offering home-study courses to students worldwide. The OCA is an open-access college. No formal qualifications are required, there are no age limits and you can enrol at any time of the year. "Our inexpensive, arts-based courses are structured, progressive, practical and pleasurable and our 300 tutors are all practising artists, designers or writers. Information on all our courses is listed here."

Adult learning, including further education and widening participation

Directory of Further Education (DOFE): the comprehensive guide to more than 75,000 further education courses in the UK

Describes further education courses in the UK. Includes: articles about further education, regional and independent college section, and advice for international students. Further information includes addresses, publication and professional/examining bodies.

Trotman & Company Ltd, November 2004
ISBN: 1-84455-023-0
£79.99

Mature Students' Directory 2005: lifelong learning opportunities for the 21 plus

Lists higher education institutions in the UK and provides information on what each one has to offer mature students. Addresses the issues facing mature students with information on: the benefits of further/higher education, choosing a course, admission procedures, and financial and childcare support facilities available.

Trotman & Company Ltd, November 2004
ISBN: 0-85660-985-4
£19.99

Coming Back to Learning: a handbook for adults

Tessa Doe, Helen Evans, Hilary Tones, Debbie Steel with Sarah Marten
2nd edition

Contains information about learning opportunities for adults including why learn? ways to learn, choices, finding the provider, meeting course costs, taking the plunge, what next? and building on your learning.

Lifetime Careers Publishing Ltd, May 2004
(order from Orca Book Services Ltd)
ISBN: 1-90287-688-1
£11.99

Adult Learning Yearbook 2004–2005

Standard reference source spanning the field of adult education. Covers: central and local government (including Learning and Skills Council addresses), the further and higher education sectors, voluntary and community organisations, the skills sector, learning guidance providers, learning partnerships, media organisations and other contacts involved in the field of adult learning. Lists named contacts, addresses and telephone numbers and email/web addresses as appropriate.

NIACE (National Institute of Adult Continuing Education)
ISBN: 0-00380-019-3; ISSN: 0265-1726
£18.95

Returning to Education: a practical handbook for adult learners

Catherine Dawson

Handbook for anyone returning to education. Intended to help readers of any age or academic background identify opportunities and move ahead with decision-making.

How to Books Ltd, July 2003
ISBN: 1-85703-886-X
£9.99

Second Chances: a national guide to adult education and training opportunities

Eileen De'Ath, Tessa Doe, Helen Evans, Debbie Steel

Covers a range of learning opportunities from basic skills to postgraduate level relevant for adults aged 19 and over regardless of background or employment status.

Lifetime Careers Publishing Ltd, October 2002
(order through Orca Book Services)
ISBN: 1-90287-638-5
£24.95

Websites

Workers' Educational Association (WEA)

www.wea.org.uk

Information about the association includes contacts in the organisation's districts throughout England. A national course search facility is available. Links are provided to partners, affiliates and other useful sites.

NIACE (National Institute of Adult Continuing Education)

www.niace.org.uk

The national organisation for adult learning has a broad remit to promote lifelong learning opportunities for adults. It produces a broad range of resources, publications and events to support increased participation in education and training.

Aimhigher

www.aimhigher.ac.uk

Designed to help post-GCSE students make decisions about higher education, this site has sections on careers and guidance, courses, universities and colleges, applying for a course, student finance, and student life. Each section contains information on the topic together with links to other sources of information.

Free information

Open and Distance Learning Quality Council

www.odlqc.org.uk

ODL QC is the UK guardian of quality in open and distance learning. Set up originally by government in 1968, it is now an independent body.

The National Extension College

www.nec.ac.uk

The National Extension College (NEC) was set up over 40 years ago as a charity to help people of all ages fit learning into their lives. "We believe there should be more than one way to get a good education."

The Open University

see main record on page 7

Qualifications

Books and Directories

British Qualifications

34th edition

Standard reference directory covering all sectors and levels of educational qualifications and awards made by universities, trade and professional bodies, learned societies and designated institutions. Arranged by sector and then alphabetically by institution or occupation. Abbreviations and general indexes.

Kogan Page Ltd, January 2004

ISBN: 0-74944-138-0 (hardback)

ISBN: 0-74944-137-2 (paperback)

hardback £60.00

paperback £45.00

British Vocational Qualifications: a directory of vocational qualifications available in the UK

6th edition

Directory listing 3,500+ vocational qualifications, including units of competence for each NVQ. Gives details of awarding and funding bodies. Covers the main types of vocational qualifications, classifying them by careers area with a directory of colleges offering courses.

Kogan Page Ltd, April 2003

ISBN: 0-74943-961-0

£39.50

Websites

City and Guilds

www.city-and-guilds.co.uk

A provider of vocational qualifications in the UK. This site contains an index of courses, press releases and recommendations from former celebrity students.

Edexcel

www.edexcel.org.uk

Examining and awarding body in the UK for a wide range of qualifications including; GCSEs, AS and A-levels; GNVQs, BTEC First, National certificates and Diplomas; NVQs; and Key Skills and entry qualifications.

International Comparisons

www.internationalcomparisons.org.uk

(formerly www.naric.org.uk)

Provides information about the comparability of UK and international qualifications. Contains information on the educational and qualifications system in over 180 countries is included. The subscription also includes a telephone enquiry and advice service by the UK National Recognition Information Centre (NARIC) team. Updated three times a year.

ECCTIS Ltd

£710.00 initial purchase

£450.00 laptop

£350.00 additional site

National Open College Network

www.nocn.ac.uk

The National Open College Network (NOCN) is the UK's foremost provider of accreditation services for adult learning. NOCN is a recognised national qualification awarding body and is the central organisation for 28 Open College Networks (OCNs) based across the UK. NOCN provides national qualifications and programmes in a wide range of subject areas and offers a local accreditation service through the OCNs that provides recognition of achievement through the award of credit. NOCN also works in partnership with organisations to develop learning strategies that will enable people to participate and succeed.

Qualifications and Curriculum Authority (QCA)

www.qca.org.uk

The QCA is the guardian of standards in education and training. This site includes information on adult learning, including workforce development, National Skills Strategy, National Occupational Standards, vocational qualifications, Apprenticeships. Also contains details of sectors and subjects, contact details of awarding bodies, and types of qualifications including basic skills, entry-level qualifications, Key Skills, and so on.

UKCOSA (the Council for International Education)

www.ukcosa.org.uk

The Council for International Education is an independent organisation committed to promoting educational mobility and providing support to international students and the professions that work with them. This site contains useful information to download in PDF format.

Vacancy information**Books and Directories****Directory of Jobs and Careers Abroad**

Dan Boothby

A guide to all kinds of work abroad gives information on permanent career opportunities around the world for people from school leavers to fully qualified professionals. Lists the professions and trades in demand overseas and gives facts on careers abroad in Europe, Australia, New Zealand, the USA, Canada and so on for teachers, doctors, nurses, journalists, computer operators, engineers, secretaries and many more. Triennial publication.

Vacation Work Publications, August 2002

ISBN: 1-85458-277-1

£12.95

Summer Jobs in Britain 2004

David Woodworth, Andrew James

35th edition

Lists over 30,000 vacancies in England, Scotland, Wales and Northern Ireland. Work available includes theme parks, hotel work, childcare, holiday camps, archaeological digs, voluntary work and so on, plus details of vacation traineeships giving on-the-job work experience. Explains when and to whom to apply and gives information on wages (up to £300 per week), when the work is available, what experience if any is required and so on.

Vacation Work Publications, 2003

ISBN: 1-85458-304-2 (hardback)

ISBN: 1-85458-303-4 (paperback)

hardback £16.95

paperback £10.99

Websites**Worktrain**

www.worktrain.gov.uk

see main record on page 5

The Guardian newspaper

www.jobs.guardian.co.uk

The daily paper provides job opportunities on different days for different sectors.

Telegraph newspaper

www.jobs.telegraph.co.uk

The daily paper provides job vacancies.

Fish 4 Jobs

<http://fish4.co.uk/jobs>

jobs.ac.uk

www.jobs.ac.uk

Specialists in recruiting for higher education institutions.

monster.co.uk

www.monster.co.uk

Vacancy site with some careers information – particularly related to job-search.

totaljobs.com

www.totaljobs.com

ADSET

www.adset.org.uk/Vacancies.htm

Provides links to 35 vacancy sites or vacancy portals.

Volunteering**Books and Directories****The Voluntary Agencies Directory 2004**

Directory containing 2,000+ entries, including email and web addresses. Covers the spectrum of the English voluntary sector with contact information and aims and objectives for each organisation.

National Council for Voluntary Organisations, February 2004

ISBN: 0-71991-629-1

£30.00

The International Directory of Voluntary Work

Louise Whetter, Victoria Pybus

8th edition

Contains details of 700+ organisations that are looking for voluntary help from all types of people for all types of work. The book covers short-, medium- and long-term residential possibilities in Europe and around the world in addition to non-residential opportunities in the UK. There are opportunities for both skilled and unskilled workers of any age group to work in conservation, development, medicine, education, archaeology, agriculture, with refugees or orphans, and many other fields.

Vacation Work Publications, September 2002

ISBN: 1-85458-279-8

£11.95

Websites

The National Centre for Volunteering

www.volunteering.org.uk

A resource for volunteer managers, potential volunteers and anyone seeking information on volunteering. Topics covered include: working with volunteers, I want to volunteer, about the centre, research, volunteers' week, employing volunteers and a volunteering image bank. There is a keyword search facility, what's new and a links section. Links are also available from within some of the sections.

do-it.org.uk

www.doit.org.uk

Provides volunteering opportunities and information about being a volunteer. Also includes opportunities overseas.

The Guardian

<http://societyguardian.co.uk/voluntary>

Provides information about volunteering and a registration service for organisations seeking volunteers.

Community Service Volunteers

www.csv.org.uk

Contains information on volunteering opportunities in Britain and Europe.

Voluntary Service Overseas

www.vso.org.uk

Contains information about volunteering abroad, VSO publications, VSO programmes around the world and UK local support networks.

Sources of financial support and benefits for learning and work

Books and Directories

Students' Money Matters 2004

Gwenda Thomas

10th edition

Sets out to answer the question of how to make ends meet while studying. Provides advice on coping on a budget, making decisions about loans, getting an overdraft, work experience, jobs, and accommodation. The tenth edition has a new layout and the accompanying "Ready Money Reckoner" is available online.

2005 edition due May 2005 ISBN: 1-84455-028-1

Trotman & Company Ltd, May 2004

ISBN: 0-85660-952-8

£14.99

University Scholarships & Awards

Brian Heap

5th edition

Information on the value of each award, who is eligible, when and how to apply, and other awards from private agencies, for example, teacher training agencies. Includes a survey of the bursaries, scholarships and other awards on offer from the universities themselves.

Trotman & Company Ltd, September 2004

ISBN: 0-85660-977-3

£19.99

The Educational Grants Directory 2004/05

Alan French, Dave Griffiths, Emma Jepson, Chris McGuire

8th edition

Guide to charities making grants to individuals for educational purposes, giving details of grant availability and how to apply. Aid for teachers, education welfare officers, advice agencies, parents and students. Includes sources of funding up to and including first degree level only.

Directory of Social Change, 2004

ISBN: 1-90399-151-X

£29.95

Directory of Grant-making Trusts

19th edition

Dave Casson, Alan French, Dave Griffiths, John Smythe, Tom Traynor

Covers 2,500 grant-making trusts, each with the potential to give at least £20,000 a year. Uses information supplied by the trusts. Entries include contact details, what is (and is not) funded, type and range of grants made, and examples of recent grants. Indexed by geographical area, field of interest and type of beneficiary, and type of grant.

