

Youth Contract work experience Opportunity Guidance

Policy Queries and Further Advice

1. If you are unable to find an answer to a particular question regarding the policy within this guide you must contact the Jobcentre Plus Live Support Advice Line. Details of how to contact them can be found on the DWP Advice Line Home Page.
2. **NOTE:** Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only.
3. **NOTE:** Please **do not** use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries, these should only be used to report broken hypertext links.

Introduction

4. This document sets out the operational guidance for Jobcentre Plus staff to facilitate work experience opportunities.
5. It includes actions for employer engagement staff to take when discussing and setting up work experience opportunities with employers and the role of advisers in discussing work experience opportunities with claimants.

Overview

6. Work experience opportunities are part of the government's Youth Contract and can be used to help young people develop the skills required for work.
7. The key aims of work experience opportunities are to:
 - maximise the number of young people moving into employment or training; and
 - provide young unemployed people with quality, 'meaningful' work experience.
8. Work experience opportunities are aimed at younger JSA claimants, with little or no work history and a low skills base, who are not participating in the Work Programme. They provide the opportunity for young people to gain work skills and experience with employers in the local labour market. Participants must be motivated and demonstrate a willingness to work.
9. **NOTE:** The decision about whether to participate on a work experience opportunity is entirely voluntary for all claimants and **Jobseeker's Directions should not be used.**
10. Claimants remain on benefit throughout the work experience opportunity and are subject to all existing conditionality such as actively seeking work, being available for employment, and attending regular face-to-face Jobcentre Plus adviser interviews for the duration of the work experience opportunity.
11. Funding is available to cover participant travel, childcare, replacement care and reasonable adjustments costs arising as a result.
12. **NOTE: Under no circumstances** should work experience opportunities be used as a recruitment tool. If employers have existing vacancies or

apprenticeships then they **must** fill these vacancies through their normal recruitment methods. If an employer has a vacancy and they would like to see if the young person is suitable for the job it may be worth considering a Work Trial if appropriate.

Engaging with Employers

Ownership and Accountability - Districts

13. District Managers have overall ownership and accountability for the delivery of work experience opportunities. Additional resource for Districts to deliver a brokerage, management and support function for work experience opportunities has been allocated, with District Manager flexibility on how this role is delivered. The roles, responsibilities, hand-offs and organisational structure involved in the delivery of the work experience opportunity model will be defined by the District Manager.
14. Districts must actively engage with employers, understand their recruitment requirements and promote the benefits of work experience opportunities to their business and provide a single point of contact for the employer.
15. Districts will need to work with both employers and advisers to promote, gain agreement and co-ordinate work experience opportunities. Once a work experience opportunity is underway there should be one single point of contact who will be responsible for responding to any issues that arise from the employer or the claimant during the opportunity.
16. Districts will also work with managers and the District Employer and Partnerships Team (DEPT) to ensure that local labour market knowledge and intelligence is gathered and used to identify the labour market demand to support the work experience opportunity.
17. Districts will also need to work closely with Advisers and Advisory services teams to ensure that there is a high level of awareness of what work experience opportunities are available locally and that these opportunities are effectively promoted to eligible JSA claimants.
18. Districts may assume responsibility for managing a caseload of JSA claimants who are interested in work experience opportunities. If this is the case Districts will need to ensure that:
 - there are sufficient numbers of work experience opportunities in the appropriate sectors / industries to meet the District's requirement;
 - advisers have access to enough information to enable them to effectively promote work experience opportunities to eligible JSA claimants;
 - employers sign the DWP Employer Agreement (Welsh Version) and agree start dates for work experience opportunities;
 - work experience opportunities are set up on LMS;
 - employers are provided with details of claimants, as appropriate, who have agreed to start work experience opportunities;
 - under-18s must not be employed in certain dangerous environments, except where it is absolutely essential for their training, they are fully supervised and the risks are fully explained and minimised; and

- employers are signposted to the guidance for employers on delivering work experience opportunities as published by the Chartered Institute of Personnel Development (CIPD) 'work experience: placements that work'. The guidance, produced by CIPD and Jobcentre Plus, includes examples of good practice and a 'Quality Charter' setting out key delivery principles.
19. Districts will need to build a picture of local labour demand to ensure that the work experience opportunities on offer are appropriate to the local labour market. The picture should feature, for example, vacancy trends, current vacancies, claimant caseloads/volumes by JSAg preferences/occupations sought, sector strengths and employer skills shortages. Build this picture using a number of sources such as Universal Jobmatch MI, the Knowledge Hub, NOMIS, Local Authorities, local Chambers of Commerce/FSB and LEPs.
 20. Before approaching local outlets of national employers Districts should consult the GBW and Youth Contract - Snapshot reports to establish what has been agreed to enable local delivery.
 21. Full guidance, key messages and products to support national and local employer engagement can be found in the Your Business - Our Business Toolkit.
 22. Districts may additionally contact employers to source work experience opportunities based on their work experience Caseload, Adviser referrals and, on occasion, where a claimant has found their own work experience opportunity See para 107.
 23. Where suitable matches are not being found for claimants on caseloads, e.g. there are few or no opportunities in sectors that attract or interest claimants, liaise with the Senior Employer Relationship Managers (SERMs) in the National Employer Service Team (NEST) and the DEPT to consider ways of increasing those opportunities. Districts may also ask advisers to consider if the claimant's expectations are realistic in the local labour market.
 24. Districts will also need to manage employers' expectations - claimants may be motivated, but will have little or no previous experience. This may result in some restrictions on the work experience opportunities sought and offered, which may need explaining to employers. Jobcentre Plus wants employers to commit to supporting motivated individuals with low skills and little or no work experience.
 25. A DWP Employer Agreement (Welsh Version) must be agreed and signed by the employer (confirmation by email is acceptable) before the opportunity commences. See para 44 for further information.

