



WS017 Topic 6 Identify, Discuss and Make Work Preparation Referrals

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Topic	Topic title	Duration
6	Identify, Discuss and Make Work Preparation Referrals	60 minutes
Total duration of all topics		60 minutes

Important Information:



Please note that not all job roles are required to complete every topic within this module.

The next page has full details of which topics are required by each Job Role.

The Universal Credit Learning Journey has a full list of all the learning modules required for each Job Role and the order in which they should be delivered/completed.

This can be viewed on the LDO Support Site.

Job Role	Learning Required	Duration
Work Coach Work Services Manager	Topic 6	60 minutes



Show Slide 01 – Topic 6

Identify, Discuss and Make Work Preparation Referrals



Before delivery of this module you should familiarise yourself with the contents of the Facilitators Preparation Pack.

Module Aims and Objectives



Show Slide 2 – Module Aims and Objectives

Aims

This module aims to explain how to identify and discuss referrals to provision and locally funded support and matching and submitting claimants when required. It also aims to explain how to use LMS and WSP.

Objectives

By the end of this module, with the aid of any reference material, you will be able to:

- identify and discuss Work Preparation Action requirements with claimants, including Work Programme
- make appropriate and relevant Work Preparation Action referrals



Show Slide 3 – Overview

The claimant is required to actively seek and be available for work. You will have the option to search Universal Jobmatch with the claimant's permission to review details of their job goals, skills and experience. You will also have explored these areas in your discussion during the interview.

You will be required to identify and discuss referrals to provision and locally funded support, matching and submitting claimants when required.

You will also consider mandatory and voluntary referrals to Work Programme/Work Choice and whether deferral or exemption is appropriate, if requested.



Show Slide 4 – Identify Skills Gaps and Referral Opportunities



Job Goals are reviewed through discussion with the claimant. In order to make an informed decision you need to be aware of any previous referrals to provision on LMS. This information on LMS will not be migrated to Work Services Platform (WSP).

In your preparations for the interview you will have already checked WSP for any previous referrals already noted on there.



Show Slide 5 – Identify Skills Gaps and Referral Opportunities



Learning and guidance for LMS is available on the Intranet.

In order to make an informed decision you need to be aware of any previous referrals to provision. This information will not be migrated to Work Services Platform (WSP).

In your preparations for the interview you will have already checked WSP for any previous referrals already noted on there.



Show Slide 6 – Identify Skills Gaps and Referral Opportunities



DPT is District Provision Tool. Each District maintains their own DPT and the learner will have to speak to their line manager to find out if the tool is kept up to date in

their District and the pathway for it.



Show Slide 7 – Identify Skills Gaps and Referral Opportunities



Many Districts have a DPT which details eligibility requirements for provision. You will need to check locally whether this will continue to be maintained by your District after the introduction of Universal Credit.

Guidance relating to early entry to provision is available on the intranet.

How to make a referral on WSP is covered later in this learning.



Show Slide 8 – Work Preparation Action Provision Referral

Where you have identified a skills need, referrals to provision will become a mandatory Work Preparation Action for all claimants in the All Work Related Requirements group. This should be fully explained to the claimant, including the potential consequences of non-attendance (sanctions).

Some work related provision e.g. sector based work academies, are voluntary for a claimant to undertake. However, once the claimant has agreed to participate, elements of the work related provision become mandatory.

It is mandatory that claimants in the AWRR Conditionality group be referred to the Work Programme at the appropriate point in their claim. Mandatory referral dates can be worked out by using the Work Programme Referral information in About Universal Credit.

The Work Coach will need to select WSP notes to check if the claimant is a WP participant or completer.

Information will be held in WSP general notes if the claimant was previously referred on LMS. The notes will identify any claimants that may have been referred to the WP whilst claiming JSA. The Work Coach will also need to check initiatives on the common menu of WSP to identify if the claimant is a WP participant or completer. The Work Coach will not refer a claimant to the WP through WSP if they are already a participant or completer. If the claimant is a WP participant to Work Coach will complete a WP07B on the same day as the Initial WSI to return the claimant to the WP provider.

