

Next Step Language Line Service



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Community Liaison Co-ordinator

“Together with a team of advisers, the Community Liaison Co-ordinator helps to promote the Language Line Service within the local community and raise awareness of how the service can help different client groups.”

Next Step: Introduction

Next Step is the adult careers service.

It is for ALL adults in England, aged 19 and over, whatever their prior skills, qualifications or employment status.

Our vision

For millions of individuals to enjoy more rewarding working lives and to create a culture where career development and acquiring new skills is the norm.

Our mission

Next Step will give everyone access to the best information, advice and resources that will help them make more effective choices about skills, careers, work and life.

Next Step: Our values

- Next Step will encourage and support people - so they can help themselves and remove the specific barriers that stand in their way.
- We will do this by being:
 - Enthusiastic
 - Expert
 - Impartial
 - Pragmatic

Next Step: Delivery

• Next Step provides information, advice and resources through three channels:

- **telephone**
- **face-to-face**
- **online.**

• Our customers can choose to access the service by one or all of these channels: whichever channel they use, they will experience the same high quality service.

• **The three channels operate as a single service:** customers can be referred and / or signposted between them to provide the support that best suits their needs.

• The commissioning, contracting and performance management of Next Step is the responsibility of the Skills Funding Agency - www.skillsfundingagency.bis.gov.uk

Services Offered

Our service is:

- Free
- Confidential
- Impartial
- Delivered by competent and qualified advisers
- Accessible by telephone, web, e-mail, and minicom

Brokerage Service

A 'brokerage' service is offered as part of the Language Line service, where the adviser can speak directly to the course provider on behalf of the individual caller in order to help facilitate course enrolment.

At present almost one third of our callers are eligible for and are offered this enhanced service

Caller Profiles

A large majority of callers ringing the service request information on either learning the English Language, ESOL (English for Speakers of Other Languages) or taking the Life in the UK citizenship test.

Callers generally fall into 4 main categories:

1. First time / repeat learners
2. Individuals who wish to improve their skills in the English language
3. Individuals who wish to enhance their career prospects and require information on qualifications and entry routes
4. Individuals who wish to undergo the naturalisation process

Progress to Date

- Since the launch of the Language Line Service in September 2003, the service has received over 124,000 calls
- Service hours have been extended for the Urdu and Punjabi service to 8pm for ease of accessibility
- In August 2007, the Language Line Service introduced an additional tier of advisers across the languages in order to support careers advice related enquiries
 - * Learning Advisers not available on the Somali and Farsi service

Registering Course Information on the Next Step Course Directory

- It is now condition of funding that all Skills Funding Agency accredited providers update their course information to the Next Step Course Directory on at least a quarterly basis. For further information, please visit www.coursedirectoryproviderportal.org.uk or contact the data service.
- Please note that at present, this service is not available to providers that are not in direct receipt of funding from Skills Funding Agency.

How do you contact the Language Lines Service?

- A free telephone based service is provided in the eight languages listed below:

Punjabi	0800 093 1333*
Sylheti	0800 093 1444
Somali	0800 093 1555
Urdu	0800 093 1118*
Gujarati	0800 093 1119
Polish	0800 093 1114
French	0800 093 1115
Farsi	0800 093 1116

- Lines are open Monday to Friday, between 9am – 5pm
- * Urdu and Punjabi lines are open 9am – 8pm

Key Facts for Last Month

- Main age group of callers using the service are aged between 25 – 49
- Caller Profile – Male 37%, Female 63%
- Over 45% of callers to the Minority Language Service are non-employed
- 46% of callers based in London
- 89% of callers not in any form of learning
- 73% of callers had 'overseas' qualifications
- 27% of calls offered brokerage service
- 25% of calls were career related

Ethnic Populations in the UK

Community Group	Population Size
White	54,150,000
Indian – Gujarati / Punjabi	1,053,411
Pakistani – Urdu	747,285
Bangladeshi	283,063
Polish	750,000
Farsi	75,000
Black African (inc. Somali)	582,862
Other	1,912,179
Total population	59,553,800