Ownership and Accountabilities - SERMs

26. SERMs will talk to all their national employers about work experience opportunities (along with the other Youth Contract initiatives) and the overall employer offer. Full guidance, key messages and products to support national and local employer engagement can be found in the YB-OB Toolkit, however SERMs will be expected to respond to requests from Districts for support in particular geographical areas. A work experience opportunity cannot be

agreed with employers without first having the agreement of the District about local demand for work experience opportunity volumes and sectors.

27. A work experience opportunity involves more liaison between national and District teams so following the initial action, SERMs will need to ensure that Districts and employers are kept informed at each stage on contact.
28. **NOTE:** When discussing work experience opportunities with employers it is important that SERMs are aware of the differences between work experience opportunities and Work Trials. If an employer has a vacancy for which the claimant has been interviewed and just wants to 'try out' a claimant, this must be arranged as a Work Trial. Work experience opportunities are specifically designed to help claimants gain meaningful work experience that can be added to their CV and on no account should they be used as an extended recruitment tool. Work experience opportunities **must** be in addition to any current or planned vacancies that an employer may have.
29. SERMs will also need to manage employers' expectations - claimants may be motivated, but will have little or no previous experience. This may result in some restrictions on the work experience opportunities sought and offered, which may need explaining to employers. Jobcentre Plus wants employers to commit to supporting motivated individuals with low skills and little or no work experience.

Arranging a work experience opportunity

30. **NOTE:** When discussing work experience opportunities with employers it is important that you are aware of the differences between work experience opportunities and Work Trials. If an employer has a vacancy for which the claimant has been interviewed and there are suitability doubts, this must be arranged as a Work Trial (if appropriate). Work experience opportunities are specifically designed to help claimants gain meaningful work experience that can be added to their CV and on no account should they be used as an extended recruitment tool. Work experience opportunities **must** be in addition to any current or planned vacancies that an employer may have.
31. Work experience opportunities can be flexible, lasting between 2 - 8 weeks and with attendance between 25 – 30 hours per week (including lunch / tea breaks) except in circumstances when there are agreed restrictions on the JSAg or where one of the following conditions are met by the employer:
 - a suitable alternative which meets the standard minimum hours criterion cannot be found; and
 - the employer confirms that they cannot commit to delivering 25-hours work experience opportunity but they are able to offer a minimum of 16-hours per week; and one of the following applies:
 - the opportunity is within a sector where the District has a shortage of work experience opportunities and un-met demand from claimants; or
 - the employer's business operates within a specialist area and there is a good match between the opportunity and the claimant's job goal; or
 - the District has a general shortage of work experience opportunities and cannot meet demand from claimants for opportunities.

32. In circumstances where a host employer or individual want to offer or take up a work experience opportunity in excess of 30 hours please check with the Employer Team as each case will need to be assessed on its own merit.
33. When arranging a work experience opportunity please be aware that they cannot form part of a training package, work experience must be a stand alone opportunity.

work experience and the Wage Incentive

34. work experience opportunities are specifically designed to help claimants gain meaningful work experience that can be added to their CV. They must be in addition to any current or planned vacancies that an employer may have and should not to be used as an extended recruitment tool.
35. **NOTE:** Work experience opportunities **must not** be agreed where there is a known vacancy that attracts the Wage Incentive. Where a vacancy is known to exist and the employer and / or claimant have remaining suitability doubts after a formal interview for the vacancy, then this **must** be arranged as a Work Trial (if appropriate) and not as a work experience opportunity.
36. A work experience opportunity must not be used as a recruitment tool for new staff; to displace existing staff or to reduce hours / available overtime. Any complaints about employers will be followed-up and the DWP Employer Agreement will be withdrawn where there is evidence to substantiate the complaint.
37. However, if a vacancy arises during or after the YC work experience opportunity and the employer wishes to offer it to the YC work experience participant, then this could attract a Wage Incentive where eligibility is met and the employer can meet the Wage Incentive terms and conditions.

Extending the work experience opportunity beyond 8 weeks

38. Extensions to the maximum eight week opportunity period are not permitted, except in the following two circumstances:

Apprenticeships

39. To ensure that opportunities for young people on JSA are maximised, it should be mentioned that work experience opportunities can help young people into training and education as well as work. There are clear business benefits for recruiting Apprentices and a work experience opportunity can be a way of assessing a potential candidate.
40. Apprenticeships create a highly skilled workforce, boost productivity and support staff retention. Research shows they are an optimal way of training, developing and skilling people for the future, helping businesses secure a supply of people with the skills and qualities they need and which were often not available on the external job market.
41. If, during the work experience opportunity, the employer decides to offer an Apprenticeship opportunity to the claimant, and it is accepted, the work experience opportunity can be extended for up to a further 4 weeks while arrangements are made to set up the Apprenticeship. Employers and

claimants should be directed to the National Apprenticeship Service in England, Apprenticeships in Wales or Skills Development Scotland for expert advice.

42. During the opportunity, if the claimant is offered and accepts an apprenticeship under Government arrangements made for England, Wales or Scotland the work experience opportunity can be extended to up to 12 weeks to allow time for the apprenticeship to be arranged.