Directory of Social Change in association with Charities Aid Foundation, April 2003

ISBN: 1-90399-133-1

£80.00

A Guide to Grants for Individuals in Need 2004-2005

Alan French, Dave Griffiths, Emma Jepson, Chris McGuire

9th edition

Guide containing sources of financial help for individuals details 2,300+ national and local trusts. Lists sources of funds for the relief of individual poverty and hardship. Includes service and ex-service charities, sickness and disability charities and occupational charities. Provides a model of how to make an effective application.

Directory of Social Change, 2004

ISBN: 1-90399-152-8

£29.95

The Push Guide to Money 2005/6: Student Survival

Ed. Johnny Rich

Guide informing students what they'll have to spend, what they'll have to spend it on and how to get by. Information on loans, tuition fees, budgeting, working while studying, and coping with debt. Gives details on how important costs differ at each university in the UK.

The Push Guides

ISBN: 0-74879-028-4

£9.95

The Educational Grants Directory 2002/03

Alan French, Dave Griffiths, Tom Traynor and Sarah Wiggins

7th edition

A guide to local and national charities that support children and students in need. It details help for a wide range of needs, from grants towards the cost of fees and equipment, to providing assistance towards the expenses of studying abroad. This popular and comprehensive guide is an invaluable aid for educational social workers, student welfare officers, teachers, and advice agencies.

Directory of Social Change, 2002

ISBN: 1-90399-126-9

£20.95

Software**Funderfinder: People in Need (PIN)**www.funderfinder.org.uk

This programme identifies charitable trusts that might help people in need. It contains information on about 3,500 trusts that give grants for relief-in-need (poverty, ill-health or disability), or fund people looking for money to study. Local information can be added. FunderFinder (Public PIN), an easier to use version, and FunderFinder (GIN) (Groups in Need) are also available. Website has links to trusts and fund-raising resources relevant to financing study and training. Some free software is available.

Funderfinder Ltd

£100.00 per site

£25.00 annual update

Websites**Student Loans Company**www.slc.co.uk

Contains information on loans for both full and part-time students, together with repayments, contacts, FAQs and related and associate organisations. It has lists of contact telephone numbers and links to relevant government and other sites. There is also a glossary of terms and current news items.

learndirect National Learning Advice

see main record on page 5

Push Online

see main record on page 8

Free information**Financial Help for FE Students****Financial Support for HE Students**

DfES

www.dfes.gov.uk/studentssupport/**Financial Help for Health Care Students**

www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4006080&chk=NTAdcq

This forty-page booklet provides information and guidance for students who start an NHS funded health professional course from 1 September 2004 onwards, (the increases in Bursary rates and additional allowances also apply to existing NHS funded students).

Department of Health Publications

Section B – Supporting Information

National labour market information and intelligence

Local labour market information and intelligence (LMI) is essential to help individuals make realistic choices about training, learning and work. This information, if collected effectively, can help people identify where there are changes in the labour market. A very obvious example is there are limited opportunities in mining or agriculture, but there may be lots in the service industries. As old styles of work and skills requirements change and new ones take their place it is important people can be fully informed about the availability and implications of chosen career areas. Advice workers need to be able to harness LMI on a local as well as regional basis to help clients make sense of changes.

Books and Directories

Go Wild with LMI

4th edition

The materials in this pack have been designed to get across key messages about the changing labour market in a fun and interesting way. All the activities have been designed to be "user-friendly", avoiding excessive use of jargon and statistics. This pack includes a CD with all the materials in Adobe Acrobat format and two PowerPoint presentations.

Highflyers Publishing, July 2004
£50.00 plus VAT

Websites

LMI Matters!

www.ctad.co.uk/lmimatters

A set of resources for advisers/teachers to help them give advice and guidance on the labour market. The site offers four main sections: LMI Matters Toolkit, Work Sheet Generator, Slideshow Builder, and a conference facility.

Manpower – quarterly survey of employment prospects

www.manpower.co.uk/news/main_meos.asp

Provides access to the findings from Manpower's quarterly survey on whether employers intend to increase or decrease staffing levels in the next quarter. Also provides access to news stories on employment levels.

NOMIS Database

www.nomisweb.co.uk

Provides access to detailed labour market statistics from official sources for local areas throughout the UK, including the Labour Force Survey (LFS), claimant count, Annual Business Inquiry (ABI), New Earnings Survey (NES), and the 1991 and 1981 Censuses of Population. Access to the Annual Business Inquiry (ABI) data requires special permission for which there is a fee, but all other facilities and data downloads on the website are free. NOMIS also offers training courses and a consultancy data service.

NOMIS in association with Department for Education and Skills

ONE STOP – The Skills Intelligence Gateway

www.ssda.org.uk/one_stop/index.shtml

This site provides access to skills and economic information from a wide variety of online sources. Includes the Sector Skills Matrix, a comprehensive database of sectoral LMI, including key economic, employment and skills data.

Sector Skills Matrix

www.ssdamatrix.org.uk

Provides a range of economic, employment and skills data, examined by sector. Using national sources, it provides comparable data for 27 industry categories and 14 more aggregate sector groupings. It also provides the same range of data for a selection of Sector Skills Councils (SSCs). While covering the UK as a whole, breaks for Wales, Scotland, Northern Ireland and the English regions are also examined. For richer, deeper intelligence on specific sectors, users should consult the relevant SSC. Labour market information can be searched by: industry sector, the SSC of interest, or a specific indicator of interest. The section "Understanding the Matrix" provides useful explanations of labour market information and intelligence. For example "What do we mean by 'skills' and how do we measure them?"

Skills for Business (Sector Skills Development Agency)

Local labour market information and intelligence

Many of the Government Office websites provide data on regional employment trends.

Government Office East Midlands – www.go-em.gov.uk
Government Office West Midlands – www.go-wm.gov.uk
Government Office South West – www.gosw.gov.uk
Government Office South East – www.go-se.gov.uk
Government Office Eastern Region – www.go-east.gov.uk
Government Office London – www.go-london.gov.uk
Government Office North West – www.go-nw.gov.uk
Government Office North East – www.go-ne.gov.uk
Government Office Yorkshire and Humberside – www.goyh.gov.uk

Career and occupational profiles

Books and Directories

Occupations 2004

Occupations in a printed format was withdrawn on 12 November 2004. All the information previously contained in Occupations is now included in the jobs4u database www.connexions-direct.com/jobs4u

Keynotes

Monica Brand, Eileen De'Ath, Tessa Doe, Helen Evans
9th edition

Series of 56 photocopiable careers guidance leaflets for adults. Topics include: career choice and change, childcare, considering a year out, continued learning while at work, education and training, finance for study, job hunting, and redundancy.

Lifetime Careers Publishing Ltd, 2004
(order from Orca Book Services Ltd)
ISBN: 1-90287-685-7
£140.00

You want to do WHAT! Volumes 1 and 2

Kathleen Houston

Written by an experienced careers adviser, this informative guide will help its readers to discover interesting career options ranging from a flood defence officer to a theatre wardrobe designer.

Trotman & Company Ltd, 2003
Volume 1; ISBN: 0-85660-891-2
Volume 2; ISBN: 0-85660-892-0
£14.99 each

Working in Series

www.connexions.gov.uk

Online PDF and Word format documents. Each has a short introduction to the sector or subject area covered and provides an idea of the range of opportunities, working conditions, levels and methods of entry and training. Case studies based on interviews with people working in relevant jobs help support the information given, along with a useful addresses and further reading section. All of the booklets are illustrated in full colour. Copies and extracts may be reproduced providing they are not edited, the source is acknowledged and the activity does not generate profit. Topics covered: Advice and Counselling; Agriculture and Horticulture; Airports; Animals – Working with; Armed Services; Art and Design; Beauty and Hairdressing; Children and Young People – Working with; Computers and IT; Electrical and Electronic Engineering; Energy and Utilities; Engineering; English; Fashion; Finance; Geography; Healthcare; History; Languages; Law; Local Government; Marketing and Advertising; Mathematics; Motor Industry; Music; Outdoor Jobs; Performing Arts; Police, Fire and Rescue Services; Print and Publishing; Schools and Colleges; Science; Social Care; Sport and Fitness; Transport and Logistics; Tourism; TV, Film and Radio; Work and Learning; Work Experience and Volunteering.

Software

Keynotes Plus

5th edition

The CD-ROM version of Keynotes (see above). Allows the user to look at the information on screen and decide which leaflets to print. Choices can be made by topic areas or keyword search.

£140.00 plus VAT

Odyssey.2

Occupational database which can be searched by a variety of topics. Includes: information about adult entry into various jobs, labour market information, general information articles, and links to several recruitment websites.

VT Career Progressions Ltd

annual subscription network site licence £150.00

Sector profiles and information

All areas of employment are divided into broad sectors with each sector being supported by a Sector Skills Council (SSC). These organisations have responsibility for training and skill development for their sectors and for the provision of careers and occupational information. The SSCs are at different stages of development with those in the Pathfinder tranche being well established and others only now (beginning of 2005) becoming licensed. Information about all SSCs, licensed and in the process of development, can be found on the Sector Skills Development Agency website www.sdda.org.uk. Sector profiles are provided through the ONE-STOP service (see above) while careers information is on each SSCs own website. Those SSCs that are **known** to have careers information are listed below.

Cogent

www.cogent-ssc.com
www.cogent-ssc.com/careers/index.php

SSC for oil and gas extraction, chemical manufacturing, petroleum, polymer and nuclear industries.

Currently (information downloaded 27/01/05) the careers pages are under development so for further information please go to:

Oil and Gas – www.oilandgas.org.uk

Petroleum – www.energyinst.com

Chemical – www.cia.org.uk

Nuclear – www.niauk.org

Polymer – www.bpf.co.uk

e-skills UK

www.e-skills.com

SSC for information technology, telecommunications and contact centres.

Designed to help anyone, from school leaver to career changer/returner, to understand opportunities in the sector. Provides information in different careers, routes into work and information for different groups.

Lantra

www.lantra.co.uk

SSC for environmental and land-based industries.

This website has an extensive careers information section. Careers can range from hands-on, cutting edge practical work through to demanding management opportunities.

SEMTA

www.semta.org.uk

SSC for science, engineering and manufacturing technologies.

www.ingenuity.org.uk is the careers information site designed for young people but containing much information of value to older workers.

Skillset

www.skillset.org

SSC for the audio-visual industries.

Skillset Careers

www.skillset.org/careers

The Sector Skills Council for the audio visual industry (broadcast, film, video, interactive media and photo imaging) offers an industry-backed service aimed at people already working in the industry who want to progress their careers, and those trying to get into the industry. Provides individual careers advice, and background to different facets of the industry. Job profiles, and careers factsheets, are available for the many different jobs involved in the industry; director, runner, electrician, continuity and so on. National Occupational Standards provide a description of the skills, knowledge and understanding needed in order for someone to do their job successfully and also are a great source of information on specific jobs in the audio visual industries.

Skillsmart

www.skillsmart.com

SSC for retail.

Provides a wide range of information about careers in retail from point-of-sale operative to managerial opportunities requiring degree-level qualifications and/or considerable experience in the sector. See also www.retail.co.uk – a specific job vacancy site.

SummitSkills

www.summitskills.org.uk

SSC for electrotechnical, heating, ventilating, air conditioning, refrigeration and plumbing industries.

This SSC has not yet developed a specific careers information section but does contain information about job vacancies in the sector and training opportunities. There is also a newsletter.

Skills for Logistics

www.skillsforlogistics.org

SSC for freight transport by road, storage and warehousing, activities of other transport agencies, courier services, air freight (other scheduled air transport) rail freight (other transport via railways), freight inland sea and coastal water transport.