For Work Programme you will also need to consider:

Optional Early Entry – this is where the claimant is in the AWRR Conditionality group and has a mandatory referral date but is eligible to join the Work Programme earlier if both the claimant and Work Coach agree it is the most cost effective and beneficial course of action, however, they are

not obliged to, unless they choose to.

Once a claimant has been referred to Work Programme under Optional Early Entry eligibility all activities directed to be undertaken by the provider will become mandatory and subject to the sanction regime.

If the claimant falls into one of the optional early access categories you will need to add 3 months onto the date of claim to establish the earliest potential Work Programme optional entry date. (Eligibility for an optional referral to the Work Programme relies on the claimant having spent 3 months on the AWRR intensive regime)

For example:

Date of claim is 1.6.14 and the claimant is in the AWRR intensive regime. The earliest date the claimant could be referred to the Work Programme is 2.9.14.

Voluntary Entry –this is where the claimant is not in the AWRR Conditionality group and therefore cannot be mandated to join the Work Programme e.g. they have a child under 1 that takes them out of the AWRR. They can volunteer to join the Work Programme if they feel it will benefit their future prospects. However, participation is on a purely voluntary basis as they cannot be mandated for non-attendance based on their Conditionality group.

As the Initial Work Search interview is for claimants who are

in the AWRR, those claimants who are eligible for Voluntary referral would be seen at subsequent Work Search Interviews.

If the claimant is voluntary they would have a Claimant Commitment that is not AWRR, therefore the Work Coach will not need to annotate the Claimant Commitment as participation is on a voluntary basis.

The criteria for Optional Early Entry and Voluntary referral can be found in the Work Programme Referral information in About Universal Credit.

Examples of WSP markers which indicate the claimant could be eligible for either Optional Early Entry or Voluntary referral include:

- Offender status
- Carer's Marker
- Ex HM Forces/Partner of ex HM Forces
- NEET – Not in Employment Education or Training
- Homeless Person
- Claimed Incapacity Benefit within past 6 months
- Care Leaver
- Health Benefits

NEET Claimants

For referral to the Work Programme the claimant must be in the All Work Related Requirements(AWRR) Intensive Labour Market Regime, have been NEET for 6 months and have done at least 3 months of pre-WP activity.

Claimants previously referred to Community Work Placement under Jobseekers Allowance on LMS.

If a claimant on Community Work Placement has a break in their claim for any reason, on reclaiming benefit they should be signposted back to the provider to serve the remainder of their allotted time on the placement.

Where a claimant has already been referred to CWP through PRaP, a start will have been recorded. A second referral through PRaP should not be submitted as this would risk duplicate payments. The claimant must therefore be signposted back to continue provision, and be given the appropriate mandating letter. The provider will need to be notified that the claimant is now a UC claimant so that they issue the appropriate notifications to the claimant.

Claimants with referral restrictions (MAPPA)

You will need to be aware of any restrictions for Multi Agency Public Protection Agency (MAPPA) claimants.

You can make the referral on WSP but **MUST** make a telephone call to the provision provider to inform them of the restrictions in place. There may be a local agreement in place on who does this – check with your line manager.



The term MAPPA is not used on WSP. MAPPA claimants are identified via the ‘Employment/Training Restrictions Applies?’ field on the Claimant Record. If a MAPPA record is accessed and the Employment/Training Restrictions indicator is set to ‘Y’ then an alert will be generated to inform the user that they are dealing with a MAPPA case.



Guidance for entry to the Work Programme is available on the Intranet. Also see learning later in this module about WP exemptions/deferrals

The Claimant Commitment has three boxes:

Box 1 – Work Search Requirement (mandatory, ongoing actions)

Box 2 – Work Preparation Actions, e.g. update CV, attend Work Programme (time bound, mandatory)

Box 3 – Other Work Related Activities (non-mandatory)

As a result, non-mandatory will be in Box 3 on the Claimant Commitment. It won’t be recorded in the Commitment Pack.

Issuing notifications is covered later in this module.

Sector based work academies will be discussed in more detail later in this learning.