Disclosure and Barring Service (DBS) checks (formerly known as Criminal Records Bureau (CRB)) not completed

43. The work experience opportunity can be extended up to a further 4 weeks if both the host employer and the young person agree to the arrangement in circumstances where the young person has accepted the offer of a job from the host employer but the required DBS checks are not yet completed, preventing the young person taking up employment immediately. Confirmation that DBS checks have been initiated by the employer will be required.

Sole Traders

44. When participating in a work experience opportunity, for Health and Safety reasons, participants are treated as 'employees'. This means that, unless specific exemptions apply, employers must have adequate insurance provision to compensate employees in the event of accident and / or injury at work. Further information can be found in the Employers' Liability (Compulsory Insurance) Act 1969 – a brief guide for employers
45. Provided sole traders satisfy the all necessary checks, including compliance with Health and Safety requirements, then sole traders can offer young people a work experience opportunity.

DWP Employer Agreement

46. A DWP Employer Agreement (Welsh Version) must be agreed and signed by the employer (confirmation by email is acceptable) before the opportunity commences. The agreement contains the legal and policy requirements above the signature and date. It is good practice to record this in 'notepad' on the LMS Provider record within the opportunity.
47. If a large employer is running more than one work experience opportunity, then it is not necessary to complete a DWP Employer Agreement per claimant, it is satisfactory that there is one in place per employer. Therefore national employers will be able to sign one agreement for all of their outlets.
48. Districts may choose to complete the DEPT Opportunity Template to help with setting up the LMS opportunity. This template has been amended to show whether the employer will agree to host opportunities for JSA claimants aged 16+ or 18+. Some Districts are using this form as an Annex to the DWP Employer Agreement as good practice.
49. All new work experience opportunities should be communicated to advisers as soon as possible.

Reviewing the DWP Employer Agreement

50. The DWP Employer Agreement should be reviewed periodically to check it is still current and the employer still complies with Health & Safety legislation etc. It would be acceptable to consider reviewing the agreement on an annual basis if the employer is providing opportunities on a rolling basis. Where an employer provides an opportunity for say 6 months, but then does not for another 6 months and then starts again, at that point the agreement should be reviewed / resigned. Obviously this would be at the Districts discretion as they should be aware of any issues around a particular employer and review the agreement more frequently if it is required.
51. When reviewing the agreement at no time should the wording on the first page be amended as this would need to be cleared through our legal colleagues, however the back page of the agreement should be reviewed and updated to reflect what the employer is offering at that particular time.

Work experience opportunities within DWP

52. The Department is participating in the work experience programme as part of our commitment to Get Britain Working. Opportunities will be available throughout all DWP delivery businesses. DWP work experience opportunities last from 4 to 8 weeks and are available to JSA claimants aged 16 and above.
53. JCP managers have been asked to contribute towards the DWP commitment by identifying and hosting opportunities within local offices and in the Directorates. HR has appointed a designated Scheme Co-ordinator to manage delivery of the programme in DWP. All opportunities and placing of work experience participants into DWP, including security checking, must be done via the Scheme Co-ordinator. Managers considering or hosting a DWP work experience opportunity should follow this guidance: work experience opportunities in DWP - a Guide for Managers
54. There are additional steps in the work experience procedure and additional requirements for claimants being referred to a DWP work experience opportunity. These are outlined in Annex 1.

GBW work experience LMS Opportunity

55. Districts will need to set up a work experience opportunity on LMS. This will be used to capture MI on referrals, starts and completers. Districts can also choose to have work experience opportunity details in the District Provision Tool, or local equivalent. Information on what Get Britain Working statistics are available can be found in the Get Britain Working Management Information Directory.
56. The employers' details must be replicated as a provider record (where it is not already) and the GBW work experience opportunity set up against this provider record, otherwise the information will be incorrectly displayed as a vacancy.
57. The opportunity should contain the following details:

- submission arrangements to the work experience opportunity Co-ordinator / team using the DWP Employer Agreement (Welsh Version). However do not make a referral to the Opportunity;
- that a completed data consent form, (Welsh Version) is required;
- any other employer requirements (CVs, DBS etc) that must be completed where this has been agreed with the employer; and
- the age eligibility for the opportunity as open to 16+ or 18+ to ensure that Advisers make suitable and eligible referrals. This information should also be included when sharing work experience opportunities outside of LMS (the employer requirements for DWP opportunities are in Annex 1).

Claimant Eligibility

58. Work experience opportunities are voluntary and primarily aimed at younger JSA claimants aged 18 to 24 from week 13 of their claim, who are not participating in the Work Programme.
59. **NOTE:** The decision about whether to participate on a work experience opportunity is entirely voluntary for all claimants and **Jobseeker's Directions should not be used.**
60. Where an adviser believes work experience will benefit a claimant, there is discretion to refer claimants earlier than week 13 and, exceptionally, those aged 25+ who have no recent work history.
61. JSA claimants aged 16 / 17 are eligible for work experience opportunities from day 1 of their claim where the employer has signed up to the additional employment rules for this age group.
62. Eligibility is restricted to JSA claimants; this includes those who are 'credits only' and those serving a sanction. Non-claimants and those disallowed JSA (whether eligible for hardship payments or not) are excluded. Each member of a joint claim can access work experience but a dependant partner of a JSA claimant is not eligible.

Claimant Referral

63. Only suitable and eligible claimants should be referred to a work experience opportunity. Suitable claimants will:
- not have significant needs relating to numeracy, literacy or general employability skills;
 - have little or no work no work history and a low skills base; and
 - be motivated and demonstrate a willingness to work.
64. When referring claimants to work experience opportunities priority should be given to 18-24 year olds. Other age groups do not count towards Youth Contract targets. Districts have discretion to refer non-YC eligible claimants to work experience opportunities but this should be balanced against the priority to meet YC targets.
65. Where a claimant is on ESF provision, Personal Advisers can apply discretion when referring eligible claimants to a work experience opportunity. Advisers should take into account whether the ESF provider is already offering the same type of support and avoid duplication.