Careers information is provided through www.careersinlogistics.co.uk

Childcare information

Worktrain

www.worktrain.gov.uk

see main record on page 5

ChildcareLink

www.childcarelink.gov.uk

Provides detailed information about available childcare through local Children's Information Service. Searches can be made by area and then type of provision: childminders, crèches, day nurseries, nursery schools/classes, out of school care/holiday schemes, and toddler groups. There is also information about each type of provision.

Daycare Trust

www.daycaretrust.org.uk

Daycare Trust is the national childcare charity, campaigning for quality, affordable childcare for all and raising the voices of children, parents and carers. It advises parents and carers, providers, employers, trade unions and policymakers on childcare issues.

Sure Start

www.surestart.gov.uk

Sure Start is a government programme which aims to achieve better outcomes for children, parents and communities by increasing the availability of childcare for all children; improving health, education and emotional development for young children; and supporting parents as parents and in their aspirations towards employment.

Employment issues and legislation

Note that none of the resources in this section purports to constitute legal advice. They are all a guide to the relevant laws and regulations and further advice should be sought as required.

Books and Directories

An A-Z of Employment Law: a complete reference source for managers

Peter Chandler

4th edition

Provides practical guidance on new legislation and on selected decisions by the tribunals and courts. This includes information on: parental leave, unfair dismissal, disciplinary and grievance procedures, holidays and holiday pay, working time (young persons), the National Minimum Wage, adoption leave and pay, paternity

leave and pay, maternity rights, flexible working, fixed-term employees, part-time workers, the Tax Credits Act 2002, and the Employment Act 2002.

Kogan Page Ltd, May 2003

ISBN: 0-74943-889-4

£49.95

Employment Tribunals

2nd edition

Hammonds

Guidance covering the entire tribunal process and practical information on running a case from start to finish. Learn how to prepare for a tribunal hearing, the role of Acas, how to appeal against a decision, and more.

CIPD, December 2004

ISBN: 1-84398-047-9

£33.99

Handbook of Employment Relations, Law and Practice

Brian Towers

4th edition

Practical guide, revised, covering topics such as unfair dismissal, employment rights, training and development, and managing change. Topics include: the influence of the European Union (EU), employment relations and the information society, unfair dismissal, health and safety, pay, working time and other employment rights, alternative dispute resolution, managing the employment relationship, employment relations in smaller firms, trade unions, pay and performance, sickness and absence, training and development, and managing change.

Kogan Page Ltd, April 2004

ISBN: 0-74943-340-X

£45.00

The 'Which?' Guide to Employment

Ian Hunter

A guide to common employment rights and obligations (employers' and employees'). Addresses legal aspects of life at work including the minimum wage, holiday entitlement, resignation and disciplinary matters. Updated to include UK and EU legislation up to April 2003.

Which? Books, May 2003

ISBN: 0-85202-940-3

£11.99

Welfare Benefits and Tax Credits Handbook 2004–2005

Ed. Carolyn George *et al*

Provides information for advisers and claimants contains on means-tested and non-means-tested benefits. Covers: income support; jobseeker's allowance and work tests; housing benefit; working families' and disabled person's tax credits; the social fund; incapacity benefit and the personal capability assessment; pensions; and benefits for maternity, children, disability, retirement. Includes information on administration; contributions and earnings; rules for special groups, including 16–17 year olds, students and people from abroad; backdating; overpayments; fraud; and challenging decisions, including appeals. New features of this edition include: updated information on work-focused interview schemes; the new rules on "permitted work" for incapacity benefit; information on the new fraud offences and penalties; challenging housing benefit decisions; and rules on income support in residential care.

Child Poverty Action Group (CPAG)

ISBN: 1-90169-863-7

£32.00 + p&p, claimants (direct from CPAG) £7.50

Your Rights at Work: a TUC Guide

1st edition

A consumer guide which aims to bring employees up-to-date with the latest legal developments. It offers advice on key issues such as maternity rights, parental leave, bullying, discrimination, dismissal and redundancy, pay and holiday rights. It also provides impartial guidance on the employment tribunal process.

Kogan Page Ltd, December 2003

ISBN: 0-74944-113-5

£8.99

Websites

Department of Trade and Industry Employment Relations

www.dti.gov.uk/er

Includes information on employment legislation, for example part-time regulations, working time regulations, maternity rights, and so on.

Low pay – National Minimum Wage helpline

www.dti.gov.uk/er/nmw

tel 0845 6000 678

The National Minimum Wage is an important cornerstone of Government strategy aimed at providing employees with decent minimum standards and fairness in the workplace. It applies to nearly all workers and sets hourly rates below which pay must not be allowed to fall. It helps business by ensuring companies will be able to compete on the basis of quality of the goods and services they provide and not on low prices based predominantly on low rates of pay. The rates set are based on the recommendations of the independent Low Pay Commission.

Tax Credits online

www.taxcredits.inlandrevenue.gov.uk/Home.aspx

Information about tax credits. Can find out if entitled and apply for tax credits online.

Your People Manager

www.yourpeoplemanager.com

Website developed by Investors in People to help businesses manage and keep up-to-date with human resources and employee development issues.

Citizens Advice – Advice Guide

www.adviceguide.org.uk

Covers a wide range of topics and points to reliable sources of advice when more than information is required. Covers England, Northern Ireland, Scotland and Wales and provides information in English, Welsh, Bengali, Punjabi, Gujarati, Urdu and Chinese. Topics covered include: rights (including benefits, housing and employment), debt, legal issues, self-employment, immigration issues, homelessness and much more.

Department for Work and Pensions

www.dwp.gov.uk

Provides information about the activities and aims of the DWP. There is an A–Z of benefits and services. Sections include families and children, pensions and retirement, working age (including information on New Deal), and disabled people and carers. There is a news section, a media centre and a resource centre with downloadable documents.

Department of Trade and Industry

www.dti.gov.uk

Offers a range of information for customers, business, employees and anyone interested in the world of work. Contains industry-specific information and guidance on the latest regulations.

Jobcentre Plus

www.jobcentreplus.gov.uk

The part of the Department for Work and Pensions which deals with vacancy information through Employer Direct, the Internet Job Bank and a network of offices across the country.

Section C – Enabling Information

Career choice, career change and life choices Career planning and career management

Books and Directories

Create: a blueprint for independent career planners

Jackie Hartley
4th edition

Pack contains the master sheets for 17 self-study workbooks focusing on the needs of post-16 students and adult clients. Each workbook is designed to help the user explore a topic in depth. Features step-by-step instructions, activities and exercises, advice and information, addresses of relevant websites, recommended reading, action points, and guidance notes. Topics include: creating a career plan, creating self- and skills-profiles, researching careers opportunities, job hunting, CVs and covering letters, and applications and interviews.

Highflyers Publishing, August 2004
ISBN: 1-90344-930-8
£175-00
10 workbooks £100-00
additional workbooks £10-00 each
all +VAT

What Color is Your Parachute? 2004: a practical manual for job-hunters and career changers

Richard Nelson Bolles
34th edition

Ten Speed Press, 2004
ISBN: 1-58008-542-3 (hardback)
ISBN: 1-58008-541-5 (paperback)

Opportunity 2004/05: a directory of sources of lifelong learning and career development information

Ed. Hazel Edmunds
11th edition

A directory of composite sources of information such as directories (on- and off-line), books, CDs, software, and websites on learning opportunities, careers information, qualifications, job search, labour market information, support for specific groups and general reference resources for clients and practitioners.

ADSET, January 2005
ISBN: 1-89854-238-4
£45-00

Software

EXODUS: international careers information database

A database of international careers information on all aspects of work, training and study in Europe, Australia, Canada, and the USA. Includes information on studying and working abroad, short-term work or study, voluntary work and suggestions about taking a year out.

Careers Europe
£120-00 annual site licence
(includes access to an international careers helpline)

Adult Directions Multimedia

A careers matching programme which offers multimedia features including speech, photographs, and interactive video. There is a "quick tour" using video and narration. Users select one or more occupational levels and answer a series of questions relating to aspects of work. Responses are matched against a database of 700+ careers. Information is provided on each suggested career with comment on suitability. Users can select their preferred salary range and employment style (part-time, self-employment and so on). An integral careers database is available. There is a Skills Module and direct access to the occupational database. Subscribers get access to the web-based programme CareersMatch (limited to five concurrent users).

annual subscription site licence non-profit
organisation £245-00
for-profit organisation £380-00
Adult Directions/Careerscape package £315-00 (non-profit)
£450-00 (for-profit)
all +VAT

CASCAiD Limited

Websites

CareersMatch

Effectively an online version of Kudos and Adult Directions Multimedia with similar career matching, personalised list of career suggestions, a facility to enter health factor, and study and training options. Includes salary and labour market information.

five concurrent users free of charge to Adult Directions subscribers. Additional five users £9-00
additional 10 users £15-00
£10-00 for one week's unlimited usage for home users

CASCAiD Limited

Futures

www.learnirect-futures.co.uk

Futures is a programme for people who may be looking for employment for the first time, for those looking to change job, to improve their prospects or for those returning to work after a break. No matter what the individual's current job situation is, **learnirect** Futures can help them reach their career aspirations.

Applications, letters, the Internet, application forms, CVs, interview skills

Books and Directories

Online Job Hunting: great answers to tough questions

Martin Yate, Terra Dourlain

Provides a starting point for using the Web to find a job. Covers: job and CV banks, job sites, online security, building an electronic CV, sending electronic CVs, email covering letters, and developing an online strategy.

Kogan Page Ltd, January 2002

ISBN: 0-74943-646-8

£8.99

How You Can Get That Job! application forms and letters made easy

Rebecca Corfield

3rd edition

Provides step-by-step advice to completing an application form. Covers: understanding what employers are looking for, planning your application, getting across your skills and personality, presenting and filling in the form, and how you can use the Internet.

Kogan Page Ltd in association with *The Times*, November 2002

ISBN: 0-74943-894-0

£7.99

Readymade Job Search Letters: every type of letter for getting the job you want

Lynn Williams

3rd edition

Provides tips, guidelines and sample letters covering a variety of situations including: speculative letters, introductory letters, letters responding to advertised vacancies, letters applying for promotion, covering letters accompanying CVs and application forms, and online letters and emails.

Kogan Page Ltd in association with *The Times*, November 2004

ISBN: 0-74944-277-8

£8.99

Readymade CVs: sample CVs for every type of job

Lynn Williams

3rd edition

Provides sample CVs for a variety of jobs, ready to be adapted to individual circumstances. Includes advice on: overcoming common CV problems, CVs for specific jobs, CVs for tricky situations, online CVs, and electronic job-hunting.

Kogan Page Ltd, November 2004

ISBN: 0-74944-274-3

£8.99

Great Answers to Tough Interview Questions

Martin John Yate

Covers job-hunting from creating a CV and answering interview questions, to negotiating a salary.

Kogan Page Ltd, January 2005

ISBN: 0-74944-356-1

£8.99

Software

CV3

A computer programme that enables users to create a curriculum vitae. There are templates for different styles of CV, with help text and examples at each stage, and a range of layout options for the user to choose. Two editions of the programme are supplied, a Basic edition and an Enhanced one for those users with some word processing skills. Access to the Internet is available from within the programme for users to find additional help and advice from websites. In addition the programme can be modified by a Tutor or Manager. This enables Tutors to edit the help text to reflect local circumstances and edit the examples to more accurately reflect the local population using the system.

Welsh Language CV3: Bellach ar gael Ô thempledau, enghreifftiau o CVs a llythyrau eglurhaol yn y Gymraeg.

Careersoft Ltd

single licence £55.00

network licence £105.00

additional templates and examples in the medium of Welsh £25.00

Aptitude tests and psychometric tools

Books and Directories

Test Your Own Aptitude

Jim Barrett, Geoff Williams

Contains a series of tests and questionnaires that will identify abilities, personality, and motivation. The results are then used to pinpoint the "ideal" career.

