

## Finding a job



Part of the Department for Work and Pensions



You should read this leaflet if you are out of work. It will tell you about the help and support you can get from Jobcentre Plus and other places, while you look for work.

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## Getting work

You have lots of options when you're ready to get work or change your working pattern.

If you haven't worked for a while, you might want to spend some time getting used to being back in a work environment. Or, you might want to find training to help you get the right job.

Getting back to work, changing jobs or starting work for the first time are good ways of meeting new people, making new friends, improving your skills or learning new ones, and increasing your income.

### Types of work

There are lots of options when it comes to finding work. As well as working full-time you could consider the following.

- Part-time work. You could work a certain number of hours or days each week to fit in with other things you do.
- Job-sharing. Sometimes, 2 people can share one full-time job, so you both work part-time hours.
- Term-time working. You could be off during the school holidays.
- Voluntary work. You could do unpaid work to learn more about a particular job and learn new skills. This could then help you get a paid job.
- Flexible work or 'flexitime'. This might mean choosing the times when you start and finish work, or working longer hours on some days so you can take more time off.
- Self-employment. You may be able to work for yourself.
- Agency work. You could work for a set length of time in a full-time or part-time job. This might be to cover for someone while they are away from work. This is also called 'temping'.
- Holiday working. You could get a job during the holidays if, for example, you are studying at college.

## To look for work

If you are looking for work, you can search our list of jobs online at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Or you can call us on 0845 6060 234 (textphone 0845 6055 255) to find out what jobs are available.

Or you can use the touchscreen Jobpoints in our offices.

There are also other ways of looking for work.

- Your local paper will regularly have a jobs section.
- You can search for jobs on lots of different websites.
- Write to or call a company you would like to work for to see if they have any jobs available and send them your CV (see page 10). You could also look at their website.
- Go to an event where local businesses will be looking for people to work for them. Take your CV when you go. You can find out about jobs events in your local paper or on our website.



- Ask people you know – they may know of available jobs at their workplace or may have heard that a company is looking to employ someone, or know someone who is looking for some help.

### **How do I apply for a job?**

There are many ways to apply for a job and each employer decides how they want you to apply. This includes:

- filling in an application form
- sending a CV
- writing a letter
- applying online
- speaking to the employer on the phone, and
- going to the employer's place of work.

Many employers will ask you to fill in an application form, send them a CV or ask you to write to them, so you should be prepared to spend time making sure you do these things as well as you can. Remember, these give the employer their first and most important impression of you.

## About CVs

A CV is short list of facts about you and your work history, skills and experience. It is important to have a good CV when you are looking for work and it is worth spending time getting it right so it sells you to an employer.

Ideally, your CV should:

- be neat – typed if possible and to the best standard you can achieve in content and layout
- be short – 2 sides of a sheet of A4 paper is normally enough
- be positive – it should focus on your achievements and strengths, and
- make a good impression. This means presenting the facts about yourself clearly and positively.

There is no set way to write a CV and there are many places which offer help on writing a CV, filling in an application form and doing well at an interview. You could get help from:

- the internet
- books, and
- your Jobcentre Plus adviser.

### Filling in forms

Follow these simple rules for filling in forms.

- You may be asked about your 'personal history'. Prepare a CV.
- Always follow the instructions (for example, whether you have to write in capitals or fill in the form in black ink only).
- Fill in the application form in pencil first, or write your answers on a separate sheet of paper. Check your spelling.
- Fill in every section of the form you need to.
- Don't write more than you need to.
- Talk about yourself. Say how you've spent your time while you have been out of work. Include any voluntary work or courses you have taken.
- Do your research. Find out a bit about the company and make sure your answers fit the job you're going for.
- Be honest – don't make anything up.