Guidance can be found at: Operational guidance > skills guide > skills provision - England para 2

Recording/identifying MAPPA claimants is covered in WS012 Basic Navigation and Maintaining a Claimant Record on WSP. See also Operational guidance >> MAPPA (Multi Agency Public Protection Arrangements) >> MAPPA (Multi Agency Public Protection Arrangements) and Fully Tracked Courier Service for secure communications > Home> Commercial Directorate> Postal / Courier> Guidance

Advise the learners that they may exercise discretion to make any referral mandatory as per Welfare Reform Act Chapter 5.21.2 (Secretary of State may impose a work preparation requirement on a claimant falling within this section).



Show Slide 9 – Voluntary Work as a Work Preparation Action

You should consider discussing, and promoting the benefits of, voluntary work during all interviews with claimants, especially those who are not supported by the availability of mandatory provision.

Volunteering opportunities will vary from District to District. As these become available, District Employer and Partnerships Teams will update the District Provision Toolkit or local equivalent /Directory.

Claimants can be encouraged to approach charities themselves or to contact a local volunteering organisation.

A claimant's intention to seek voluntary work will be recorded on WSP in Other Work Related Activities (non mandatory).



Show Slide 10 – Signposting

Signposting can be a single activity, or several activities, with a defined target(s); address personal circumstances or life events at this time (Debt problems, medical condition etc) to becoming work ready that is considered a pre-requisite to the claimant moving towards or finding work.

You should be reasonable, having regard to the claimant's personal circumstances at this time, in particular a claimant's health, medical condition, carers/childcare (for example, it may not be reasonable for a Lone Parent to leave a child aged 15 with learning disabilities unsupervised);

When recording the information on a Claimant Commitment you should include timescales, expected outcomes and other relevant information.

You will now walk-through the appropriate activity on WSP to record that the signposting has taken place.

Simulation – Recording Signposting or Help for a Claimant



Show Slide 11 – Simulation – Recording Signposting or Help for a Claimant



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



Show Slide 12 – Flexible Support Fund

As part of the overall Jobcentre Plus Pre Work Programme Offer, District Managers have been allocated funding which they can use to help them deliver their business objectives. This is known as the Flexible Support Fund (FSF).

District Managers have considerable flexibility in using the fund to supplement mainstream services and to tailor support to the needs of individuals and the local area. They may, for example, use FSF to support local partnership arrangements and purchase provision.

FSF is also the source of funding that underpins a range of DWP national policies. One example here is the payment of a claimant's expenses incurred as a result of attending mandatory provision.



Show Slide 13 – Claimant Meets the Criteria to Access the FSF

If the claimant meets the criteria check WSP notes, scrolling down if necessary, to see if any prior awards of Flexible Support Fund have been paid to the claimant.

Currently there will be no specific functionality in WSP to record FSF awards. This Process therefore relies on recording notes and clerical processes. Districts are required to keep a record of these payments. How this is done is at the discretion of District Managers.

You would need to check any previous awards when deciding whether to pay FSF for the removal of barriers to work. Also check that there are no duplicate awards i.e. paying for goods or services already recently acquired for the claimant (interview clothes etc).

There is no nationally defined limit on the amount of money paid in a rolling 12 month period to remove the barriers to work - however, local policy may dictate a threshold.

You should then check Labour Market System (LMS) Adviser Discretionary Fund (ADF) awards "Hotspot" to see if any prior awards of Flexible Support Fund money have been paid to the claimant.

On LMS, previous awards of FSF are recorded within the ADF Hotspot screen.

You must check LMS in every instance however you need to be aware that there may not be a previous LMS record for the claimant.



LMS can be accessed as follows:

**Operational Guidance >> LMS User Guide >> Chapter H
Part 1.**



Show Slide 14 – Claimant Meets the Criteria to Access the FSF

You now need to decide whether the application should be declined due to prior awards.

You would need to establish when (if at all) previous awards were made and make a decision using your discretion as to whether the current request was appropriate e.g. if a claimant has recently had an award for interview clothes, you may decide that a further award is not necessary as the clothes would still be suitable.



Further details can be found at:

Operational Guidance >> FSF Guide >> Chapter 1 >> Para 5 – 8

Operational Guidance >> FSF Guide >> Chapters 2, 3, 6, 9, 10, 11 and 12 (each chapter details a different element of FSF and the evidence requirements).