Kogan Page Ltd, May 2003

ISBN: 0-74943-887-8

£8.99

IQ and Psychometric Tests

Philip Carter

Despite the enormous capacity of the human brain, we only use a fraction of our potential brainpower. And while most of us believe there is little we can do to improve the brain we were born with, it has been proven that thought processes can be improved and sharpened by attempting various types of test. This title consists of tests and exercises designed to stretch and exercise, as well as entertain, the mind. The concept of IQ is broadening to include different types of intelligence, such as creativity and emotional intelligence; this book reflects that shift. As well as IQ tests it contains tests in the areas of: verbal intelligence, spatial appreciation, numerical calculation, logical reasoning, memory, creativity, lateral thinking, mental agility, and personality. Through practice it is possible to improve your IQ rating or performance at psychometric tests, and this book provides an opportunity for doing just that.

Kogan Page Ltd, 2004

ISBN: 0-74944-118-6

£8.99

Websites

Telegraph Careers Service

www.careers.telegraph.co.uk

Profiling for Success is a joint exercise between Telegraph Careers and Team Focus – the tests are available on the site. Covers: numerical, verbal, reasoning, memory and attention, and combined reasoning tests together with a careers interest inventory, learning styles indicator, personal styles type indicator, and combined career search package.

Also provides a careers advice service in conjunction with Hudson Human Capital Solutions.

Daily Telegraph

tests individually priced, careers advice £125.00 for three months' use of the programme online.

Software

Careers Advantage

Package containing Odyssey.2 and Pathfinder (or Pathfinder + HE)

VT Career Progressions Ltd

annual subscription site licence £300.00
(£350.00 with Pathfinder + HE)

The Times testing series – test your aptitude volume 1 (CD)

By randomly selecting questions, this programme aims to give an insight into motivation, personality type, strengths and weaknesses, performance in selection tests and career suitability.

Kogan Page Ltd, 2002

ISBN: 0-74943-756-1

£7.65

Career change and redundancy

Planning a Career Change: rethink your way to a better working life

Judith Johnstone

5th edition

Designed to be accessible to anyone making a new start, irrespective of age, gender or background. Provides exercises covering: drawing on work experience, building on hobbies and interests, rethinking your old career, and breaking new ground.

How to Books Ltd, February 2004

ISBN: 1-85703-937-8

£9.99

Taking a Career Break

Joshua White

Taking a career break examines the opportunities available, discusses the pros and cons with employers and covers the practicalities and problems.

Vacation Work Publications, June 2001

ISBN: 1-85458-255-0

£11.95

The Career Change Handbook

Graham Green

Written for people in employment looking for help with their next career move. Includes sample letters, CVs, exercises and useful addresses to tailor individual job searches. Covers:

- what do you really want to do?
- the best way to find a job
- helping others to help you
- interview psychology.

How to Books Ltd, December 2004

ISBN: 1-85703-958-0

£12.99

The Redundancy Survivor's Field Guide: use your redundancy as a platform for success

Graham Till

2nd edition

Uses an integrated workbook approach to enable readers identify and market a targeted package of skills and experience. Provides strategies for dealing with the trauma of redundancy before helping reader appreciate that this could be an opportunity for moving forward.

How to Books Ltd, August 2003

ISBN: 1-85703-885-1

£12.99

The 'Which?' Guide to Changing Careers

Sue Bennett

Guide which shows how to find a new direction in today's work environment. Uses case studies to help identify what readers have to offer and target suitable opportunities.

Which? Books Ltd, October 2003

ISBN: 0-85202-960-8

£10.99

Turn Redundancy to Opportunity: proven techniques and programmes for taking charge of your own future

Laurel Alexander

3rd edition

Shows how the distress of redundancy can be used as an opportunity for making changes. Includes: advice on coping with the first few weeks, help with handling finances, advice on overcoming barriers, and information on training and education.

How to Books Ltd, February 2003

ISBN: 1-85703-863-0

£9.99

Returning to Work: a guide to re-entering the job market

Sally Longson

Aimed at those who have been out of the workplace for some time, particularly women who have stopped working due to family commitments. Includes advice on: dealing with barriers, analysing your skills, starting back to study, and improving skills through voluntary work.

How to Books Ltd, February 2004

ISBN: 1-85703-924-6

£9.99

Websites

Directgov (formerly UK online)

www.direct.gov.uk

A wide ranging site which includes information on "life episodes" (for example looking for a job, redundancy) and good links to sites run by industry, voluntary agencies and government departments.

Business Link

www.businesslink.gov.uk

Useful fact sheets, for example for expectant mothers returning to work, self-employment issues and so on.

Employer Links

www.employer-links.org.uk

Employer Links is a national membership scheme designed to encourage employers to adopt policies that will allow their staff to achieve a balance between their work and home lives. Includes information on childcare and benefit issues.

Working families

www.workingfamilies.org.uk/asp/home_zone/m_welcome.asp

Contains information for working families and details of the support available on employment rights, childcare and flexible working. Also how they inform and advise employers on all work-life aspects, such as flexible working, carer leave, making the business case for change, and implementation.

Self-employment

Books and Directories

The 'Which?' Guide to Working from Home

Lynn Brittney

Explains the legal, practical and financial aspects of working from home and suggests ways of using your house to make money. Covers loans and grants, tax matters, costing your work, marketing tips, and selling on the Internet.

Which? Books Ltd, May 2003

ISBN: 0-85202-934-9

£10.99

Work for Yourself and Reap the Rewards: how to master your destiny and be your own boss

Brian Isaacs

2nd edition

A guide to successful self-employment. Information includes budgeting and complying with regulations, keeping records and knowing your customers, competitors and products. Also useful tips, techniques, and insights.

How to Books Ltd, June 2004

ISBN: 1-85703-957-2

£8.99

A Guide to Working for Yourself

Godfrey Golzen, Jonathan Reuvid

22nd edition

Covers the major issues which need to be considered when starting up alone: raising finance, keeping accounts, tax and legal aspects, marketing, IT, and choice of premises.

Kogan Page Ltd, June 2003

ISBN: 0-74944-029-5

£12.99

Start Up and Run Your Own Business

Jonathan Reuvid, Roderick Millar

2nd edition

Provides information for those starting up in business and also for those who want to expand their existing business.

How to Books Ltd, November 2004

ISBN: 1-85703-988-2

£12.99

Going for Self-employment: how to set up and run your own business

John Whiteley

2nd edition

Covers: starting out, managing resources, getting finance, succeeding and growing, dealing with problems, complying with regulations, bookkeeping, administration, insurance, and retirement. Highlights common pitfalls and mistakes to watch out for.

How to Books Ltd, 2003

ISBN: 1-85703-920-3

£9.99

Starting Your Own Business: how to plan, build and manager

Jim Green

Thorough handbook for small businesses, providing clear advice and explaining the pitfalls and how to avoid them. Includes advice on creating a winning business plan and marketing your business.

How to Books Ltd, 2002

ISBN: 1-85703-859-2

£9.99

Software

COBRA (Complete Business Reference Adviser)

COBRA is an encyclopedia containing over 3,000 records of business references for use by business advisers working with start-ups or small business clients.

Available on CD or via the Internet

Cobweb Information Ltd

Price on request

Websites

British Chambers of Commerce

www.chamberonline.co.uk

Web service for companies who are members of UK Chambers of Commerce. Includes a company search and links to various economic institutions, overseas trade pages, political parties and other business support groups. Newsletter and basic service is free.

Business Link

www.businesslink.org

see main record on page 24

Department of Trade and Industry Support for Business

www.dti.gov.uk/support

Information, advice and resources for new and small businesses. Lists Department of Trade and Industry (DTI) initiatives, offers help with training and development.

Federation of Small Businesses

www.fsb.org.uk

Contains press releases and a document library.

Flexibility

www.flexibility.co.uk

Resources and information for those exploring new ways of working such as portfolio work and homeworking.

Guide to Starting up in Business

www.inlandrevenue.gov.uk/startingup/pages.pdf

From the Inland Revenue – Guide to starting up in business will guide people through business planning, self-assessment, tax credit and other tax rules (requires Adobe Acrobat Reader).

Homeworking.com

www.homeworking.com

Information and advice for working from home. Covers issues on getting started, lists various homeworking organisations, practicalities of working from home and guidelines.

The Prince's Trust

www.princes-trust.org.uk

The trust aims to help 14–30 year-olds develop confidence, learn new skills, and get into work. The site provides information about the trust and the various courses, schemes, and grants available.

Self-employment: checklist

www.adviceguide.org.uk

see main record on page 26

Shell-LiveWIRE

www.shell-livewire.org

Dedicated to helping 16–30 year-olds to start and develop their own businesses. Includes a national competition for new businesses, a news section, profiles of successful businesses, a news section and an active discussion forum.

Small Business Service

www.sbs.gov.uk

An agency of the DTI, the Small Business Service provides advice, information and resources for small businesses.

Startups.Co.UK

www.startups.co.uk

Information and advice for people wanting to start their own business. Sections include: young entrepreneurs, business planning, online businesses, legal issues, advice on how to find premises, marketing and public relations, and franchising.

UK Employment Law

www.emplaw.co.uk

Includes summaries of key points of employment law. Offers British employment law information, with lists of employment law solicitors and information about Acts dealing with employment law. Some of the information is freely available, some by charged subscription.

Working From Home

www.wfh.co.uk/wfh/index.htm

Information from BT about working from home. Includes lots of promotion for their own consultancy services which offer guidance through stages of flexible working from planning, consultation and communication to implementation and management.

Skills for Employers

www.dfes.gov.uk/skillsforemployers

A gateway to a range of information specific to employers' needs including DfES policies and initiatives and links to other government departments and useful organisations. The site is dedicated to help employers make better informed decisions about training their employees and developing their businesses by investing in their workforce.

Your People Manager

www.yourpeoplemanager.com

see main record on page 19

Section D – Specialist Groups

Skills for Life (also known as basic skills)

Books and Directories

Survival Skills in the Workplace

Produced in partnership with the National Support project for New Deal these leaflets provide easy-to-read information about the types of skills and abilities needed for different jobs. Individual guides are available in the following occupational areas:

- administration (A1043)
- catering and hospitality (A1044)
- childcare and education (A1051)
- construction industry (A1048)
- direct care (A1052)
- hairdressing (A1049)
- horticulture (A1046)
- motor vehicle servicing (A1047)
- retail (A1050)
- travel services (A1045)

The Basic Skills Agency
Free

Basic Skills and Personal Advisers

This leaflet is designed for people who give advice on courses, careers and employment in a range of contexts from colleges to job centres. It covers what is meant by basic skills and why they are so important, highlights some of the warning signs to look for when working with clients, and gives some pointers on talking to clients about their basic skills needs.

The Basic Skills Agency
Product code: A1255
Free

Getting On

This photocopiable pack focuses on reading, writing, oral skills and spelling, and is designed for use by anybody working with women on basic skills development. It is in four sections: finding a job, a way ahead, money matters, and looking after yourself.

The Basic Skills Agency
Product code: A1070
£9.50

Fast Track

This resource has been devised to overcome difficulties experienced by advisers, outreach and development workers in identifying basic skills needs. It has been designed to:

- identify basic skills needs
- be used in 1:1 interviews
- take only 10 minutes to complete and mark
- give a choice of reliable and user-friendly approaches to assessment.

It can be used by:

- community outreach programmes
- probation officers
- the Youth Service
- voluntary organisations
- development workers in housing, health and community regeneration programmes
- IAG workers
- TUC learning reps
- **learndirect** advisers.