## Getting ready for your interview

- Think about what you should wear for your interview. It may be fine to wear casual clothes but they should be smart and tidy.
- Work out how to get to your interview beforehand and how long it will take you to get there. If necessary, ask the employer for directions, bus routes or details of where you can park your car.
- If you are unemployed and getting a qualifying benefit and need to travel a long way to an interview, you may be able to claim back your costs through Jobcentre Plus. Ask an adviser about this before you travel.
- Find out a bit about the company – what they do, who their clients are, and think about how you could fit your skills to match the job.
- Think about the points you want to make. Write them in a list that's large enough to read easily so that you can refer to it during the interview.
- Remember the papers you might need to take with you, such as your CV, birth certificate, qualifications or exam certificates and references.
- Think about any questions they might ask you and prepare possible answers.

### At the interview

Give yourself plenty of time to get there. Arrive 5 or 10 minutes early so you're not flustered when the interviewer calls you in.

- Take a deep breath before you go in to steady your nerves.
- Smile when you enter the room and make lots of eye contact with the interviewer and try not to fidget.
- Take a moment to think about your answers – employers don't mind a short silence.
- Speak clearly and don't waffle.
- Sell yourself. Be positive and don't worry about referring to your list if you need to.
- The interviewer may ask if you have any questions at the end of the interview. If they have covered what you planned to ask, tell them 'You've covered all I need to know, thank you.'
- Before you leave, thank the employer for their time.

## **Self-employment**

Becoming self-employed can help you to make a living by working for yourself, if you have the right business idea and want to succeed.

Contact:

- Business Link ( England)
- Business Eye (Wales), or
- Business Gateway (Scotland)

for ideas of where to go to for help, from planning a business and getting the money to start the business to making sure you have enough to live on while you get your business off the ground.

You can find how to contact Business Link, Business Eye and Business Gateway on page 39.



[www.eures-jobs.com](http://www.eures-jobs.com)

### Working in Europe

You could consider working in another part of Europe.

Jobcentre Plus is part of a network of public employment services called European Employment Services (EURES). You can use the website [www.eures-jobs.com](http://www.eures-jobs.com) to:

- look for jobs (some of the vacancies will be marked with a blue flag which means that the employer is particularly interested in recruiting workers from other European countries)
- register your CV and match your details to available jobs
- find information about each of the EU countries to help you make informed decisions about living and working in another country, and
- get information about education and training opportunities throughout Europe, with links to higher education institutions and details of courses.

## How Jobcentre Plus can help

We provide a wide range of advice and support to help you get a job.

You may need to have been claiming benefit for a certain length of time before you can use some of our services. This is so we can help people return to work who may find it more difficult to get a job.

However, you may be able to get help sooner if you:

- have a health condition or a disability
- need help with reading or writing, or
- have just come out of prison.

## Work trials

A work trial gives you the chance to try out a job. You'll carry on getting your benefits while you're on a work trial – it is a way of finding out if a job is right for you.

At the end of your work trial, you may be offered the job. If you are and you take it you may still be able to get some benefits and tax credits.



### New Deal

New Deal aims to help you get a job if you are out of work. It will give you the chance to train, learn and do work experience so that you:

- get more confident
- get new skills
- can be worth more to people looking for staff, and
- can find and stay in work.

Depending on your circumstances, you may have to take part in some New Deal programmes. If you do have to take part and refuse, you may lose benefits.

Other New Deal programmes are voluntary and you can decide if they are right for you. A Jobcentre Plus personal adviser can tell you about the New Deal programmes and discuss your options with you.

### Help from programme centres

You may be able to get free help with job applications at one of our programme centres. Many offer learning modules to improve your interview skills and phone techniques, and to develop your experience in how to research, apply for and get a job.

To find out whether there's a centre near you and whether you are eligible to use its services, contact Jobcentre Plus.

## Learning and training

### Why learn or train?

If it's been a while since your last job, you have been in the same type of work for some time, or you are starting a career, it is worth thinking about doing some training or taking a course. Learning or training can help you:

- build on the skills you've already got
- get new skills, and
- get qualifications that employers are looking for.

All these could increase the range of jobs you can apply for. We can help you decide what sort of training is best for you, and tell you about help with course fees, transport costs or the cost of looking after your children while you're training.