Show Slide 15 – FSF Application Not Declined and Evidence Provided

If the application is not declined and there has been sufficient evidence provided to support the application take the following action:

- inform the claimant that an award is to be considered
- consider the evidence to make an award. You should also be considering any additional evidence now brought in
- complete relevant form/forms with the claimant
- obtain the claimant's signature on the declaration
- sign the form yourself
- submit the form to the countersigning agent
- await the return of the form with the outcome

Countersigning agents will have appropriate Delegated Financial Authority. This delegation ultimately comes from the District Manager. The countersigning agent may recommend an amended offer which you should put to the claimant. If they do not accept it you should take action as if

it had been declined.

If sufficient evidence has not been provided inform claimant to contact Universal Credit once the required evidence has been obtained. Flexible Support Fund cannot be paid without valid evidence.



Show Slide 16 – FSF Award Declined or Approved

If the award is declined or approved you need to access Notes on WSP to record the outcome.

When the award is declined you must first explain the reasons to the claimant.

When returning the form the countersigning colleague/manager will explain the reasons for declining or what amendments are required. For example they might consider that a lesser award would be sufficient to meet the need.

As well as checking national guidance you will need to refer to local policy for the District steer on the use of the FSF.

For further information on FSF refer to:



Operational Guidance >> FSF Guide >> Chapter 1 >> paragraph 26

If you decided the claimant did not meet the criteria for FSF initially, or the application was declined due to prior awards, take the same action.



Show Slide 17 – Recording Note of Outcome of an Application for FSF

You will have to input a note to record a claimant application, and the decision outcome for FSF.

WSP does not have the functionality to record FSF applications and payments. A manual spreadsheet will be required in local offices for this purpose.



Show Slide 18 – Recording Note of Outcome of an Application for FSF

Enter your note in the free text box. You must start your note with either:

- 'FSF Award Application, Agreed'
- 'FSF Award Application, Declined Criteria Not Met'
- 'FSF Award Application, Declined Due to Prior Award'

This must be shown at the beginning of the note so that it is easily identified by other Work Coaches looking through Notes for evidence of previous applications.

You will then enter other details about the application:

- Date application made
- Reason for application (e.g. to attend interview)
- Required item (e.g. trousers, shirt)
- Amount applied for
- Amount agreed (if applicable)
- Date payment made (if applicable)
- Reason application declined



Show Slide 19 – FSF Award Approved and Receipt Required

You have now completed the action to record the note of the outcome.

If the award is made by cash or BACS receipts will be required.

If the award is by invoice, no receipt will be required. A 14 day task will be set to contact the claimant as appropriate, if no receipts have been received.

You should advise the claimant of the requirement to provide a receipt within 14 days.



Show Slide 20 – Voluntary Referral to Sector Based Work Academies

Sector based work academies are voluntary for a claimant to undertake.

For claimants in the full conditionality group this is the only type of provision where voluntary provision can have elements which become mandatory, once the claimant has agreed to participate.

A sector based work academy is split into three elements:

- Element 1 is pre employment training (this is mandatory)
- Element 2 is work experience (this is voluntary)
- Element 3, is a guaranteed job interview (this is mandatory)

A sector based work academy will have a defined start date. You will explain that the claimant must be in a position to agree to this defined start date.

It is important that the claimant understands the obligations of the work related requirements before they can agree to be referred.



Show Slide 21 – Voluntary Referral to Sector Based Work Academies

You then need to establish with the claimant when the referral can be made.

The referral may be made:

- immediately
- at a later date.

Normally you would refer a claimant to provision immediately, however there may be certain circumstances when a referral at a later date is required. This date can be determined, in discussion with the claimant, taking into account individual circumstances, for example holidays, hospital appointment, job interview.

For Universal Credit any work related requirements that are included on the Claimant Commitment will be mandatory. You will signpost a claimant to any work related requirement that is not mandatory.