20 Questions is a focused questioning paper and there is also a conventional written assessment paper that can be ordered.

The Basic Skills Agency
Product code: A998
£15.00

The different packs of 50 test papers can be purchased separately as can the User Guide.

Getting the Basics Right

The series maps the occupational standards of a wide range of industries to the new National Standards for Adult Literacy and Numeracy. Available at www.dfes.gov.uk/readwriteplus/nosmapping and basic-skills.co.uk

The Basic Skills Agency
Free

Skills for Life Resources Pack

This pack was developed to support IAG workers in providing better support to clients with basic skills needs.

Learning and Skills Council, May 2003

Literacy Today

www.educationpublishing.com

The magazine of the National Literacy Trust, published four times a year. Each issue includes research, documents and digests and abstracts of papers relevant to literacy published in academic journals. Available in several formats, including print and PDF file.

£ 18.00 print

£ 14.00 electronic

£85.00 CD-ROM

Skillbuilders Series

1st edition

Skillbuilders are contextualised in three workplace scenarios to provide relevance to the basic skills being learned. The set consists of thirty titles. Fifteen literacy titles cover reading, writing, speaking and listening at all levels of the Adult Literacy Curriculum. Fifteen numeracy titles cover the number, measure, shape and space, and handling data subsections of the Adult Numeracy Curriculum at all levels.

Axis Education, 2004

£29.95 all books excluding Speaking and Listening

Speaking and Listening including CD-ROM £39.95

Software

Jobsearch Reading Disc CD-ROM

This is a themed version of the New Reading Disc. It is designed to help people develop the communication skills needed for jobsearch. There are five different kinds of activities including: writing a magazine article, having a debate, writing a letter, reading exercises, and reading activities. A number of case studies are used to encourage discussions between users. New subjects and sentences can be added locally as can new case studies.

Cambridge Training and Development Ltd

£ 100.00 standalone

£349.00 – £2,000.00 network/site licences

Skillcheck

Designed to help clients of all ages identify their own particular skill areas. It produces a report in the form of a skills profile and can be used in confidence building, raising awareness of skills and identifying skills clients wish to develop through training. Includes information sheets on: applying for a job, interviews, CVs, and other topics. A version of the programme with audio is planned.

VT Career Progressions Ltd

Annual subscription site license £ 160.00

Audio visual

Skills for Work series videos

1st edition

Each of the three videos in the series demonstrates, in a simple format, the use of Key Skills in the workplace. The programmes are about 20 minutes long, and show a wide range of people using their Key Skills in many different jobs at all levels. Each forms an interesting and informative way to help young people understand the Key Skills needed to be effective and successful at work.

Volume 1 – is an introduction to the use of Numeracy, Communication, IT and Working with Others in a wide range of work settings and in a range of jobs at different levels.

Volume 2 – illustrates in more detail the use of Communication skills and Working with Others. Speaking and listening, as well as reading and writing skills are shown in a range of different work settings during the first ten minutes of the programme.

Volume 3 – follows a similar format and shows in more detail people using Numeracy and IT skills. Weighing, measuring, calculating, handling money and pricing goods are all illustrated in the first ten minutes of the programme. The remaining clips show people using IT in a range of administrative tasks, design and other IT applications.

Careersoft Ltd, 2003

£19.50 each + VAT

set of three videos on offer £50.00

Websites

The Basic Skills Agency

www.basic-skills.co.uk

AND www.basic-skills-observatory.co.uk

The Basic Skills Agency is a small, quick response, independent organisation, working at "arms length" from its funders, the Department for Education and Skills and the Welsh Assembly. It is working towards being a national ideas and innovation organisation and a source of practice worth sharing in the basic skills arena. Basic skills are defined as the ability to read, write and speak in English/Welsh and to use mathematics at a level necessary to function and progress at work and in society in general.

Department for Education and Skills

Read Write Plus

www.dfes.gov.uk/readwriteplus

BBC Skillswise

www.bbc.co.uk/skillswise

Skillswise aims to help adults improve their reading, writing and maths skills. It is targeted at Level 1 of the adult curriculum for basic skills in literacy and numeracy.

DfES Key Skills

www.dfes.gov.uk/keyskills

This site outlines the Government's position on Key Skills. It looks at the way forward and some of the issues which surround future developments. It aims to identify where Key Skills fit within qualifications, education and training programmes.

Key Skills

www.qca.org.uk/qualifications/592.html

New Key Skills Standards, information on QCA website.

Key Skills Work

www.keyskillssupport.net

The student website contains practice quizzes and Key Skills Trainer, a package of interactive learning material, and an innovative game, The Symtel Files, where learners carry out key skills tasks to investigate a case of industrial espionage in a fictitious mobile phone company. These are all designed to help learners check, learn and apply their key skills. There is a range of publications to support Key Skills.

Offenders and ex-offenders

Books and Directories

Working with Young Offenders: a reference manual containing information for helping offenders, ex-offenders and people at risk

Nicky Farrell
2nd edition

Includes information on issues affecting these client groups with details of agencies involved in education, training, employment and support. National contacts listed with short profiles, addresses and telephone numbers.

Lifetime Careers Publishing Ltd in association with Connexions West of England, 2002 (order through Orca Book Services)
ISBN: 1-90287-628-8
£29.95

I Can't Do That, Can I? a directory of occupations and the relevance of criminal convictions

Robin Pencavel

Information based on a survey of professional bodies and organisations as to the relevance of criminal convictions when dealing with job applications from ex-offenders.

Lifetime Careers Publishing Ltd, October 2001
(order through Orca Book Services)
online at www.connexions.gov.uk/partnerships/icanthathatcani/cover.htm
ISBN: 1-90287-622-9
Book £39.95, online free

Employing People With Criminal Records

www.cipd.co.uk/subjects/dvsequ/exoffenders/crimrec.html

A good practice guide on the employment of people with criminal convictions.

CIPD, 2001 (updated July 2004)
Free

Work matters

First hand accounts of how companies have employed ex-offenders. It includes a five-point guide and employers' guide to the Criminal Records Certificates.

Apex Trust
£3.50

Straight for Work

Practical guide for ex-offenders on disclosing criminal convictions to employers. Includes the 1997 Police Act.

Apex Trust
£3.50

People Management

Special edition of the human resources (HR) magazine, which focuses on the problems concerning the employment of ex-offenders with relevant case studies and advice.

CIPD (available through Apex Trust)
£1.00

Releasing the Potential

A useful guide to good practice for the employment of people with criminal records. Produced in association with Kingfisher retail group.

Apex Trust
£2.50

Recruiting Ex-offenders: the employer's perspective

Gives employers detailed information about recruiting potential staff with criminal records.

Nacro, 2003
ISBN: 0-85069-194-X
£7.50

Applying for Work (with a criminal record)

Sorting yourself out guide is for individuals which explains the best way to complete application forms and CVs or to respond to questions about a criminal record.

Practitioners guide provides support for advisers and others working with offenders and ex-offenders.

Nacro, 2003
Single copy free, multiple copies 75p each

Finding a Job

Sorting yourself out guide is for individuals which sets out what prisoners can do before and after release to find work, who to contact and where to look.

Practitioners guide provides support for advisers and others working with offenders and ex-offenders.

Nacro, 2003

Single copy free, multiple copies 75p each

Websites

Apex Trust

www.apextrust.com

Apex Charitable Trust seeks to help people with criminal records to obtain appropriate jobs or self-employment by providing them with the skills they need in the labour market and by working with employers to break down the barriers to their employment.

Bridging the Gap

www.btuk.org

Bridging the Gap (BTG) is a registered charity which aims to help discharged prisoners settle back into the community. The organisation offers advice and information to them, their families, prison and probation staff, students, academics and interested members of the public. In addition to the online resource the organisation also produces a Resource CD-ROM containing a great deal of useful information and contact details.

Inside Out Trust

www.inside-out.org.uk

The Inside Out Trust develops prison projects based on restorative justice principles. Prisoners learn new skills which they willingly use to provide goods and services to disadvantaged people all over the world; new skills which should improve their own employment prospects after release. Prisoners learn about the needs of other people and their ability to help them. They feel restored to the world outside and more positive about their place within it.

Prison Reform Trust

www.prisonreformtrust.org.uk

The work of the Prison Reform Trust is aimed at creating a just, human and effective penal system. The organisations does this by: inquiring into the workings of the system; informing prisoners, staff and the wider public; and by influencing parliament and officials towards reform.

Prisoner Education Trust

www.prisonerseducation.org.uk

Prisoners' Education Trust was founded in 1989 by a Prison Education Manager and others who saw a need to extend educational opportunities beyond what could be provided by the Education Service. In 2000 the trust made 737 grants to prisoners wanting to make a fresh start. Distance learning is especially suited to people in prison because the packs can travel with prisoners during frequent transfers and can be used by those who for reasons of security cannot attend education classes.

Prison Service

www.hmprisonservice.gov.uk

On this site you can find out about the work carried out in prisons throughout England and Wales. "Whether you're looking for job opportunities, have a friend or family member in prison or simply want to find out more about the service, this site has been designed to provide the information you need."

Asylum seekers and refugees

Resources

Working with Refugees and Asylum Seekers: support materials for ESOL providers

The work formerly known as *Refugee and Asylum Seeker Support Pack* is currently (January 2005) being revised and is available for consultation at www.dfes.gov.uk/readwriteplus/teachingandlearning

inexile magazine

www.refugeecouncil.org.uk/publications

inexile is the magazine for people with an interest in refugee and asylum issues. Published by the Refugee Council, it features the opinions of experts from across the sector, as well as interviews with academics and policy-makers and the views of refugees themselves.

Refugee Council

Annual subscription rates are tiered at £18.00 for non-governmental organisations (NGOs) and individuals, £21.00 for businesses and statutory authorities, £12.00 for refugee community organisations and £36.00 for overseas

Migration and Social Security Handbook: a rights guide for people entering and leaving the UK

3rd edition

The Migration and Social Security Handbook gives practical guidance on social security entitlement for anyone who has come to or is leaving the UK. It is unique in bridging the gap between benefits and immigration advice. There is particular emphasis on the provisions most likely to affect claimants from minority ethnic groups. New edition due in 2005.

Child Poverty Action Group (CPAG), October 2002
ISBN: 1-90169-819-X
£17.95

Websites

Asylum Aid

www.asylumaid.org.uk

Asylum Aid is an independent, national charity assisting refugees in the UK. It helps vulnerable and disadvantaged people seeking asylum in the UK by giving them free legal advice and representing them in their asylum application. It also combines advice work and policy work with campaigning for the fair treatment of refugees in this country.

Asylum Support

<http://asylumsupport.info>

Asylum Support focuses on all matters that concern people seeking asylum, together with a directory of hundreds of online resources relating to: asylum and refugees; conflict; country data; court cases; deportation; detention; discrimination; funding; gender; government; human rights; human trafficking; law; media; migration policy and studies.

British Red Cross (family tracing)

www.redcross.org.uk/trace

The Red Cross works worldwide to restore and maintain contact between families delivering family news when normal means of communication have broken down due to war or disaster. Also helps trace family members and handles applications for travel assistance from refugees.

Electronic Immigration Network

www.ein.org.uk/index.shtml

Electronic Immigration Network (EIN) is a voluntary sector organisation specialising in the provision of information on immigration and refugee law via the Internet, particularly in the UK and Europe. The site also has an extensive area of general resources and links for those interested in immigration and asylum.

Forced Migration Online

www.forcedmigration.org

Forced Migration Online (FMO) provides instant access to a wide variety of online resources dealing with the situation of forced migrants worldwide. Designed for use by practitioners, policy makers, researchers, students or anyone interested in the field, FMO aims to give information in an impartial environment and to promote increased awareness of human displacement issues to an international community of users.