You can find out more about learning and training:

- through learndirect
- from a Jobcentre Plus adviser, or
- at your local college.

### **learndirect**

The learndirect advice service is a telephone helpline that can give you advice about everything to do with learning.

It doesn't matter what you want to learn about, for example, computers, local history or business, or if you want to learn to read or write better – learndirect can help you find out more.

The learndirect advice service is for all adults in England and Wales. If you live in Scotland, learndirect scotland provides these services. See page 40 for more details.

### **UK online centres**

UK online centres have computers you can learn how to use, or you can use them to get access to the internet. The staff are friendly and offer support – many people who visit the centres have never used a computer or the internet before. You can work at your own pace and people will be there to help you.

There are over 6000 UK online centres to give you as much help as you need to get started. You can find them in all sorts of places, like community centres, churches, schools and libraries, and some are even mobile. Currently, there are only UK online centres in England.

UK online centres are for everyone but are mainly for people who are quite new to using computers or the internet. To find out more see page 40.

## **Employability skills**

An employability skills programme can help you if you need to improve your reading, or number skills – or if English is not your first language. You will improve your work skills and may get a recognised qualification that can improve your chance of finding a job. Ask an adviser to tell you more.

## **Become an apprentice**

Apprenticeships are high quality work-based training programmes for those who want to develop their future prospects and career.

By deciding to do an apprenticeship, you will:

- earn a decent wage, avoiding student debt
- gain valuable qualifications that employers want and need
- gain valuable transferable skills that will enable you to succeed in your chosen career.

Apprenticeships are open to everyone living in England, and not currently in full time education.

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

If you live in Scotland and are interested in doing an apprenticeship visit [www.modernapprenticeships.com](http://www.modernapprenticeships.com) for details of how to earn while training at craft, technician or management level.

To find out about how to do an apprenticeship in Wales visit [www.elwa.ac.uk](http://www.elwa.ac.uk)

### **Career Development Loans**

If you take a course, a Career Development Loan can help you pay for up to 80% of course fees as well as give you help towards other costs, such as living expenses and the cost of books.

You don't have to repay the loan until you finish studying and you may be able to borrow between £300 and £8000.

If you want to learn new skills but can't cover the costs, a Career Development Loan could be the answer. You do not have to be out of work to qualify.

Visit [www.direct.gov.uk](http://www.direct.gov.uk) for more information.

### **Connexions/Careers Service**

Connexions provides young people with a wide range of advice, from information on careers, to information on relationships, benefits and personal development opportunities. Further information including contact details for your nearest Connexions is available on the Connexions Direct website [www.connexions-direct.com](http://www.connexions-direct.com)

If you live in Scotland, visit the Careers Scotland website [www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

If you live in Wales, visit the Careers Wales website [www.careerswales.com](http://www.careerswales.com) ([www.gyrfacymru.com](http://www.gyrfacymru.com))

See page 41 for more contact details.

## **Work and childcare**

If you are starting work or training and you have children, you may need to think about who will look after them. Even if your work or training is during school hours, you might still need to think about school holidays and what would happen if your children are sick.

There are lots of options for childcare. These can include:

- registered childminders
- pre-school playgroups
- nurseries
- children's centres
- out-of-school and breakfast clubs
- holiday play schemes
- nannies (England) who have been approved by the Sure Start childcare approval scheme
- a work or college crèche, and
- friends and family.

Childminders advertise in local schools, libraries, community centres and shops. The Children's Information Service will also be able to help you find a childminder (their contact details are on page 42).

You could ask other parents at school how they organise their childcare or if they can recommend a childminder or crèche, for example.

There are also programmes for children that bring together learning, childcare, health and family support. Their aim is to increase the number of available places for childcare over the coming years. These programmes are called Sure Start in England.

Scotland and Wales have similar programmes. To find out more visit [www.surestart.gov.uk](http://www.surestart.gov.uk)

## **If you have a disability or health condition**

If you are disabled or have a health condition, there is a lot of help and support available to help you find and keep a job. You could get help from:

- a Jobcentre Plus personal adviser
- Pathways to Work
- New Deal for disabled people
- WorkPath programmes.

