



Employment Support Allowance
(ESA)
Learning Routeway/Journey
For
Decision Maker (WCA)

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Total Learning Duration – 76 hours

Benefits Delivery Expert (DMA) - Employment Support Allowance (ESA)

Staff Name: _____ Staff Number: _____

Location: _____

Please ✓ box when learning has been undertaken.

Skills Learning

- ☐ **Introduction to Mental Health Conditions for Telephony Staff (JCP 1760)**
Duration: **3 hours 30 minutes - Face to Face Facilitated**
Aim: This product is designed to give telephony staff who come into contact with IB(IS) customers who are being reassessed, an understanding of mental health.

Foundation Learning

- ☐ **Module 01 - The Role of the Decision Maker (JCP 1902)**
Duration: **3 hours – Open Learning**
Aim: Will be a background module that will include
- What is a DM
 - Types of DM
 - Types of Decisions
 - role and responsibilities
- ☐ **Module 02 - The Law (JCP 1544)**
Duration: **2 hours 30minutes – Open Learning**
Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of ESA entitlement
- ☐ **Module 03 - Analysing the Evidence (JCP1899)**
Duration: **6 hours 30 minutes – Facilitated**
Aim: To provide the knowledge and skills to enable the DM to explain the steps to take in order to provide a sound, justified decision.
- ☐ **Module 04 - Deciding a Claim (JCP 1900)**
Duration: **1 hour 30 minutes – Open Learning**
Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of ESA entitlement

- ☐ **Module 05 - Determinations, Decisions and Justification (JCP 1547)**
Duration: **1 hour 30 minutes – Open Learning**
Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of ESA entitlement
- ☐ **Module 06 - Revision and Supersession (JCP1548)**
Duration: **3 hours – Facilitated**
Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of continued ESA entitlement
- ☐ **Module 07 - Suspensions and Terminations (JCP 1549)**
Duration: **45 minutes - Facilitated**
Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of continued ESA entitlement
- ☐ **Post Consolidation Discussion A (JCP 1884)**
Duration: **6 Hours – Coaching**
Aim: To provide coaching to check the knowledge and understanding of the learning completed to this point.

Benefit/System Knowledge and Other learning

- ☐ **Overview of ESA (K3)**
Duration: **2 hours - E Learning**
Aim: Overview, Qualifying conditions, ESA Business Process
Overview, Step by Step ESA Customer Journey
- ☐ **Benefit Quick Learns**
Duration: **2 hours 50 minutes – E-Learning**
Aim: General Benefit Information – (JCP0905)
Primary Benefits – (JCP0906)
Secondary Benefit – (JCP0907)
Other Benefits – (JCP0908)
- ☐ **Using Notepad and Case Controls (JCP 1172)**
Duration: **45 minutes – face to Face Facilitated E-Learning**
Aim: This module provides the learner with details of the correct action to take in JSAPS Notepad screens for ESA and with details of the correct action to take in JSAPS Case Control screens for ESA.



Process Overview of Work Capability Assessment (JCP1883)

Duration: **1 hour – E-Learning**

Aim: The module provides the knowledge of the process of the WCA and the roles within it.



MSRS R2.3 for ESA Decision Makers (JCP1527)

Duration: **1 hour 35 minutes - E Learning**

Aim: This module enables learners to take the required action on MSRS for an Employment and Support Allowance claim.



Inputting DMA Details (JCP 1904)

Duration: **1 hour - Face to Face Facilitated E Learning**

Aim: The module enables learners to take the appropriate action for Decision Making and Appeals (DMA) an ESA claim.

Strategic Learning



ESA Decision Making – LCW Assessment (JCP1831)

Duration: **2 Hours – Open learning**

Aim: To provide an overview of the assessment conducted by Medical Services on behalf of JCP in context with the action taken by the Decision Maker (DM); and signpost to tools that can help you when interpreting the information provided by the HCP



ESA Decision Making - WCA Descriptors (JCP 1830)

Duration: **6 hours - facilitated**

Aim: To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of ESA entitlement



ESA Decision Making - Gathering & Using Evidence (JCP 1829)

Duration: **12 hours - Facilitated**

Aim: To provide Decision Makers (DMs) with knowledge and understanding of how to gather and use available evidence to make quality determinations in respect of Limited Capability for Work (LCW) and Limited Capability for Work Related Activity (LCWRA).



ESA Decision Making – WCA Key Messages Action Learning Set (JCP1906)

Duration: **4 hours 20 minutes – Facilitated Action Learning Set**

Aim: This event is intended to introduce the Decision Maker (WCA) to a facilitated Action Learning Set to discuss personal work issues and agree solutions or a way forward and to examine the key messages around WCA decision making.

Additional Learning



ESA Good Cause for WCA (JCP 1901)

Duration: **6 hours – Open Learning**

Aim: To provide Decision Makers (DM) with knowledge and understanding of:

- Non-Return of ESA50
- FTA/FTP
- Postponement of LCW
- No Medical Evidence



Raising the Game on Disability – Operational Seminar (JCP 1709)

Duration: 3 hours 30 minutes – facilitated event

Aim: This event raises disability awareness/confidence to deliver high quality services to disabled people, dispelling misconceptions/assumptions around the disability agenda.



Post Consolidation Discussion B (JCP 1885)

Duration: **6 Hours – Coaching**

Aim: To provide coaching to check the knowledge and understanding of the learning completed to this point.