Health for Asylum Seekers and Refugees Portal

www.harpweb.org.uk

Consists of three websites, each developed in collaboration with health professionals working with asylum seekers and refugees in the UK. They are designed to enable users access the information, practical tools, and articles that have been written by health care professionals, NGOs, academics and research bodies with expert knowledge of working with asylum seekers and refugees, both in the UK and other countries. The other two HARPWEB sites are: Harp Mental Health, and Well-being Resource.

Immigration Advisory Service

www.iasuk.org

The IAS gives free advice and assistance on all immigration, asylum and nationality issues to persons eligible for legal help and controlled legal representation and presents appeals against refusal decisions for all who have a right of appeal.

Immigration and Nationality Directorate

www.ind.homeoffice.gov.uk

Part of the Home Office. Includes information on applying for asylum and immigration control in the UK.

Information Centre about Asylum Seekers and Refugees

www.icar.org.uk

An independent organisation which exists to promote understanding of asylum and refugees in the UK and to encourage information-based debate and policy-making.

Joint Council for the Welfare of Immigrants

www.jcwi.org.uk

Joint Council for the Welfare of Immigrants (JCWI) is an independent national voluntary organisation, campaigning for justice and combating racism in immigration and asylum law and policy. JCWI provides free advice and casework, training courses and a range of publications.

Language Line

www.languageline.co.uk

Language Line offers over-the-phone interpreting, translation and document translation. The organisation specialises in telephone interpreting and text translation for the public sector, and provides immediate and 24-hour access to qualified and UK-trained interpreters in over 100 world and minority ethnic languages, all year round. Accessible to subscribers from any telephone without any pre-booking.

Multikulti

www.multikulti.org.uk

The Multikulti website aims to support citizenship through the delivery of culturally appropriate and accurately translated information in the following areas of welfare law: debt, employment, health, housing, immigration, and welfare benefits. Translated material is currently available in: Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujarati, Portuguese, Somali, Spanish, Turkish, and Urdu.

Citizens Advice – Advice Guide

www.adviceguide.org.uk

see main record on page 19

Praxis

www.praxis.org.uk

Information on asylum seekers and human rights issues.

Refugee Access Info

www.refugeeaccess.info

Refugee Access Info is the website for asylum seekers, refugees and agencies working in Yorkshire and Humberside area and in Liverpool. Provides an events diary, jobs listings and a directory of agencies in the region. Includes information on legal issues, education, housing, funding and using IT. There is a list of translated resources on a range of topics in Albanian, Arabic, Farsi, French, Portuguese, Russian, Somali, and Turkish.

Refugee Action

www.refugee-action.org.uk

Refugee Action is an independent national charity that enables refugees to build new lives in the UK. It provides practical advice and assistance for newly arrived asylum seekers and long-term commitment to their settlement through community development work.

North of England Refugee Service information centre

www.refugee.org.uk

NERS believes that refugees in general receive an unfairly negative press and also that the whole issue of asylum seekers in the UK has been confused by the media and politicians irresponsible use of terms like "bogus" and "economic migrants", which have served to blur the definitions between genuine asylum seekers and illegal immigrants.

Refugee Council

www.refugeecouncil.org.uk

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. It provides help and support and also endeavours to ensure that needs are being met. The Council's work includes: advice and support, working with community organisations, offering training and employment, campaigning and lobbying, and producing authoritative information.

Refugee Council support packs: for refugee advisers in the regions

www.refugeecouncil.org.uk/publications/pub016.htm

The advice guides aim to help anyone advising asylum seekers and refugees in the Eastern region, the West Midlands, London, and Yorkshire and Humberside. They detail the asylum process as well as the rights and entitlements of asylum seekers and refugees. They also give practical steps an adviser can take when a client has trouble accessing support. Available to download (PDF version).

Refugee Education and Training Advisory Service

www.education-action.org/retas.asp.htm

Refugee Education and Training Advisory Service (RETAS) is a division of Education Action International. RETAS supports the social and economic development of refugees and asylum seekers in the UK and at a European level by facilitating their access to education, employment and training opportunities and unlocking their potential both as individuals and members of the community.

Refugee Legal Centre

www.refugee-legal-centre.org.uk

The Refugee Legal Centre provides legal advice and representation for those seeking protection under international and national human rights asylum law. Delivers training and other support to those giving advice and representation in such cases.

Ruth Hayman Trust

www.ruthhaymantrust.com

The Ruth Hayman Trust awards small grants to support the education and training of adults resident in the UK who speak a language other than English as their first language. Awards are up to £300.00.

Support 4 Learning – community, immigration and asylum seekers' section

www.support4learning.co.uk/community/law_immig.htm#general

Directory of general resources on issues relating to asylum seekers and immigration.

Black and minority ethnic groups

Books and Directories

Hobsons Guide to Careers for Ethnic Minorities 2005

One of a series. Provides careers information through graduate profiles offering an insight into the selection criteria of thousands of employers and institutions.

Trotman & Company Ltd, September 2004
ISBN: 1-90463-820-1
£9.99

Websites

Commission for Racial Equality

www.cre.gov.uk

The CRE is a publicly funded, non-governmental body set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality. It works in both the public and private sectors to encourage fair treatment and to promote equal opportunities for everyone regardless of their race, creed, colour, nationality, or national or ethnic origin.

Equal Opportunities Commission

www.eoc.org.uk

The EOC is the leading agency working to eliminate sex discrimination in 21st century Britain. Despite gender equality being enshrined in statute there are, in reality, still many inequalities: pay and pensions, benefits, treatment at work, and violence against women.

Older workers

Websites

Age Concern

www.ageconcern.co.uk

Age Concern supports all people aged over 50 in the UK, ensuring that they get the most from life. The organisation provides essential services such as day care and information and campaigns on issues like age discrimination and pensions, and works to influence public opinion and government policy about older people.

Third Age Employment Network (TAEN)

www.taen.org.uk

The Third Age Employment Network (TAEN) is committed to better opportunities for mature people to continue to learn, work and earn. The network has a membership of 240 organisations and groups across the country that represent the leading UK expertise in helping mature people to overcome barriers of discrimination and realise their aims and ambitions.

Gender specific resources

Books and Directories

Hobsons Guide for Career Women

One of a set of guides. Provides careers information through graduate profiles offering an insight into the selection criteria of thousands of employers and institutions.

Trotman & Company Ltd, September 2004
ISBN: 1-90463-818-X
£9.99

FundaMENTal: a guide to work with young men

Mark Wood

Introduces work with young men and outlines steps that need to be taken to design and deliver effective group work programmes, aiming to develop young men's self-esteem and well-being.

UK Youth, 2002
ISBN: 0-90709-571-2
£16.50

Working with Men

www.workingwithmen.org

A not-for-profit organisation that carries out major reviews and development work for statutory organisations on issues related to men, including fatherhood, relationships, mental health, sexual health, violence and growing up. It also produces a quarterly journal that keeps practitioners, students and policy makers informed of developments in practice, featuring reviews of books. Publications and resources helpful to those developing work with men.

Learning difficulties, disability and mental health

Books and Directories

Disability Rights Handbook April 2004–April 2005

Ian Greaves
29th edition

Provides information on social security benefits available to disabled people and their carers, including Going Back to Work benefits. Includes a directory providing addresses and telephone numbers for national charities and self-help disability organisations in Great Britain and Northern Ireland.

Disability Alliance, May 2004
(order book through Central Books Ltd, CD from publisher)
ISBN: 1-90333-519-1 (book)
ISBN: 1-90333-520-5 (CD-ROM)
£14.90 (book), £10.00 (benefit concession)
£17.51 (CD-ROM)

Moving Into Work: a disabled person's guide to the benefits, tax credits and other help available when considering any kind of work

2nd edition

A guide covering the support available from the benefits system and from government schemes for disabled people wanting to move into work. The guide aims to help disabled people and their advisers make informed choices about the options available to them. It explains how work can affect entitlement to benefits and examines the different types of work, full-time, part-time, permitted work and voluntary work, as well as providing information about various government initiatives aimed at helping disabled people into work. The case studies included provide useful information about the financial impact of work on benefits.

Disability Alliance Educational and Research Association,
September 2003

£5.00 or £3.50 each for 10 or more copies

Self-employment Why Not? a disabled person's guide to the benefits, tax credits and other help available when considering self-employment

2nd edition

A guide covering the support available from the benefits system and from government schemes for disabled people who are considering self-employment. The guide aims to assist disabled people and their advisers make informed choices about the options available to them. It explains how self-employment can affect entitlement to benefits and examines the different types of self-employed work.

Disability Alliance, September 2003

£5.00

Making it Work

Stephanie Jones, Julia Shearn

Making it Work explores the experiences and strategies for success of supported employees, employers, colleagues and job coaches. The report is unusual in focusing primarily on the perspectives of people with learning difficulties themselves, and also because the research was carried out in collaboration with members of the self-advocate group, People First Wales. It identifies examples of good practice and suggests how the service can be developed and improved.

Pavilion Publishing (Brighton) Ltd

ISBN: 1-84196-053-5

£12.95

If I were ...

Monica Brand, Eileen De'Ath, Tessa Doe, Helen Evans

Comprises 140 leaflets, describing in clear, simple terms a wide range of jobs open to students with few or no qualifications. *If I Were ...* is also an ideal resource to use with students with moderate learning difficulties. Each leaflet looks at: skills and the qualities required for a particular job, the availability of the work, the training required, and how to find a job. Each leaflet includes a simple introduction to labour market trends and a lively profile of someone doing a typical job.

Lifetime Careers Publishing Ltd
(order through Orca Book Services)

ISBN: 1-90287-619-9

£59.95

If I were plus!

Monica Brand, Eileen De'Ath, Tessa Doe, Helen Evans

A multi-media CD using simple text, video and sound to explore the information and job titles in the *If I Were ...* careers leaflet series.

ISBN: 1-90287-675-X

Lifetime Careers Publishing Ltd
(order through Orca Book Services)

£125.00 plus VAT

Motivating the Disaffected

Ed. Dr Gerald (Ged) Lombard

A series of six titles (see below ISBN: 1-90287-6 last three digits with title) designed to help professionals in education motivate and encourage students who are disengaged from learning. Each book provides a concise and practical guide to topics that are of particular concern to teachers and advisers.

The ABC of Classroom Behaviour – Steve Freer (68-7)

Asperger Syndrome and High Functioning Autism – Hilary Dinham (70-9)

Motivational Triggers – Gerald Lombard (67-9)

Social Competence: Reading Other People – Gerald Lombard (69-5)

Complex Specific Difficulties – Gerald Lombard (71-7)

Staying Safe – Gerald Lombard (72-5)

Lifetime Careers Publishing Ltd
(order through Orca Book Services)

£49.95 for the set

£9.99 each

ISBN: 1-90287-673-3 (set)

Making The Jump: we can do a good job

Yola Jacobsen

A resource for adults with learning difficulties who want to work. It contains ideas and examples of how people with learning difficulties can be involved in the process of their own transition to work and includes case studies of people with learning difficulties who have "made the jump" and are in employment. This pack is produced in large print, written in clear accessible language with illustrations and is available on audio CD.

NIACE [National Institute of Adult Continuing Education],
June 2002
ISBN: 1-86201-144-3
£15.00

Making The Jump: transition to work

Yola Jacobsen

A guide to supporting adults with learning difficulties make the jump from education to employment. It includes sections on how to plan a relevant course, funding a course, and working with staff from other organisations. It contains an overview of relevant current government policy affecting employment and people with learning difficulties.