66. When selecting interested claimants for work experience opportunities consider their suitability using the DWP Employer Agreement (Welsh Version). A good practice is to create an LMS caseload for ease of reference.
67. To improve the likelihood of work experience opportunities being successful, the selection process must consider both the employer's requirements and an assessment of a claimant's interest in the role / sector.
68. Given employers' preferences for enthusiasm above almost any other employee quality, it may be advisable to contact the claimant to gauge interest in particular work experience opportunities before putting them forward. Where an employer has requested to be involved in the selection, provide a shortlist of claimants for their perusal, including any CVs, etc, that the employer has requested. Please be aware of the security standards for sending information to external organisations.
69. On occasions, an employer may wish to informally interview claimants prior to the opportunity commencing. In these instances Flexible Support Fund can be used for travel expenses. Interview dates and times will need to be agreed with the employer, and it would be advisable to inform the claimants of the interview by using the non mandatory appointment (referral) notification. (Select REF LTR + Select NON MANDATORY Radio Button on right hand side of screen). Attendance at this interview is not mandatory – a work experience opportunity is not a job offer or part of the Skills Conditionality scheme.
70. In both instances, the employer will need to be made aware of any reasonable adjustment requests as appropriate and request feedback for unsuccessful claimants.
71. Update LMS by referring the selected claimants to the work experience opportunity. This will generate the work experience opportunity Referrals MI for the appropriate office / District.

Participation in work experience opportunities

72. Participation is entirely voluntary for all claimants and sanctions will not be applied for any reason, except where a claimant has been dismissed by the host employer for reasons of Gross Misconduct. Examples of what constitutes gross misconduct can be found in the ACAS guide Discipline and Grievances at work and are set out in Memo DMG 28/12. Therefore, sanctions will not apply in circumstances where a claimant fails to take up, attend or leaves the work experience opportunity. So, for example, the claimant has a right to leave the work experience opportunity if they feel that it is not suitable for their skill development.
73. Ideally claimants should only complete one work experience opportunity; however in exceptional circumstances customers can complete another work experience opportunity for a maximum of 8 weeks specific to each opportunity.
74. **NOTE:** The claimant should not repeat the work experience opportunity with the same employer as this could be viewed negatively.

75. **NOTE:** Employers should not use work experience opportunities to cover actual vacancies and if this is the case employers should consider using a Work Trial.

Initial discussions with the claimant

76. Explaining about Back to Work Schemes - in addition to explaining about the provision being referred to, remind claimants:
- about the conversation they had at their NJI or Adviser interview regarding Back to Work Schemes which help improve their prospects of employment
 - about the Back to Work Scheme Guide they were signposted to during their interview, which has general information about the schemes and which they were advised to read
 - that they may wish to revisit the general information on the Gov.UK website (Back to Work Scheme Guide)
<https://www.gov.uk/government/publications/jobseekers-allowance-back-to-work-schemes>
 - ask if the claimant has any questions or concerns about the scheme before they are referred.
77. For claimants who wish to revisit the information but cannot easily access the internet or cannot access an Internet Access Device within the Jobcentre, e.g. because of a health problems or disability:
- Print and issue a copy of the Back to Work Scheme Guide.
78. Explain the benefits of taking part in a work experience opportunity, for example, work experience opportunities will enable participants to:
- improve their job prospects;
 - see the skills and behaviours employers want from people;
 - see how the skills they have can be adapted to the workplace;
 - gain real life work experience;
 - build their confidence;
 - add to their CV, including a work related reference / referee; and
 - give an employer the chance to see how well they can work.
79. In addition, advisers should explain that:
- travel, childcare and reasonable adjustment costs will be met;
 - claimant's benefit will not be affected whilst participating;
 - participation in the work experience opportunity is entirely voluntary;
 - dismissal whilst on the work experience opportunity due to gross misconduct could lead to a benefit sanction; and
 - the claimant is required to maintain the same standards of behaviour of anyone working for that employer.
80. Advisers should also discuss:
- the work experience opportunity requirements, including attendance, time keeping, behaviour, appearance, hygiene and adherence to health and safety requirements;
 - the requirement for the claimant to continue to attend Job Review (JR) and other advisory interviews whilst participating in work experience opportunity and the flexible alternate arrangements (early / late signing).

Districts can consider postal signing for the claimant where the opportunity is in a rural area or where it is not feasible to bring the claimant into the Jobcentre;

- feedback indicates it is useful that the claimants attend at the Jobcentre as it gives staff a chance to sort out their fares, any problems they may have and ensures that Jobcentre Plus maintains contact with the claimant outside of the employer's environment;
- any special needs and reasonable adjustment issues the claimant may have;
- that they may be expected to attend an interview with the employer, or provide a CV, depending upon the employer's selection criteria;
- that they can self-market themselves to potential employers. A self marketing letter template (Welsh Version) is available to print off and give to claimants; and
- that they will need to sign a data consent form, (Welsh Version) in order to share their details with the employer and obtain progress reports.

81. If discussing a specific work experience opportunity, this should include as much information as possible about the employer, the role, the hours, etc.

82. A presentation is available support advisers, should they choose to deliver group presentation sessions to young people. (Updated November 2013).