You may be getting Incapacity Benefit or Severe Disablement Allowance. If not, you should ask an adviser about any benefits you can get while you are looking for work.

You can also find out what will happen to your benefit once you start work. Once you are in work, you may be able to get Working Tax Credit.

## **Can I work or do training if I am getting Disability Living Allowance?**

Disability Living Allowance is a benefit that can be paid whether you are in or out of work or training, providing your care or mobility needs meet the required entitlement conditions.



### Pathways to Work

If you claim incapacity benefits (Incapacity Benefit, Income Support on the grounds of incapacity, Income Support while appealing against a decision that you are not incapable of work, or Severe Disablement Allowance) you will automatically be considered for Pathways to Work as a condition of getting benefit.

Pathways to Work encourages people, who are claiming incapacity benefits, to consider starting or returning to work. The service offers individual support and access to a wider range of help.

We may ask you to come to an interview with a personal adviser who will:

- discuss work opportunities with you
- help you identify suitable goals for work (with your health condition in mind), and
- explain the support that may be available to help you move into work.

As well as help from us you may get extra support from one of our partner organisations (providers) who work with us to help people to get work.

You may be entitled to extra money when you start or stay in work.

To find out more contact Jobcentre Plus or visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## **New Deal for disabled people**

New Deal for disabled people gives you the help and support you need to get back to work. You can get all sorts of help, from working out what job you want to how to make sure you get the most money you can.

To take part in New Deal for disabled people you must be getting a benefit to do with your health and you must want to find a job.

Please ask a Jobcentre Plus adviser if you want to know if your benefit qualifies.

## **WorkPath programmes**

If you are disabled, a WorkPath programme could help you find a job or stay in work. We have designed each programme to help you get over the barriers you may face in work. The programmes offer practical support where you or the person you work for may need help, so that you can get the most from yourself and from your work.

There are 3 WorkPath programmes:

- Access to Work
- Work Preparation, and
- Workstep.

To find out more ask an adviser.

## **Can I use an interpreter to make myself understood at an interview?**

If you are disabled and you have trouble speaking or hearing, you could get someone to interpret for you in an interview. This is part of our Access to Work programme. Ask your adviser to tell you more.

### **Should I say I am disabled when I apply for a job?**

You must always mention your disability if it might risk your own, or other people's, health and safety.

An employer is allowed to ask you about health and disability when you apply for a job. But this is only one of many things they will ask before deciding to offer an interview or job.

If the employer does not ask you about your health or disability, it is up to you whether you tell them.

If you are asked about health or disability, try to:

- answer in an honest way
- say how your disability might affect you at work
- say if it would have no effect on you at work
- talk about your abilities, and
- say why you think you are the right person for the job.

If you sign a declaration saying that you do not have a disability when in fact you do, this may affect your job at a later date.

It is worth remembering that if an employer does not know you are disabled, they cannot do anything to help you succeed in your job.



### **What is the disability symbol?**

The disability symbol is awarded by Jobcentre Plus to employers. The symbol is circular, usually green, with 2 ticks and with the words 'positive about disabled people'.

Jobcentre Plus decides whether an employer, who applies for it, can use the disability symbol. Employers who are awarded this symbol can then show it on job adverts and forms, like application forms. This makes it clear that they have agreed to work positively with disabled people and help them stay in work.

### **What is progress2work?**

Progress2work is a service designed for people who are recovering from drug misuse and provides the extra support you need to get back into work.

Progress2work can help you to:

- get back into training and work, and
- sort out problems with things like your housing, or any debts you might have.

You can choose whether or not to use progress2work. You don't have to be claiming benefit to get this support.

## Pay and benefits

If you are unemployed and looking for work you may already be claiming benefits. If you are not already getting benefits you may be able to claim. This section talks about the main benefit, Jobseeker's Allowance, and ways you may get more money.