Show Slide 22 – Outcome of a Voluntary Referral to SBWA Offer

There are four possible referral outcomes to the voluntary referral offer:

- referral at a later date with no mandatory elements agreed
- referral immediately with mandatory elements agreed
- referral immediately with no mandatory elements agreed
- referral not agreed



Show Slide 23 – Referral Immediately With Mandatory Elements Agreed

It is important that the claimant understands the requirements of the work related requirements, before they can agree to be referred.

The details of the work related requirements are gathered via the District Provision Tool (DPT).

You must inform the claimant that they must comply with this work related provision as imposed by the Secretary of State and direct them to their copy of the Claimant Commitment

which explains the consequences of failing to comply.



Show Slide 24 – Referral Not Agreed

If a claimant does not agree to a referral note on WSP.



Show Slide 25 – Referral at Later Date - No Mandatory Elements Agreed

Where a claimant agrees to referral to Sector based Work Academy (sbwa) at a later date:

- discuss the referral with the claimant
- explain the consequences of not completing any mandatory elements
- confirm the claimant has agreed to attend but at a later date
- set a task on WSP to review the referral.



Show Slide 26 – Provider, Provision or Specialist Support Search on WSP

You are now going to take the necessary action to search for a Provider, Provision or Specialist Support.

Simulation – Search for Provisions, Providers or Specialist Source



Show Slide 27 – Simulation – Search for Provisions, Providers or Specialist Source



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot

Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to UC0XX XXXXXX and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



Show Slide 28 – Work Programme Referral - Checking for Linking Periods & Previous Work Programme referral information

When considering the due date for mandatory Work Programme referral you must:

- check LMS for any linking claim periods.

You are checking LMS to see if the hotspot is Pre-WP or WP Eligible.

Only when the hotspot reaches this stage in the claimant's journey can they be referred to Work Programme provision.

If the hotspot is WP-Postponed, the claimant has a deferral of exemption recorded postponing their entry to the Work Programme.

To avoid inappropriate (second referrals) you should check for historical Work Programme information e.g. referral in the WSP general Notes field. Information will be held in WSP general notes if the claimant was previously referred on LMS. The note will identify any claimants that may have been referred to the Work Programme whilst claiming JSA. (Initiatives on the common menu will identify if the claimant is WSP-referred Work Programme participant or completer).

If any of the following are displayed on LMS then you **must**

not make a referral to Work Programme on WSP:

- WP-Participant – the claimant has been referred to Work Programme provision
- WP-Complete – the claimant is no longer participating in the Work Programme
- WP-Repeater (Participant Returner)



Migration of information from LMS to WSP covers this action and there should already be a note to this effect in the claimant's WSP Notes.

When a claimant record is set up in WSP a task should also have been created which triggers the Work Programme Referral Point. For claimants who do not have linking periods from previous claims to benefit WSP will calculate the referral point according to claimant conditionality group and claim date.

If the UC claimant is already a WP participant, and is still within their 104 week participation period, then the claimant needs to be returned to their original provider as a 'repeater', and the provider needs to be notified of this via a WP07b Change of Circumstances form. In particular, the benefit in payment field should be completed to reflect that the claimant is now in receipt of Universal Credit, so that the provider can identify this

straight away.

As the processes for taking DMA action, and for the provider to claim an outcome payment are different under Universal Credit, it is important that the provider can identify them as quickly as possible.



Show Slide 29 – Checking for Linking Periods

In LMS information about previous claims can be found by checking the Qualifying Periods red icon which shows past periods of claim or by checking the claim date hotspot

The start and end dates are now input on WSP

The next slide shows where this information is input



Guidance on this subject can be found in the LMS user guide. Linking periods should have been recorded in WSP before the claimant attends an Initial WSI.



Show Slide 30 – Linking Periods – WSP Action

Select calendar icon next to 'Linking Claim Start Date' field. Insert the start date in this field.

Next, select calendar icon next to 'Linking claim end date' field. Insert the end date in this field.



After inputting these dates select 'save' from the ribbon. This updates the claimants WSP record.

After selecting 'save' the system checks the linking dates and moves the qualifying date as appropriate. The system will determine eligibility and automatically send a task to the Work Coach, when required, to prompt the relevant referral.