Confirm the work experience opportunity with Employer

83. Contact the employer to confirm the work experience opportunity details, including, where appropriate, who has been selected. This needs to be, at a minimum, the start date, time and who the claimant should report to. Where the employer has not been involved in the selection, the employer will need to be made aware of any reasonable adjustment requests as appropriate.

84. Where the employer gives feedback about unsuccessful claimants, pass this onto the Adviser and discuss the next course of action, including retaining the claimant on the work experience opportunity caseload.

Actions to take if claimant agrees to participate in work experience opportunity

85. Advisers should:

- complete the DWP Employer Agreement (Welsh Version);
- ensure the data consent form, (Welsh Version) is completed and retained in the claimant's file;
- ensure that any additional employer requirements are completed (as per the submission arrangements); and
- check eligibility and complete any DBS forms if appropriate (only where there is a specific opportunity where this is a requirement) See DBS checks.

86. For DWP work experience opportunities, work experience opportunity co-ordinator / teams must follow the Work experience opportunities in DWP - a Guide for Managers and send the data to the DWP work experience Scheme Co-ordinator to conduct the security checks.

87. Send the documentation to the work experience opportunity Co-ordinator / team.
88. Note the referral on the claimant's LMS record. Do not make a referral on the work experience opportunity (unless this is an agreed District policy) and do not issue a letter to the claimant at this point. For DWP opportunities a security check is needed which can take up to 6 weeks to process.
89. Advisers may also conduct the Pre-Start Interviews depending upon how work experience opportunities are organised in their District.

Actions to take if claimant is suitable

90. Contact the claimant and offer them the work experience opportunity, confirming start dates, etc. The claimant must be given full information about the work experience opportunity to ensure they can make an informed decision about taking part,
91. Outline the support the employer and Jobcentre Plus will offer the claimant during their participation on the work experience opportunity, and who their named contact will be should they need advice. This should include:
 - notification if they are unable to attend the work experience opportunity for any reason;
 - contact if they have any problems they cannot resolve with the employer, giving them a contact name and telephone number; and
 - that they must contact Jobcentre Plus if they:
 - have a change of circumstances;
 - are sick (JSA28 action must be taken); or
 - leave the opportunity.
92. If the claimant agrees to the work experience opportunity, ensure a mandatory flexible intervention interview is arranged in order to conduct the Pre Start Interview.
93. Set a LMS workflow prompt for the first day of the opportunity to confirm attendance with the employer.

Conducting the Pre-Start interview

94. The Pre-Start interview can be conducted by the work experience opportunity Co-ordinator / team or the Adviser.
95. Explaining about Back to Work Schemes - in addition to explaining about the provision being referred to, remind claimants:
 - about the conversation they had at their NJI or Adviser interview regarding Back to Work Schemes which help improve their prospects of employment
 - about the Back to Work Scheme Guide they were signposted to during their interview, which has general information about the schemes and which they were advised to read
 - that they may wish to revisit the general information on the Gov.UK website (Back to Work Scheme Guide)
<https://www.gov.uk/government/publications/jobseekers-allowance-back-to-work-schemes>

- ask if the claimant has any questions or concerns about the scheme before they are referred.
96. For claimants who wish to revisit the information but cannot easily access the internet or cannot access an Internet Access Device within the Jobcentre, e.g. because of a health problems or disability:
- Print and issue a copy of the Back to Work Scheme Guide.
97. As good practice, the claimant is informed of the opportunity details and requirements by the work experience opportunity team with a hand-off to the Adviser to conduct the pre start interview. Advisers should stress that attendance on a work experience opportunity is entirely voluntary, but once on the scheme employers will expect the same standards of behaviour from participants as they expect from their employees and, therefore, dismissal for gross misconduct (as identified by the host employer) could lead to a benefit sanction.
98. Select LMS interview type – Flexible Intervention.
99. Update the work experience opportunity with the relevant start and end dates and issue the mandatory notification (Welsh Version).
100. It is good practice to obtain the claimant's signature on the notification letter to confirm receipt and retain a copy of the signed notification letter in the claimant's file.
101. For 16 / 17 year old JSA claimants, a non mandatory appointment (referral) notification to start must be issued (select START LETTER + select NON MANDATORY Radio Button on the right hand side of the screen). There is no requirement to get a signature for this notification.
102. Any subsequent changes or additions to the work experience opportunity must be notified to the claimant by issuing a further mandatory / non-mandatory notification letter when they occur. A copy must be kept in the claimant's file.
103. Remind claimants of the work experience opportunity requirements, including agreement of how and when they will sign on / attend interviews for the period of the opportunity.
104. Agree travel, childcare, reasonable adjustment and replacement care costs needs.

Claimant starts the work experience opportunity

105. Contact the employer to confirm the claimant has started and update the work experience opportunity with the confirmed start. This will generate the work experience opportunity Starts MI for the appropriate office / District.

Claimant does not start the work experience opportunity

106. Discretion should be used to consider re-engagement with the work experience opportunity and / or retention on the caseload.

Data Sharing Consent form

107. To be able to work effectively with employers who host work experience opportunities, Jobcentre Plus needs the claimant's consent to share some

personal information about them with employers, including their name, NINo and any relevant education and employment history. We will also ask the employer to provide feedback on the claimant's progress.

108. Advisers are responsible for asking claimants to sign the data consent form, (Welsh Version) form at the time they are referred to the work experience Opportunity Team.

