

If you contact us, use this reference:  
<NINO>



Department for  
Work and Pensions

<Building/Office>  
<Address>

<Name>  
<Address>

<POSTCODE>

<POSTCODE>

**www.gov.uk**

Telephone: <direct line>  
Textphone: 0345 608 8551

<date>

## Skills Conditionality

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Dear Insert Customer Name

### **Your training with your Skills Conditionality provider.**

We have arranged for you to attend Skills Conditionality skills training on <date> with **input name of training provider**.

### **What happens next?**

You must take part in the Skills Conditionality training – details are shown below.

Activities you will do:	
Name of your Provider:	
Address that you must go to:	
Provider Phone Number:	
Training start date and time:	

The training provider will issue you with a 'Learning Agreement' which will give more detail on the learning and activities that you will cover, the objectives of the course and the details of the time and days that you need to attend. If you do not receive this information, or you are unclear about the information provided, please contact the training provider or your Work Coach to resolve the issues.

You must attend on the date and time above and the dates and times given by the training provider. If you are late or do not attend, without a good reason, your benefit will be affected. You should allow enough time when planning your journey to the provision to get to there on time.

If you cannot attend the appointment at the start date and time booked, contact us as soon as possible so that alternative arrangements can be made. Our phone number is 0345 604 3719 (textphone 0345 608 8551). You can use the 0845 code to call any of our 0345 numbers. Check with your phone company which code is cheaper for you.

### **What is Skills Conditionality?**

Skills Conditionality applies where it is identified that a skills barrier is preventing someone from moving closer to employment. Skills Conditionality makes attendance at and the completion of skills related training, a condition for receiving benefit.

The law states that you must be given a notice in writing when you are required to take part in Skills Conditionality training. **This is that notice.**

### **How long must you take part in the Skills Conditionality training for?**

To receive Jobseeker's Allowance, you must take part in the Skills Conditionality training on the dates and times agreed with your provider unless:

- you are told that you no longer need to take part, **or**
- your Jobseeker's Allowance claim ends, whichever is earlier.

It is essential that you attend on the dates and times agreed with your provider otherwise your benefit will be affected as explained below.

### **What you must do when taking part in the Skills Conditionality training**

You must:

- attend at the address provided, on the dates and times agreed with your provider and do the activities mentioned in this letter and in your training provider learning agreement.
- treat the provider and other people on the scheme politely, fairly and considerately
- attend meetings with or take phone calls from the Jobcentre at the times agreed
- contact your training provider if you cannot attend an activity for any reason.
- tell Jobcentre Plus about any change in your circumstances
- continue to attend work search reviews, attend any other meetings at the Jobcentre, and be available for and actively seeking work. You must still meet all of the usual conditions to get Jobseeker's Allowance

### **If you fail to take part in the Skills Conditionality training**

If DWP decides that you failed to take part in the Skills Conditionality training as required, without a good reason, your Jobseeker's Allowance and National Insurance credits will not be paid (or will be reduced, depending on your circumstances) for:

- four weeks, or
- 13 weeks if DWP have previously decided on one or more occasions that your Jobseeker's Allowance should be sanctioned because you failed to comply with your

Skills Conditionality training requirements, or you committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of your last failure.

The failures referred to are, if without a good reason, you:

- failed to attend a Work Coach interview
- if applicable, failed to take part in a particular employment scheme (such as the Work Programme or the Community Work Placements scheme)
- did not take the opportunity of a place on an employment or training scheme
- refused or failed to apply for (or accept) a place on a scheme when your Work Coach told you to
- failed to attend, or gave up a place, or through your own misconduct lost a place, on such a scheme, or
- failed to follow a Jobseeker's Direction.

If your Jobseeker's Allowance is stopped or reduced, you may be entitled to hardship payments. Please speak to your Work Coach for more detail.

### **Your Jobseeker's Allowance responsibilities**

While taking part in the Skills Conditionality training, you must still meet all the requirements for claiming Jobseeker's Allowance. These are set out in your Jobseeker's Agreement or Claimant Commitment.

If you fail to meet any of these responsibilities, your benefit could be affected. Your Work Coach will have given you information about your additional responsibilities and about the consequences of failing to comply with them.

### **Can I get help to attend the training if I need it?**

To help you get to the training we may be able to provide help with:

- the cost of registered childcare if you have children but have no-one to look after them (payment will be made direct to the childcare provider)
- the cost of caring for a relative, partner or friend that you normally care for,
- travel costs (you may need to bring proof of these to the Jobcentre, e.g. travel tickets)

You must contact us before the training starts to arrange any of these.

### **If you are not happy**

Whether you are dealing with the Jobcentre, a training provider or with one of our service providers, you should expect to be treated fairly. Your provider must explain the minimum standards of service you can expect from them.

If you are not happy with our service or that of the provider, you can make a complaint. Making a complaint will not affect your Jobseeker's Allowance.

If you wish to complain about the service of the provider, please get in touch with them first. They will explain their complaints procedures to you at your first meeting.

If you have a complaint about the Jobcentre, please contact one of our staff. Tell them what happened, how it affected you, and what you want to happen as a result.

If you have gone through the provider's process and are not satisfied with the way they have dealt with your complaint, you can ask the Independent Case Examiner to investigate. For more information, go to [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk).

**If you want more information or have any questions**

If you need any more information or have any questions, please contact me on the number at the top of this letter.

Yours sincerely,

Work Coach, (on behalf of the Secretary of State)