Show Slide 31 – Determining Whether Deferral or Exemption Appropriate

Discuss with the claimant any reason preventing them being referred to the Work Programme. If the claimant doesn't give

a valid reason why they are unable to attend the Work Programme you will inform the claimant that they must comply with this work related provision as imposed by the Secretary of State.

If the claimant gives you a reason that you consider is a valid reason you should determine whether it is a deferral or an exemption and you should use discretion when determining deferral and length of deferral/exemption.

Where it is identified that a claimant must be referred to the Work Programme a specific Work Programme Referral Interview must be booked on WSP as soon as possible.



Show Slide 32 – Checking Conditionality Group and LMS

Before booking a Work Programme Referral you must check which work related requirement group the claimant belongs to, by reading the conditionality group field on the general tab of the claimant record in WSP.

The conditionality group within the general tab is displayed by default when you first enter a claimant record.

You need to know the work related requirement group of the claimant in order to establish whether the reason for deferral given by the claimant is valid.

You must read Notes to determine whether the LMS record

has been manually migrated to WSP. If the WSP record is empty you will need to check LMS for previous deferrals or exemptions. You will check the Work Programme hot spot on LMS for any previous deferrals or exemptions.



Knowledge of Work Programme Deferrals and Exemptions which can be found on the intranet:

Operational Guidance >> Get Britain Working >> Work Programme >> Work Programme Referral >> para. 47 onwards.



Show Slide 33 – Checking LMS and WSP

Take note of the length of previous deferrals/exemptions in order to calculate the length of any future deferral or exemption.

WSP will mirror LMS once it holds a deferral.

Be mindful of the length of the deferral period when considering further deferral.

Double check LMS if no referrals are held on WSP. If a deferral is held in LMS, it is expected that this will be noted accordingly in WSP.

From the details obtained from either WSP or LMS, if there was a prior deferral, calculate if the 90 day limit will be

exceeded if the new deferral is agreed.

Deferrals must not exceed 90 days from date of Work Programme eligibility. LMS currently interrogates previous system held deferrals to determine whether each new deferral meets the 90 day rule.

WSP will make the same calculation with the information held on the initiatives screen but you will have to make a manual calculation taking into account migrated LMS data.

If a claimant has exceeded 90 days a further deferral cannot be considered and the claimant will be mandated to the Work Programme.

Exemptions are not considered in this rule and therefore will always be accepted.



Show Slide 34 – Work Programme Exemptions

You will need to record an exemption when it is identified that the:

- claimant is participating in Work Choice
- claimant is already participating in Work Programme and the original referral was made on Labour Market System (LMS).

Identification of LMS referral cases will be made during manual migration of information from LMS to Work Services Platform (WSP) and will be recorded in claimant WSP notes.

This is because it will not be possible to change the WSP marker to show that the claimant is already participating in the Work Programme.

If the Claimant is participating in mandatory Work Preparation Actions this will have been identified either during manual migration of information from LMS to WSP or during consideration of referral to the Work Programme.

It is essential that exemptions are recorded in the above cases as WSP will allow you to record a referral to Work Programme even if the claimant is participating in Work Choice or mandatory Work Preparation Actions. If the claimant is referred to the Work Programme again on WSP in error it will result in payment of duplicate provider fees and take up valuable staff time to withdraw the referral.



Discuss with the learners the implications of referring a claimant to Work Programme on WSP when they are already participating (due to a previous referral on LMS)?

What do you think this costs DWP in staff time and money?

Every referral made triggers an 'attachment' fee to the

provider.

(so duplicate referral = 2 x attachment fees for the same claimant)

If the referral is not withdrawn before the claimant finds work this could result in 2 providers being paid a fee for supporting the claimant into employment.

When the duplicate referral is identified and requires “backing-out” of the PRaP system the extra staff time (which is another cost to the department as well as taking valuable staff time away from other tasks) could involve action required by Jobcentre colleagues, Third Party Provision Team, PRaP Operational Support Team, as well as requiring action to be taken by the Provider.



Show Slide 35 – Deferral Appropriate

You are now going to take the action required on WSP to defer a referral to the Work Programme.