Claimants sourcing their own work experience opportunity

109. Claimants are able to source their own work experience opportunities. In such cases, advisers / employer relationship managers (depending on local arrangements) must contact the employer to discuss the details of the work experience opportunity, to ascertain suitability, and to explain to the potential host employer the YC work experience opportunity (duration, hours, DWP Employer Agreement, etc). Once employers have signed the DWP Employer Agreement, the claimant will be able to participate and continue to receive Jobseeker's Allowance and be eligible for assistance with appropriate / applicable costs.
110. A work experience opportunity can be a useful tool to help claimants market themselves to potential employers. A self marketing letter template (Welsh Version) is available to print off and give to claimants.

Work experience opportunity for 16 / 17 Year Old JSA Claimants

111. JSA claimants aged 16 / 17 are eligible for work experience opportunities from day 1 of their claim where the employer has signed up to the additional employment rules for this age group.
112. Employers must be made aware of the additional employment and health and safety rules that apply to 16 / 17 year old workers as the same conditions also apply to work experience opportunities.
113. DWP internal opportunities are open to 16 / 17 year olds.
114. **NOTE:** Because 16 / 17 year olds are a vulnerable claimant group, they are **not** subject to the 'misconduct' sanction regime that applies to participants aged 18 and over.
115. Further guidance on the support available for this group of claimants can be found in the Youth Contract and labour market support for 16 - 24 year olds guidance.

Workers aged 16 and 17: the rules

116. If workers are over the minimum school-leaving age but under 18, they must not work for more than eight hours a day or 40 hours a week. These hours worked cannot be averaged out and there is no opt-out available. Any employer offering a work experience opportunity to this age group must also give them:
- a break of 30 minutes every four-and-a-half hours worked;
 - a rest period of 12 hours between each working day; and
 - two days off a week.

117. Employers must agree to the above conditions prior to JCP referring a 16 / 17 year old and sign a revised DWP Employer Agreement (Welsh Version).
118. Young workers may not ordinarily work at night between 22.00 and 06.00.
119. Under-18s may be employed in certain dangerous environments only if it is necessary for their training, they are supervised and the risks are minimised.
120. Further details for employing 16 / 17 year olds can be found at GOV.UK - Child Employment.

Workers aged 16 and 17: risk assessments

121. Employers must carry out, or review, a risk assessment, paying attention to the health and safety implications of employing young people and considering their immaturity as well as their inexperience. The risk assessment will vary from employer to employer, so they should be signposted to the HSE - Young People at Work and the Risks guidance for advice.
122. There is no need for an employer to carry out a new risk assessment for every young person, as long as their current risk assessment takes account of the characteristics of young people and activities which present significant risks to their health and safety.
123. Employers can also consider developing generic risk assessments for young people, ideal for work experience opportunities.

Sanctions

124. Participation is entirely voluntary for all claimants and sanctions will not be applied for any reason, except where a claimant has been dismissed by the host employer for reasons of Gross Misconduct. Examples of what constitutes gross misconduct can be found in the ACAS guide Discipline and Grievances at work and are set out in Memo DMG 28/12. Therefore, sanctions will not apply in circumstances where a claimant fails to take up, attend or leaves the work experience opportunity. So, for example, the claimant has a right to leave the work experience opportunity if they feel that it is not suitable for their skill development.

AR Codes

125. The AR codes are:
 - JSA/714Work Experience - Lost a place on work experience opportunity through misconduct

During the work experience opportunity

126. The work experience opportunity Co-ordinator / team must liaise with employers to ensure the smooth running of work experience opportunity and resolve any issues that arise as soon as possible.
127. This will include sharing information about the participant's attendance, conduct, accidents and changes to the work experience opportunity conditions.

128. During a work experience opportunity, the employer may decide to offer the claimant an Apprenticeship, where it is accepted, the opportunity can be extended for up to a further 4 weeks while arrangements are made.
129. JSA claimants aged over 18 must be informed that work experience opportunity conditionality - gross misconduct questions only - and jobsearch review attendance applies during this period. The LMS opportunity should be updated with the new completion date and a new mandatory notification to start issued. It is good practice to get a signature for this mandatory notification (Welsh Version).
130. For 16 / 17 year old JSA claimants, inform them that the same jobsearch review attendance applies during this period. The LMS opportunity should be updated with the new completion date and a new non mandatory appointment (referral) notification to start issued (select START letter + select NON MANDATORY Radio Button on the right hand side of the screen). There is no requirement to get a signature for this notification.

Support for Participants

131. Participants should be encouraged to resolve any issues they have with the employer directly, but there must be a process in place for escalating and dealing with concerns about employers and the quality of opportunities. Districts will need to decide whether this is through their Adviser or their work experience opportunity Co-ordinator / team.
132. The nature of the work experience opportunity measure means that it could be open to abuse by an employer, e.g. they may not be providing the participant with the agreed type or quality of work experience, or be using the opportunities inappropriately, just to cover a busy period. Jobcentre Plus has a responsibility to ensure such abuse does not take place and to protect the interests of those participating in opportunities.
133. Any complaints from the participant or suspicion that employers are not operating in the spirit of the opportunity must be investigated and, where appropriate discussed with the employer. If doubts remain about the employer follow the complaints about employers process and where necessary withdraw the DWP Employer Agreement, (Welsh Version).
134. **NOTE:** Using a work experience opportunity as a recruitment tool for new staff or to displace existing staff / reduce hours / available overtime is unacceptable and any complaints will be followed-up and agreements will be withdrawn where there is evidence to substantiate the complaint.

Work experience opportunities abroad

135. It is not permissible to arrange work experience opportunities outside of Great Britain. Section 1 of the Jobseekers Act 1995 (The Act) details the conditions of entitlement to JSA; being within GB is one of them. Certain exemptions are prescribed in regulations, but attendance at a work experience opportunity is not one of them. Claimants participating in a work experience opportunity are required to remain available for work and to continue to look for work - these are also fundamental conditions of

entitlement contained within The Act. Arranging work experience opportunities outside of GB will result in the claimant losing entitlement to JSA.