NIACE [National Institute of Adult Continuing Education]
ISBN: 1-86201-143-5

*Making The Jump set £60.00 (this includes both *Transition to Work* and *We Can Do A Good Job – Transition to Work* cannot be purchased individually, but only as part of the complete set).*

Hobsons Guide for Disabled Students 2005

One of a series. Provides careers information through graduate profiles offering an insight into the selection criteria of thousands of employers and institutions.

Trotman & Company Ltd, September 2004
ISBN: 1-90463-819-8
£9.99

The Disabled Students' Guide to University 2005: for people with disabilities, dyslexia and specific needs

Emma Caprez

Provides summaries of university/college disability statements and Quality Assurance Agency for Higher Education (QAA) reports on provision for disabled students; and details of academic and cultural provision for disabled students at universities and colleges.

Trotman & Company Ltd, March 2004
Braille version – Royal National Institute for the Blind
ISBN: 0-85660-946-3
£21.99

Funding for Disabled Students in Further Education

One of a series of information sheets addressing different aspects of post-16 education, training and the transition to employment for people with disabilities.

SKILL: National Bureau for Students with Disabilities, April 2004
professionals £2.50 each, students five sheets free on receipt of sae; online information free www.skill.org.uk

Funding for Disabled Students in Higher Education

One of a series of information sheets addressing different aspects of post-16 education, training and the transition to employment for people with disabilities.

SKILL: National Bureau for Students with Disabilities,
August 2004
professionals £2.50 each, students five sheets free on receipt of sae; online information free www.skill.org.uk

Applying to Higher Education: guidance for disabled people

One of a series of information sheets addressing different aspects of post-16 education, training and the transition to employment for people with disabilities.

SKILL: National Bureau for Students with Disabilities
professionals £2.50 each, students five sheets free on receipt of sae; online information free www.skill.org.uk

Into Higher Education 2005

7th edition

Information and advice for disabled people planning to apply to higher education. Includes advice about applications, getting support, grants and benefits. The book also includes profiles written by students with disabilities about their experiences in higher education as well as a list of advice agencies and institutions that provide higher education courses.

SKILL: National Bureau for Students with Disabilities,
September 2004
ISBN: 1-86996-593-0
£12.50 – discounted prices for disabled students, trainees and jobseekers, online free

A Guide to the Disability Discrimination Act 1995 for Institutions of Further and Higher Education

5th edition

This guide is also applicable to training providers.

SKILL: National Bureau for Students with Disabilities
£12.50

Aasha: working with young people with a learning difficulty from a South Asian background

Based on the findings of SKILL's three-year Aasha action research project working with over 60 young people and their families in Birmingham and Tower Hamlets in London. The publication includes an analysis of the key issues identified during the project, direct quotations from the young people and families involved in the project, and recommendations for policymakers and practitioners. Includes: an overview of the project, direct quotations from the young people and families involved in the project, key issues identified during the project, and recommendations for policy makers and practitioners.

SKILL: National Bureau for Students with Disabilities, June 2003
£15.00

Enhancing Quality of Life Resource Pack: facilitating transitions for people with profound and complex learning difficulties

This resource pack is one of the outcomes of a three-year action research project undertaken by SKILL and the University of Cambridge. The pack is an invaluable guide for all staff in different types of organisations working or wishing to work with people with profound and complex learning difficulties during periods of transition. The pack includes: a staff development guide (with video), a guide to support managers, a briefing paper for policy makers, a literature review, and a quality of life manual for monitoring review and evaluation.

SKILL: National Bureau for Students with Disabilities, 2002
ISBN: 1-86996-563-9
£25.00

Students with Mental Health Difficulties: your questions answered

This book helps professionals become more aware of what mental health difficulties are and what issues may be particularly relevant to people with mental health difficulties who enter education or training.

SKILL: National Bureau for Students with Disabilities, updated 2002
£6.50

Unlocking Opportunity: a handbook for key workers and careers advisers working with disabled people in Scotland

This handbook is a practical guide for key workers and careers advisers working with disabled people in Scotland. The main text will also be useful for careers or Connexions advisers working in the rest of the UK. The handbook features information on working with people with specific disabilities, processes and procedures as well as case studies and useful contacts.

SKILL: National Bureau for Students with Disabilities, August 2002
£12.50

Audio visual

Social Skills at Work

This CD-ROM features real-life workers with disabilities and their employer in on-the-job settings. It covers five valuable skills for the workplace:

- dress right
- be on time
- be friendly
- be a team player
- be ready to work.

The CD-ROM provides a "book" and a "movie" option for each skill area. All the movies are close-captioned and last about five minutes. They illustrate the relationship of good social skills and job performance. An accompanying book reinforces and expands the concepts in the movies. There is also a "talking" section which reads the text aloud. Also available in MAC format.

Attainment Company, Inc
license single user US\$99
10 machine license US\$449
intelligent keys overlay US\$10

The Workforce are Go: a video resource pack exploring employment issues for people with learning disabilities

Will Geffin

A lively and humorous video accompanied by substantial supporting training materials, The Workforce are Go! presents stories of working life for five people with mild learning disabilities. Each of the five in the workforce has a different problem with their work, and each person's problems are explored through discussion, drama and activities. Providing a detailed insight into the issues and ideas raised in the video, this pack includes discussion topics, games, advice and practical exercises on employment issues for people who have learning disabilities. Guidance notes for facilitators are included. Topics include:

- money and benefits
- rights and responsibilities
- equal opportunities
- health and safety.

Pavilion Publishing (Brighton) Ltd
ISBN: 1-90060-054-4
£55.00

A Review of Resources

The aim of this resources' review is to give an overview of documents and websites that are likely to be of use when FE colleges and LEAs are looking at how their provision and practice needs to be developed in the light of the Disability Discrimination Act (DDA) Part IV. The pack is downloadable from the LSC website and contains details of the DDA Part IV as well as details of materials produced by specific organisations. Includes many email addresses for organisations dealing with specific disabilities.

Learning and Skills Council, August 2002
downloadable from www.lsc.gov.uk
(search in publications – actual address is extremely long)

Useful organisations and websites

There are many useful organisations that can provide information and support for people with learning difficulties, disabilities or mental health problems. Below is a list of some of them. For a more detailed list, see the Review of Resources (see above), produced by the LSC or the Foundation for People with Learning Disabilities (www.learningdisabilities.org.uk) which provides links to organisations covering many disabilities and syndromes.

Centre for Accessible Environments (CAE)

www.cae.org.uk

The Centre for Accessible Environments (CAE) is an information provider and a forum for collaborative dialogue between providers and users on how the built environment can best be made or modified to achieve inclusion by design. Services include information, training and consultancy.

Disability Alliance: breaking the link between disability and poverty

www.disabilityalliance.org.uk

The Disability Alliance has a range of free and costed publications. Many are downloadable from their website. The organisation also provides a telephone advice service and training opportunities.

Disability Now

www.disabilitynow.org.uk

helpline 01787 882111

Talking Newspapers Enterprises Ltd
Newspaper for and about disability issues. Website provides a selection of stories from the newspaper and links to a number of websites of organisations involved with disability including those dealing with employment and education. There is also a telephone helpline available (one evening and one afternoon a week). Monthly publication with mid-monthly supplement.

Disability Now

ISSN: 0958-4676

Tabloid size newspaper, online (partial contents) and telephone helpline information service.

Newspaper also available on cassette, disk or in an email newspaper £18.00 individual, £28.00 corporate, free to anyone in receipt of state benefits, online free

Disability Rights Commission

www.drc.org.uk

Details the work of the commission and includes downloadable publications as well as lots of useful information and news including a monthly newsletter.

Dyslexia Institute

www.dyslexia-inst.org.uk

The Dyslexia Institute (DI) is an educational charity for the assessment and teaching of people with dyslexia and for the training of teachers. It has grown to become the only national dyslexia teaching organisation in the world.

MENCAP

www.mencap.org.uk

MENCAP works with people with a learning disability, and their families and carers. Mencap's Education and Employment Business Unit offers education and employment services that enable people with a learning disability to achieve their goals. This includes MENCAP's Pathway which finds people opportunities ranging from work experience to full-time employment.

MIND

www.mind.org.uk

MIND is the leading mental health charity in England and Wales. It works to create a better life for everyone with experience of mental distress. The organisation produces a wide range of leaflets and more substantial publications on specific and generic issues of mental well-being.

National Autistic Society (NAS)

www.nas.org.uk

The society exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs. This site includes information about autism and Asperger Syndrome, and about support and services available in the UK.

National Register of Access Consultants

www.nrac.org.uk

This is a national register of approved access consultants. The database provides details of suitably qualified access consultants that organisations can use to conduct audits and to advise on improvements.

Royal Association for Disability and Rehabilitation (RADAR)

www.radar.org.uk

The mission of the Royal Association for Disability and Rehabilitation (RADAR) is to enable disabled people and disability organisations to initiate, develop and encourage change, and to campaign for a fully inclusive society.

Royal National Institute for the Blind (RNIB)

www.rnib.org.uk

Information and advice on living with sight impairment including useful fact sheets.

RNIB – Student website
www.rnib.org.uk/student

A dedicated website for blind and partially sighted students which provides help and information on all aspects of student life. There is information on finance, benefits, health, technology, studying and careers. The main options include a messageboard, student life, going to college, time out, studying, technology, relationships, and life after college. There is also a section on Good Website Design.

RNID (Royal National Institute for the Deaf)

www.rnid.org.uk

RNID's vision is of a world where deafness and hearing loss are not barriers to opportunity and fulfilment. The RNID provides services directly to deaf and hard of hearing people and those who advise them. Provides publications, training courses, employment programmes, and equipment and products.

RSI Association

<http://rsi.websitehosting-services.co.uk>

Provides information and advice on issues related to repetitive strain injury (RSI).

SKILL: National Bureau for Students with Disabilities

www.skill.org.uk

Website for disabled students providing:

- information booklets
- case studies of disabled students reaching their goals
- guides for staff in further education
- Disabled Students' Allowances – a list of Local Education Authorities and their evidence requirements
- bookshop
- Skill Higher Education Networks – forums for sharing good practice, networking and discussing issues when working with disabled students in different regions of the country
- links to other useful websites
- Careers related advice and services for students and graduates with disabilities.

Lone parents

Books and Directories

The Lone Parent Handbook 2004/05: the comprehensive advice guide to lone parents' rights

A guide covering the issues affecting Britain's 1.75 million lone parents. For support workers providing information and guidance to lone parents, the handbook provides a one-stop shop resource. Each topic is supported with case studies and a glossary of key terms.

One Parent Families, 2004
ISBN: 1-85199-225-1
£25.45

Websites

Gingerbread

www.gingerbread.org.uk

Gingerbread is a support organisation for lone parent families. Some of the information available includes introduction to tax credits, back to work checklists, back to work bonus and child maintenance bonus.

New Deal for Lone Parents

www.newdeal.gov.uk/newdeal.asp?DealID=LPAR

New Deal for Lone Parents is a specially designed programme to help lone parents who want to work.

One Parent Families Online Helpdesk

www.vohm.com/opf_helpdesk

Current information available:

- benefits and tax
- debt
- bank accounts
- separation – managing your money and splitting up
- links to useful organisations.

Helpline (Monday to Friday 9am–5pm) 0800 018 5026

One Parent Families supported by Lloyds TSB Foundations

Span UK (Single Parents Action Network)

www.spanuk.org.uk

Single Parent Action Network (Span) is a multi-racial organisation of single parents working to improve the lives of one parent families in the UK and Europe.

Travellers

Websites

Groundswell UK

www.groundswell.org.uk/index.html

Groundswell UK is a project that promotes and develops self-help initiatives with people who are homeless, excluded or living in poverty. The organisation is involved in a number of campaigns including:

- Put Homelessness Strategies to the test!
- Get Rid of the Vagrancy Act! Say No to the Criminalisation of Homelessness
- The Food Justice Campaign
- Traveller Law Reform
- Freedom to Cruise.