When recording information about the Work Programme you will select ‘Initiatives’ from the navigation menu on WSP. All other types of referral are made by selecting ‘Provisions’ from the navigation menu.

Simulation – Deferring a Referral to the Work Programme



Show Slide 36 – Simulation – Deferring a Referral to the Work Programme



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to UC0XX XXXXXX and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



Show Slide 37 – Deferral Appropriate

You have now completed the walk through deferring the referral. WSP does not update Work Programme status when a deferral is recorded. It will continue to show Pre-

Work Programme.

When a deferral has been recorded and the end date is due to mature, when you access the claimant record, WSP will prompt you to make a referral. You do not need to set a further task to follow up the deferral at a later date.

Simulation – Exempt a Work Programme Referral



Show Slide 38 – Simulation – Exempt a Work Programme Referral



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to UC0XX XXXXXX and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this

simulation



Show Slide 39 – Exemption Appropriate

You have now completed the action required to exempt the referral.

You should explain to the claimant that an exemption has been agreed and a date when this decision will be reviewed, then continue with interview.

WSP does not update Work Programme status when an exemption is recorded. It will continue to show Pre-Work Programme.

Simulation – Refer a Claimant to the Work Programme



Show Slide 40 – Simulation – Refer a Claimant to the Work Programme



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot

Walkthroughs intranet page which is within the Learners Support Site.

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The learners should scroll down to UC0XX XXXXXX and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



Show Slide 41 – Contacting the Work Programme Provider

If you are required to contact the Work Programme Provider regarding the referral under local/District agreements and contact is unsuccessful.

You will record in **Notes**:

“Unable to speak to Work Programme Provider at point of referral. Contacted Third Party Provision Team on xx-xx-xx regarding contact issue and asked them to follow up. UCPR1 completed and sent. Add xx-xx-xx so that the date the form is sent can be recorded

A UCPR1 **must** be completed and sent on the same day the referral is made whether the provider is contacted by telephone or not. The template should include all of the information that would formerly have been contained in the JSaG and Action Plan e.g. any special arrangements or accessibility requirements, but also, the claimants state of job readiness, and details of activities the claimant had undertaken as part of their job readiness, or job search activities whilst with JCP.

You will also need to record in the Further Information field of the UCPR1 if the claimant has refused has refused to accept their Claimant Commitment.

A new UCPR1 must be completed and sent to the Provider if the claimant has now accepted the Claimant Commitment during/following the 7 day cooling off period end. This should be recorded in the Further Information field. Claimants who are part of a couple and meet the qualifying criteria for the Work Programme must both be referred to the same Provider. The partner must be referred as soon as the first member of the couple becomes eligible. The partner's name and NINO must be entered onto the form to help the Provider identify the couple.

For WP returners send WP07b to the provider annotated 'New Claim to UC made by a claimant already participating in the Work Programme has been made.' This must be sent

on the day of the Initial Work Search Interview. This ensures the claimant returns to the Work Programme and receives effective support under UC systems and processes.



The WSP interface with PRaP does not transfer the same information as was previously transferred via referral made on LMS (some information from the LMS JSaG and Action Plan was transferred automatically). The UCPR1 is therefore compulsory for every Work Programme referral. (The UCPR1 form is also compulsory for all claimant referrals to Mandatory Work Activity and Work Choice as well as Work Programme.)

If the Work Coach is in doubt as to what this template should include, they should refer to the types of information contained in the Action Plan and JSaG.

Simulation – Referring a Claimant to Work Related Provision



Show Slide 42 – Referring a Claimant to Work Related Provision

To view the simulations please refer the learners to the



Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to UC0XX XXXXXX and select the See It, Try It or Know It links for the Key Questions simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



Show Slide 43 – Claimant Refuses Mandatory Referral

There may be an occasion when you have discussed work related requirements (including referral to the Work Programme) with the claimant and decided to make a referral which then becomes mandatory.

The claimant has refused and has not provided good cause to your satisfaction. You must still make the referral on WSP.

At this point you should direct the claimant to their copy of the Claimant Commitment which explains the consequences

of refusal of work related requirements.

You should explain what level and period of sanction this refusal could incur.



Show Slide 44 – Types of Claimant Referral Notification Letters

You will need to issue any relevant notification letters to the claimant.