Sickness

136. Claimants must be informed that if they are unable to attend the work experience opportunity due to sickness they must contact their Jobcentre Plus office immediately and JSA28 action must be taken.

Public Holidays

137. Claimants should not be asked or be expected to work on a public holiday, e.g., Christmas Day. Where this means that the minimum weekly hours cannot be achieved, then in these circumstances this would be acceptable. We would not expect the claimant to 'make up' the hours lost.

Holidays

138. If it has been agreed with the adviser that the claimant has plans to be on holiday during the opportunity, and providing JSA conditionality has been met, the work experience opportunity should be postponed until the claimant returns.

DBS checks

139. Jobcentre Plus cannot fund DBS checks on behalf of employers. During the initial discussion with employers, it must be made clear that it is always the employer's responsibility to initially obtain and fund the check.
140. Once a participant has agreed to participate, the employer may, by exception, have the cost of an enhanced DBS check reimbursed where the participant meets the conditions in the DBS and Protecting Vulnerable Groups checks. As this will not be known until the participant has agreed to start the work experience opportunity, the employer's and claimant's expectations must be managed. This does not include any administration which should be met by the employer.
141. For all YC work experience opportunity DBS checks, irrespective of age, use the ACME tool account code: Mainstream Claimants, GBW and DBS / PVG (code: 40421).
142. In England and Wales, where claimants participate in a work experience opportunity in a regulated sector, an enhanced DBS check will be required. This includes where they are:
- working regularly with children or vulnerable people;
 - working in an establishment that is wholly or mainly for children; or
 - working in healthcare.
143. In Scotland the PVG Scheme is administered by Disclosure Scotland (an Executive Agency of the Scottish Government). Individuals who want to work in the regulated sectors (working with children or working with vulnerable adults) register their details with the Scheme and employers check potential new recruits against it.

144. There is no direct requirement for an employer to do a check, but there is an effective requirement to obtain a PVG Scheme record before offering someone regulated work. If clarification is needed whether the job requires a PVG Scheme record, call the PVG Scheme on 0870 609 6006 or email them giving the details of the job specification and the roles and duties of the position.
145. Employers should ask for a disclosure record to avoid committing the offence of offering regulated work to a barred individual. In Scotland the jobs or work experience that 'require' a PVG Scheme check are:
- working with children; or
 - working with vulnerable adults.

DBS Checks in the Adult Social Care Sector

146. The Care Quality Commission (CQC), the regulator for the care sector, has reviewed and issued specific Guidance for Providers and Registered Managers of adult social care services who are accepting people on work experience placements (WEP) from DWP employment programmes. The changes mean that for work experience opportunities lasting a maximum of 2 weeks, the requirement for participants to have an enhanced DBS check is removed.
147. When a DBS check is not undertaken, employers should **always** ensure that they take the following steps:
- the person on the work experience is fully supervised throughout their opportunity;
 - the employer will ensure adequate supervision arrangements and that the relevant staff are aware of their supervisory responsibilities. It will be expected that the supervisor will have had an appropriate DBS check;
 - the person on the work experience opportunity must not be left alone with people who use services. In domiciliary care, this means that they should not visit people alone, or be alone in the house of someone who uses the service;
 - the person on work experience does not deliver any aspect of personal care; and
 - they must only be given tasks (not including personal care) suitable to their level of knowledge, skills and experience. This should be limited to a supporting role.
 - For all work experience opportunities employers should take the following steps:
 - the employer will take due account of their responsibility to respect and involve people who use services;
 - the employer will inform people who use services that the person is on a work experience opportunity and seek their consent to the person's involvement. This is to ensure that their privacy and dignity is respected and promoted, and takes into account their needs, wishes and preferences;

- where the person using the service or their advocate cannot give their consent, then the person on work experience should not observe personal care.
148. The employer must undertake a risk assessment before the work experience opportunity:
- the employer must carry out a risk assessment to ensure that the above criteria are met and any other risks are identified and managed. Employers should be able to demonstrate to us that they have assessed the situation and carried out the safeguards they can.
149. Claimants being referred to a work experience opportunity in the care sector **MUST** be informed that it is a requirement for staff working in this sector to have an enhanced DBS check before they can be employed by registered care providers.

DBS claimant declaration where no DBS check is being undertaken

138. Working with District and legal colleagues and some care employers a claimant declaration has been developed to use where the work experience opportunity is for 2 weeks or less and no DBS check is being undertaken. This does not remove the risk to the employer that someone may have previous convictions but it may help overcome barriers raised by employers by reducing this risk and thus enable the employer to participate in offering a work experience opportunity. It should be made clear in discussions with the employer that this is not a DBS check and does not guarantee that the claimant has no previous convictions as it is reliant on the honesty of the claimant.

Claimant completes work experience opportunity

150. When an opportunity ends, confirm completion on the LMS 'work experience' Opportunity and record the 'end reason' as either:
- 'Provision Complete – Found Work' (if the participant has been engaged in a job or Apprenticeship, and has moved off benefit); or
 - 'Provision Complete – Other' (for all other outcomes after completion of the opportunity).
151. Ensure feedback from the employer is obtained – it is good practice to ask for this by email so an electronic copy is available. Share the employer feedback with the Adviser to support the claimant with their future jobsearch, including where an employer has provided a reference or agreed to be the claimants referee on any future job applications.
152. Discretion should be used to consider retention of the claimant on the work experience opportunity caseload.