Some people getting benefits will have to go to a work focused interview (this would probably take place in a Jobcentre). This is to help you look at different work options. At the interview the adviser will ask you about the type of work you might like to do and discuss possible options.

### Jobseeker's Allowance

Jobseeker's Allowance is the main benefit for people who are out of work. It is paid when you don't have a job and you are looking for work.

There are 2 types of Jobseeker's Allowance.

- The first is based on how much National Insurance you have paid in the last two complete tax years before the year in which you make a claim. We can pay you this for up to 182 days. It is called contribution-based Jobseeker's Allowance.
- The other is based on your income and savings and the income and savings of your partner, if you have one. It is called income-based Jobseeker's Allowance.

## **Income Support**

If you are on a low income, or no income, and have few savings, you may be able to get Income Support. You do not need to have paid National Insurance to claim. You must be working less than 16 hours a week or have a partner working less than 24 hours a week.

To find out more about Income Support visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## **If you are 16 or 17 years old**

If you are 16 or 17 years old and want to find out more about Jobseeker's Allowance or Income Support, you should contact:

Connexions (If you live in England).

Visit [www.connexions.gov.uk](http://www.connexions.gov.uk)

Careers Scotland

Visit [www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

Careers Wales

Visit [www.careerswales.com](http://www.careerswales.com)  
([www.gyrfacymru.com](http://www.gyrfacymru.com))

See page 41 for more contact details.

You could also contact Jobcentre Plus. You can find the numbers in your local phone book.

## Job grant

You may be able to get a job grant when you start work. This is a one-off payment and you do not have to pay tax on it. The amount you get depends on your circumstances.

You could get:

- £100 if you are single or in a couple and do not have any children, or
- £250 if you are a lone parent or in a couple and you have children. You may still get a job grant if your partner has a full-time paid job of at least 24 hours a week, which means you cannot get benefit for any member of your household.

You may be able to get a job grant if:

- you are starting full-time paid work
- your job will last 5 weeks or more
- you have been getting Income Support, Jobseeker's Allowance, Incapacity Benefit or Severe Disablement Allowance continuously for at least 26 weeks before starting full-time work, and
- you have not had a job grant in the past 26 weeks.

If you can get a job grant we will pay it. You do not need to make a claim. All you have to do is tell us as soon as you get work.

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## Partner

We will treat you as a couple if you live with your husband, wife or civil partner, or if you live with someone as if they were your husband, wife or civil partner. We call this other person your partner.

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## **National Insurance**

You pay National Insurance so that you can get certain benefits when you need them – and so that you can get a State Pension. The amount of National Insurance you pay depends on the kind of work you do and how much you earn.

If you are in work and you earn enough, your National Insurance payments will come straight out of your salary – you do not have to do anything. See page 43 for contact details to make general enquiries about National Insurance.

## **Tax credits**

If you find a job and you earn a low income, you may be able to get tax credits. This may mean that you get extra money.

You could get either of the following.

- Working Tax Credit – which is for people on a low income. It can include help with some childcare costs if you have children. The amount you get depends on a number of things, such as your yearly income and the number of hours you work.
- Child Tax Credit for people who look after a child or young person. Getting Child Tax Credit and how much you get depends on a number of things, such as your household income and the number of children you have at home and their ages. See page 44 for details of how to contact the tax credits helpline.



## **Housing Benefit and Council Tax Benefit**

Housing Benefit is to help people on a low income pay some, or all, of their rent.

Council Tax Benefit is to help people on a low income pay some, or all, of their Council Tax.

If you are on a low income you may be entitled to these benefits even if you are working. Your local council deals with claims for both of these benefits. Contact your local council for more information.

## Your working rights

Everybody should be treated fairly at work. The law gives you certain rights at work. These include the right to:

- a National Minimum Wage
- ask for more flexible working hours
- maternity leave and Statutory Maternity Pay
- paternity leave and Statutory Paternity Pay
- adoption leave and Statutory Adoption Pay
- Statutory Sick Pay, and
- unpaid leave to care for a young or disabled child.

Visit [www.direct.gov.uk](http://www.direct.gov.uk) for more information.