There are several different notification letters depending on the type of referral being made. You should identify which one is required:

- Work Programme
- Mandatory Work Activity
- Sector based work academy
- Work Experience
- Skills Conditionality Interview
- Skills Conditionality notification of start
- Skills Conditionality combined interview and start

Letters relating to provision can be found in the Internal

Knowledge Base or in the Interim Solutions shared folder.



The following slides contain details of the letter template and accompanying Work Programme information leaflet reference numbers.



Show Slide 45 – Claimant Referral Notification Letters

Type of Referral	Letter Template
Work Programme	Ltr. Notification of referral to Work Programme
Mandatory Work Activity	Ltr. Mandatory Work Related Activity
sector based work academy (sbwa)	Ltr. sector based work academy
sbwa less than 16hrs Guaranteed Job Interview (GJI)	Ltr. sbwa under 16hrs GJI
sbwa 16-30hrs Pre Employment Training Programme no GJI	Ltr. sbwa 16-30 hrs



Show Slide 46– Claimant Referral Notification Letters

Type of Referral	Letter Template
sbwa >16hrs GJI	Ltr. Sbwa 01c under 16hrs no GJI
Work Experience	Ltr. Work Experience referral
Skills Conditionality Interview	Ltr. Skills Conditionality Interview and start
Skills Conditionality Notification of Start	Ltr. Skills Conditionality Referral and start
Skills Conditionality Combined Interview and Start	Ltr. Skills Conditionality Interview and start



Show Slide 47 – Claimant Referral Notification Letters

Type of Referral	Leaflet No.
WP Referral – Voluntary leaflet	Ltr. Notification of Voluntary Referral to Work Related Requirements
WP Referral – Mandatory leaflet	The Work Programme, when you must take part



Show Slide 48 – Claimant Referral Notification Letters

When issuing a Referral letter to a claimant you must follow the following process:

- open the template and complete the Claimant, Appointment and Provider Details.
- print off the completed template and any accompanying information leaflets for the claimant
- issue these to the claimant – either face to face if during interview, or by SMS and post

- make a note that the letter has been issued on the general screen notes section of the claimant record on WSP.



Show Slide 49 – Notifying the Claimant

It is not a mandatory requirement to ask a claimant to acknowledge receipt of a notification. Noting the Work Services Platform System (WSP) that a letter has been issued will be accepted as proof that a notification has been issued.

It is recognised that there are several areas within WSP where notes can be recorded. This note will be held on the main claimant screen record notes.

This is a requirement for possible future DMA action. Guidance can be found at:



Refer the learners to Home >> FLDM (DMA) >> Guidance >> Decision Makers Guide>> Decision Makers Guide (DMG) - By Volume >> DMG Volume 06 Jobseekers Allowance and Income Support para 34831.



Show Slide 50 – Types of Provider Referral Notification Letter

Issue notification letter to the Provider.

There are several different notification letters depending on the type of referral being made. You should identify which one is required:

- New Enterprise Allowance
- Local Provision
- PRaP referral

The notification sent for a PRaP referral (UCPR 1) is a document which will include information about claimant aims, preferred hours and any special arrangements the claimant requires such as a translator or accessibility requirements.



Show Slide 51– Provider Referral Notification Letters

New Enterprise Allowance

Data Sharing Consent Form

- This form is signed by the claimant

FM NEA Referral Template

- After completion this form along with the Data

Sharing Consent Form is forwarded to the Provider

Local Provision

FM Referral to Provider Form (parts 1 and 2)

- After completion this form is posted to the Provider

PRaP Referral

Form UCPR1 - Additional Information for PRaP referrals.

- Form UCPR1 is completed for every claimant referred to the Work Programme, Mandatory Work Activity and Work Choice and sent to the Provider on the same day that a new referral is made by 1st class post.

A copy of all Provider Referral forms must be sent to MOU for scanning into DRS.

Topic Summary



Show Slide 52 – Topic Summary

In this topic you have learned:

- identify and discuss Work Preparation Action requirements with claimants, including Work Programme
- make appropriate and relevant Work Preparation Action referrals