The Travellers' School Charitable Trust

www.travellersschool.plus.com

The Trust exists to support travellers and their children to access opportunity, freedom and choice, through education.

Friends Families and Travellers

www.gypsy-traveller.org

FFT is a national voluntary organisation which serves the whole spectrum of the traveller community – both traditional and new, settled or on the road.

Workforce development, including workforce returners, low skilled workers and hard to reach groups

Books and Directories

Backpack

2nd edition

This pack contains materials designed to develop confidence, assertiveness and job hunting skills in young adults, drawn from practical experience of work with New Deal clients. Contains materials designed to help people:

- develop self confidence
- practice assertive behaviour
- career plan
- track down vacancies
- build networks of contacts
- use the Internet as a tool for job hunting
- sell themselves well on paper
- sell themselves well in person.

Highflyers Publishing, August 2002 updated June 2004

ISBN: 1-90344-910-3

£70.00

Websites

Citizens Advice – Advice Guide

www.adviceguide.org.uk

see main record on page 19

The Prince's Trust

www.princes-trust.org.uk

see main record on page 26

Trades Union Congress

www.tuc.org.uk

The site for the Trade Union Congress (TUC) containing a "Know Your Rights" section, information on publications, links, events and member services.

Section E – Professional and Service Development

The **matrix** Standard

Provides a summary of the elements and the criteria that any organisations seeking accreditation to the **matrix** Standard will need to meet.

ENTO

download (PDF) from www.matrix-quality-standard.com/main/pubs_catalog/publications.asp

The **matrix** Standard – Getting Started

Designed for those who would be responsible for introducing the **matrix** Standard into their organisation and will help you understand where you are now and the relevance of the **matrix** Standard in your organisation.

ENTO

download (PDF) from www.matrix-quality-standard.com/main/pubs_catalog/publications.asp

The **matrix** Standard – Explained

Provides a definitive description of how the Standard works in practice. It helps users assess the relevance of the **matrix** Standard to their organisation, identify evidence required to meet the Standard, and consider questions a **matrix** Assessor may ask. Note: This document is being revised and is not currently available – pre-publication orders are being accepted.

ENTO

The **matrix** Standard – Making the Link

Explains the synergy between the **matrix** quality standard for information advice and guidance services and the Investors in People Standard.

ENTO

download (PDF) from www.matrix-quality-standard.com/main/pubs_catalog/publications.asp

About the **matrix** Standard – for employers

A guide for managing directors or anyone responsible for training or human resources explaining the purpose of the **matrix** Standard and its benefits. Provides a brief overview of what the Standard involves and how it fits in with other organisational standards.

ENTO

download (PDF) from www.matrix-quality-standard.com/main/pubs_catalog/publications.asp

About the **matrix** Standard – for providers of information advice and guidance services

Guide for anyone who provides IAG to external clients including student services, learning centres, community centres and employment agencies.

ENTO

download (PDF) from www.matrix-quality-standard.com/main/pubs_catalog/publications.asp

Materials to support continuous quality improvement

Books and Directories

What Works

Joan O'Hagan

A set of publications providing examples of good practice identified within the career information, advice and guidance sector. Currently available:

- Getting Your Message Across
- Signposting and Referral
- Adult Basic Skills and Information Advice and Guidance.

The Guidance Council, May 2003

£7.50 each

Getting it Right – Reviewing for Quality

A guide providing practical ideas to help providers of IAG for adults to review the management and delivery of their services.

The Guidance Council, 2003

Workbook including CD with activities

£20.00

Websites

www.servicefirst.gov.uk

The Service First and Modernising Government programmes have now been completed. The information held on the Cabinet Office site is no longer being maintained but is retained for archive purposes.

ENTO: developing the confidence of people who work with people

www.ento.co.uk

ENTO is responsible for standards and qualifications for: advice, guidance and advocacy; assessment and verification; counselling; health and safety; learning and development; mediation; Apprenticeships; personnel; recruitment consultancy; trade union officers; work-related violence; and support services for children.

Continuous professional development for advice and guidance workers

Websites

Skills and Education Network Newsletter

<http://senet.lsc.gov.uk>

Monthly electronic newsletter from the LSC containing information, news and research related to learning and training.

From The Press

This is an abstracting service, produced by the same team that produces the CLIPS careers information service. It is available by email in PDF format. You are free to download the file and to print as many copies as you wish within the purchasing organisation. Nine issues per annum.

Lifetime Careers Publishing Ltd
£50.00 per annum

The National Guidance Research Forum

www.guidance-research.org

The overall purpose of this website is to bring practice and research closer together. This site is for practitioners; managers; trainers; researchers and policy makers - or anyone with an interest in guidance. The three main resources on the site are: Making Guidance More Effective, LMI Future Trends, and the National Library Resource for Guidance.

The Guidance Council

www.guidancecouncil.com

Website provides information to users of guidance, providers and policy makers about the sector.

Centre for Guidance Studies

www.derby.ac.uk/cegs

Provides information in a number of different categories about research, events and guidance issues.

Practitioner – involved in the provision of information, advice and guidance.

Manager – involved in the management and organisation of information, advice and guidance services.

Policy Maker – involved in information, advice and guidance policy developments.

Researcher or Academic – researching information advice and guidance.

Student – interested in guidance-related courses or careers education and guidance.

Learning and Skills Development Agency

www.lsda.org.uk

The Learning and Skills Development Agency is a strategic national resource for the development of policy and practice in post-16 education and training. The agency was previously known as the Further Education Development Agency (FEDA). Includes information on key skills support, basic skills and entry to employment.

QCA

www.qca.org.uk

Information on adult learning, including workforce development, National Skills Strategy, National Occupational Standards, Vocational Qualifications, Apprenticeships. Also contains details of sectors and subjects, contact details of awarding bodies, and types of qualifications including basic skills, entry-level qualifications, key skills, and so on.

Campaign for Learning

www.campaign-for-learning.org.uk

The Campaign for Learning operates as a unique partnership of public, private and voluntary sector organisations, all dedicated to developing a learning society. Their mission is to stimulate learning that will sustain people for life.

NICEC – National Institute for Careers Education and Counselling

www.nicec.org.uk

The National Institute for Careers Education and Counselling is a network organisations initiative and sponsored by the Careers Research Advisory Centre (CRAC). NICEC develops theory, informs policy and enhances practice in the broad fields of career guidance and career development.

Addresses

ADSET
 Britannia House
 29 Station Road
 KETTERING
 Northamptonshire NN15 7HJ
 01536 410500
www.adset.org.uk

Apex Trust
 St Alphage House
 Wingate Annexe
 2 Fore Street
 LONDON EC2Y 5DA
 020 7638 5931
www.apextrust.com

Attainment Company, Inc
 PO Box 930160
 Verona
 Wisconsin 53593-0160
www.attainmentcompany.com

Axis Education
 PO Box 459
 SHREWSBURY
 Shropshire SY4 4WZ
 0800 389 7129
www.skillbuild.co.uk

Basic Skills Agency
 Commonwealth House
 1–19 New Oxford Street
 LONDON WC1A 1NU
 020 7405 4017
www.basic-skills.co.uk

Cambridge Training and Development Ltd
 Lincoln House
 The Paddocks
 347 Cherry Hinton Road
 CAMBRIDGE CB1 8DH
 01223 470480
www.ctad.co.uk

Careers Europe
 Onward House
 Baptist Place
 BRADFORD
 West Yorkshire BD1 2PS
 01274 829600
www.careerseurope.co.uk

Careersoft Ltd
 Mulcture House
 Mulcture Hall Road
 HALIFAX
 West Yorkshire HX1 1SP
 01422 330450
www.careersoft.co.uk

CASCAid Limited
 Holywell Building
 Holywell Way
 LOUGHBOROUGH
 Leicestershire LE11 3UZ
 01509 283390
www.cascaid.co.uk

CIPD (Chartered Institute of Personnel and Development)
 CIPD House
 Camp Road
 LONDON SW19 4UX
 020 8971 9000
www.cipd.co.uk

Child Poverty Action Group
 94 White Lion Street
 LONDON N1 9PF
 020 7837 7979
www.cpag.org.uk

Cobweb Information Ltd
 1st Floor, Northumbria House
 5 Delta Bank Road
 Metro Riverside Park
 GATESHEAD
 Tyne and Wear NE11 9DJ
 0191 460 8000
enquiries@cobwebinfo.com
www.cobwebinfo.com

Directory of Social Change
 24 Stephenson Way
 LONDON NW1 2DP
 020 7391 4800
www.dsc.org.uk

Disability Now
 6 Market Road
 LONDON N7 9PW
 020 7619 7323
www.disabilitynow.org.uk

Disability Alliance
Universal House
88–94 Wentworth Street
LONDON E1 7SA
020 7247 8776
www.disabilityalliance.org

ECCTIS Ltd
Oriel House
Oriel Road
CHELTENHAM
Gloucestershire GL50 1XP
01242 252627
www.ecctis.co.uk

ENTO
4th Floor
Kimberley House
47 Vaughan Way
LEICESTER LE1 4SG
0116 251 7979
www.ento.co.uk

FunderFinder Ltd
65 Raglan Road
LEEDS LS2 9DZ
0113 243 3008
info@funderfinder.org.uk
www.funderfinder.org.uk

Guidance Council, The
Renaissance House
20 Princes Road West
LEICESTER LE1 6TP
0870 774 3744
www.guidancecouncil.com

Highflyers Publishing
9 Riverway
STAFFORD ST16 3TH
01785 257744
highflyerspublishing.co.uk

How to Books Ltd
Head Office
3 Newtec Place
Magdalen Road
OXFORD OX4 1RE
01865 793806
info@howtobooks.co.uk
www.howtobooks.co.uk

Independent Schools Careers Organisation
12A Princess Way
CAMBERLEY
Surrey GU15 3SP
01276 21188
www.isco.org.uk

Kogan Page Ltd
120 Pentonville Road
LONDON N1 9JN
020 7278 0433
www.kogan-page.co.uk

Learning and Skills Council
Cheylesmore House
Quinton Road
COVENTRY CV1 2WT
0870 900 6800
www.lsc.gov.uk

Lifetime Careers Publishing Ltd
7 Ascot Court
White Horse Business Park
TROWBRIDGE
Wilshire BA14 0XA
01225 716000
www.lifetime-publishing.co.uk

Nacro (National Association for the Care
and Rehabilitation of Offenders)
169 Clapham Road
LONDON SW9 0PU
020 7582 6500
www.nacro.org.uk

National Academic Recognition Information Centre for the UK
Oriel House
Oriel Road
CHELTENHAM
Gloucestershire GL50 1XP
0870 9904088
www.naric.org.uk

One Parent Families
255 Kentish Town Road
LONDON NW5 2LX
020 7428 5400
www.oneparentfamilies.org.uk

National Council for Voluntary Organisations (NCVO)
Regent's Wharf
8 All Saints Street
LONDON N1 9RL
020 7713 6161
www.ncvo-vol.org.uk

NIACE (National Institute of Adult Continuing Education)
Renaissance House
20 Princess Road West
LEICESTER LE1 6TP
0116 204 4200
www.niace.org.uk

Observatory of Basic Skills, The
The Basic Skills Agency
Commonwealth House
1–19 New Oxford Street
LONDON WC1A 1NU
020 7405 4017
www.basic-skills-observatory.co.uk

Pavilion Publishing (Brighton) Ltd
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Coherent Information, Advice and Guidance for Adults

Publication reference: LSC-P-NAT-050006

Action Plan for Meeting the Learning and Skills Council's Strategy for Coherent Information and Advice Services

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