### National Minimum Wage

The National Minimum Wage is set by the Government to guarantee a minimum hourly wage. It is reviewed every year.

If you do paid work, you should be paid at least the National Minimum Wage.

There are different levels of National Minimum Wage depending on how old you are.

Visit [www.direct.gov.uk](http://www.direct.gov.uk) for information on current rates.

## Looking ahead and planning for the future

State Pension age may seem a long way off, but as you approach it you will have a number of options that will directly affect your finances. The sooner you start planning, the more likely it is that you will be financially secure in later life.

### The State Pension

Did you know that there is no age at which you have to retire? All too often people assume that State Pension age is the age that they must retire, but you can carry on working and start claiming your State Pension or you can put off claiming it and increase the amount you are entitled to receive, or get a lump-sum, when you do decide to claim.

The State Pension age is currently 60 for women and 65 for men. However, this is changing gradually from 2010 so that, by 2020, the earliest age that both men and women will be able to get their State Pension will be 65. Between 2024 and 2046, the State Pension age will go up again, in stages, from 65 to 68.

Finding out how much State Pension you'll be able to get is a good way to start planning for the future. If you will reach State Pension age on or before 5 April 2010 you can get a 'pension forecast application form' from [www.thepensionsservice.gov.uk](http://www.thepensionsservice.gov.uk) or phone the State Pension Forecasting Team on 0845 3000 168. This is used to work out how much State Pension you will get when you reach State Pension age.

Forecasts are not currently available for those reaching State Pension age on or after 6 April 2010.

## Adding to your State Pension

The State Pension is made up of 2 parts – basic State Pension and additional State Pension, which is also known as the State Second Pension. Additional State Pension helps people build up extra pension income.

You can choose to put off (defer) claiming your State Pension and get a higher weekly State Pension when you do finally claim it, or you can choose a one-off lump-sum payment (you will have to pay tax on this amount).

If you are going into work, ask your employer if they have a company pension scheme and whether or not you can join it. If your employer does not provide a company pension scheme, or you do not want to join it, you could think about getting a stakeholder pension or personal pension. You can contribute to a stakeholder or personal pension scheme even if you are not working at the moment.

Visit the Directgov website [www.direct.gov.uk](http://www.direct.gov.uk) for more information on State Pension deferral and a full explanation of what stakeholder and personal pensions are and how they work.

## Find out more

This section includes contact details for a range of people who can help you. You can also look in your phone book or search online for help available locally.

To find out how to contact Jobcentre Plus visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) or see our entry in the phone book.

## To look for work

If you are looking for work, you can search our list of jobs online at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Or you can call us on 0845 6060 234 (textphone 0845 6055 255) to find out what jobs are available.

Lines are open between 8am and 6pm Monday to Friday, and between 9am and 1pm on Saturday.

**If you want to be self-employed**

**Business Link (England)**

Call 0845 600 9 006

(8.30am to 5.30pm Monday to Friday)

[www.businesslink.gov.uk](http://www.businesslink.gov.uk)

**Business Eye (Wales)**

Call 08457 96 97 98

(9am to 5pm Monday to Friday)

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

**Business Gateway (Scotland)**

Call 0845 609 6611

[www.bgateway.com](http://www.bgateway.com)

**If you want to work in another  
European country**

For more advice about working in Europe  
contact the International Jobsearch  
Advice Team.

Phone: 0113 307 8090

(Monday to Thursday, 9am to 5pm and  
Friday, 9am to 4.30pm)

**EURES**

website: [www.eures-jobs.com](http://www.eures-jobs.com)

## Training and education

You can find the contact details for your local college in your phone book.

