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Introduction

There are a number of tools and resources available to support the delivery of support to customers.

This list is not exhaustive but we provide links to those that cover the range of issues you may face as well as those likely to be faced by your customers.. There has been an explosion of online materials and support, especially through job search websites. It would be impossible to list all those in operation, but we feature some that offer specific tools such as, for example, on interviewing skills.

In some cases, there are charges for the use of tools and this is indicated where appropriate. Many are well known but others are not. The listing of tools and other resources does not imply approval by TAEN or the Department for Work and Pensions.

Some tools are generic but others have been developed expressly for use with older workers.

In addition to links to tools and other resources, we also provide links to websites offering information you may find useful in your work.

Disclaimer

This site is for help and information only. It is not meant as an authoritative guide. It is not meant as an authoritative statement of the law, and future changes in the law and other programmes and initiatives could make it less accurate at times. TAEN, the Department for Work and Pensions and the European Social Fund take no responsibility for your use of the information. You should always take [professional](#) advice on any specific legal or financial matter.

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