### learndirect

If you live in England or Wales

Phone: 0800 100 900 (this includes a textphone service and lines are open 8am to 10pm, 7 days a week)

Website: [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

If you live in Scotland

Phone: 0808 100 9000

Website: [www.learndirectscotland.com](http://www.learndirectscotland.com)

### UK online centres

Phone: 0800 77 1234 (8am to 10pm 7 days a week)

Website: [www.ukonlinecentres.com](http://www.ukonlinecentres.com)



## Apprenticeships

If you live in England

Phone: 08000 150 600

Website: [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

If you live in Scotland

Phone: 0845 607 8787

Website: [www.scottish-enterprise.com/modernapprenticeships](http://www.scottish-enterprise.com/modernapprenticeships)

If you live in Wales

Phone: 0800 100 900

Website: [www.elwa.ac.uk](http://www.elwa.ac.uk)

## Connexions / Careers Service

If you live in England

Phone: 080 80 13 2 19

Website: [www.connexions-direct.com](http://www.connexions-direct.com)

If you live in Scotland

Phone: 0845 850 2502

Website: [www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

If you live in Wales

Phone: 0800 100 900 (learndirect)

Website: [www.careerswales.com](http://www.careerswales.com)  
([www.gyrfacymru.com](http://www.gyrfacymru.com))

## **Childcare**

### **Children's Information Service**

The Children's Information Service provides information about childcare in England

Phone: 0800 096 0296

(ChildcareLink Service)

Textphone: 0161 234 9111

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

To find out about childcare in Scotland visit [www.scottishchildcare.gov.uk](http://www.scottishchildcare.gov.uk) or contact your local authority.

To find out about childcare in Wales visit [www.wales.gov.uk](http://www.wales.gov.uk) or contact your local authority.

## **Directgov**

Visit the Directgov website for the latest government information.

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

## Pay and benefits

### National Minimum Wage

Phone: 0845 6000 678

(8am to 6pm Monday to Friday)

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

### Benefit Enquiry Line

Contact the Benefit Enquiry Line to find out more about benefits for disabled people and carers.

Phone: 0800 88 22 00

Textphone: 0800 24 33 55

Lines are open between 8.30am to 6.30pm, Monday to Friday, and 9am and 1pm on Saturday.

### National Insurance

For general enquiries about National Insurance

Phone: 0845 302 1479

Textphone: 0845 915 3296

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

Or, you can visit the website

[www.direct.gov.uk](http://www.direct.gov.uk)

and go to the section 'Money, tax and benefits'.

## State Pension Forecasting Team

For general enquiries about State Pension forecasts

Phone: 0845 3000 168

Textphone: 0845 3000 169

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

## Tax credits

Tax credits helpline: 0845 300 3900

Textphone: 0845 300 3909

The lines are open from 8am to 8pm.

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

## **Call charges**

Calls to **0800** numbers are free from BT land lines but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad.

From 1 August 2007, calls to **0845** numbers from BT land lines should cost no more than 4p per minute with a 6p call set up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p per minute, so check the cost of calls with your service provider.

## **Textphones**

Where textphone numbers are provided, these are for people who find it hard to speak or hear clearly.

If you do not have a textphone, some libraries or citizens advice bureaus may have one.

Textphones do not receive text messages from mobile phones.

## **Important information about this leaflet**

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this leaflet is correct as of June 2008.

It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law



[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

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## We would like your views on this leaflet.

Please answer the questions below, tear off this slip and return it to the freepost address over the page. Your answers are completely confidential and will be used to improve the leaflet.

How helpful was this leaflet in answering your questions?

☐ very      ☐ quite      ☐ not very      ☐ not at all

How easy was it to find the information you required?

☐ very      ☐ quite      ☐ not very      ☐ not at all

Are there any pages of this leaflet you would improve in any way?  
If so, which pages and how?

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Do you think you will refer to this leaflet again in the future?

☐ yes      ☐ no

Do you have any other comments about this leaflet?

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You do not have to fill in this part, but it helps us to understand more about our customers.

Are you:      ☐ male      ☐ female

What is your age? \_\_\_\_

What is your postcode? \_\_\_\_\_

This form should only be used to comment on the leaflet. Replies go to a company that provides us with reports about the forms they get, and we only use them to get a better idea of how to improve. The Department for Work and Pensions cannot answer individual questions regarding benefits or allowances asked on this form.