Claimant does not complete work experience opportunity

153. If the 18+ JSA claimant leaves the work experience opportunity, or the JSA claimant is age 16 / 17, then no DMA consideration is necessary.
154. If the 18+ JSA claimant is dismissed due to gross misconduct then the employer should complete the work experience - Participant Absence /

Dismissal Notification (we DMA4). On receipt, complete a work experience - Participant DMA Referral (we DMA5) and refer to the Labour Market Decision Maker to consider DMA action.

155. Update the work experience Opportunity with 'Left Provision Early – Other Reason'.
156. Adviser discretion should be used to consider re-engagement with the work experience opportunity and / or retention on the caseload.
157. If the JSA claimant (all ages) leaves the work experience opportunity due to being engaged in a job or an Apprenticeship, and has moved off benefit, update the work experience Opportunity with 'Left Provision Early – Found Work'.

Travel, childcare and replacement care costs

158. Jobcentre Plus will pay work experience opportunity participants travel, childcare and replacement care costs. Payments of these expenses are paid for from the Flexible Support Fund and procedures should be followed as outlined in the Flexible Support Fund for payment. Work Experience account code (40421) can be found on ACME. Advisers should choose the appropriate claimant group in ACME, as they do for all FSF payments. Payments should be recorded on LMS via the ADF Hotspot using the following ADF category from the dropdown menu:

- Travel: 'Travel:Training'
- Childcare 'Childcare:Training'
- Replacement Care 'Replacement care:Training'
- DBS / PVG 'Barriers to Work: DBS / PVG check'
- Reasonable adjustment 'others'

Travel Costs

159. If the participant has travel expenses follow FSF guidance. For payment follow procedural FSF guidance and complete form FSF1.
160. Tell the claimant that they must make contact immediately if the amount of their expenses changes.

Childcare Costs

161. If the participant claims childcare costs, follow the process contained in the FSF guidance. For payment follow FSF payment procedures and use forms FSF 3-5. Normal RM procedures apply.

Replacement Care Costs

162. If the participant claims replacement care costs, follow the process contained in the FSF guidance. For payment follow FSF payment procedures and use forms FSF 3-5. Normal RM procedures apply.

Personal Protective Equipment

- 163. FSF cannot be used to provide payment for Personal Protective Equipment as regulations state that it is the duty of the employer under their H&S responsibilities to provide the necessary equipment and not something that the department would pay for.
- 164. Further information can be obtained from the H&S publication - Personal Protective Equipment (PPE) at work - A Brief Guide
- 165. Any costs for working clothes or equipment can be considered and would be funded from FSF.

Reasonable Adjustments and Overpayments

Access to Work for work experience opportunities under the Youth Contract

- 166. Disabled claimants aged between 18-25 who are identified as being potentially eligible for support from Access to Work to enable them to take up a work experience opportunity, the Personal Adviser / work experience opportunity Co-ordinator / team should email the appropriate Access to Work Operational Support Unit immediately to start the claim process - putting 'YC work experience opportunity' in the subject line. The main body of the email must include the customer name and national insurance number, a named contact for the company / organisation where the customer is about to start the work experience, and the Adviser / work experience opportunity co-ordinator details. Full details of the process that must be followed can be found on the Access to Work guidance home page.

Reasonable adjustments for work experience opportunities other than Youth Contract

- 167. Employers would normally be expected by law, to arrange and fund any reasonable adjustments. However where these costs cannot be met from any other source Jobcentre Plus can consider meeting these costs. If exceptionally this is the case, ensure work experience ACME codes are selected. All work experience opportunity participants should be classed as "mainstream" when selecting options on ACME.
- 168. Personal Advisers / work experience opportunity Co-ordinators who need advice on possible work place solutions that might help a disabled claimant take up an opportunity, may obtain advice, in the first instance, from their local Disability Employment Adviser. If more in depth advice is required they can contact a local Access to Work Adviser (AtW) for advice.
- 169. Where necessary the AtW adviser may speak to claimants, employers and the work experience opportunity Co-ordinator / team to discuss what adjustments to the work placement setting are advisable. They may also give advice on how to commission an independent assessment of a claimant's needs or where to acquire equipment.

Overpayment of Expenses – Recover Action

170. If the claimant is overpaid expenses, follow the procedures for overpayment of these as outlined in the FSF - Identifying Overpayments guide.

Hybrid Models

171. As a result of the recent adverse publicity in early 2012 around 'work experience opportunities', several large employers have indicated to the Department that they wish to offer the guarantee of a job or paid placements to claimants referred to them for work experience opportunities. We should attempt to direct employers that wish to offer a guarantee of a job to either:
- the offer of paid placements running alongside work experience opportunities; and
 - where there is the offer of a guaranteed job at the end of the work experience opportunity the employer should be directed towards either a Work Trial or a sector-based work academy placement.
172. Any offer of a paid placement, made by an employer to people referred to a work experience opportunity, is an entirely separate offer, which does not form a part of the work experience scheme. If an employer wishes to make such an offer, that is their decision. However, regardless of how employers wish to term their offer, paid placement, paid work experience, etc, the Department will consider the offer of a paid placement to be a job, where the NMW is applicable.

Paid placements

173. If the employer wishes to run paid placements (sometimes with a guaranteed job at the end) alongside their work experience opportunities and 'offer' a choice to claimants who are referred to them for work experience, we should seek to agree with the employer that they make an offer only after having had an informal discussion with the claimant (before a formal referral to work experience is made). In instances where the claimant wishes to take up an employer paid placement this must be referred to under a separate Opportunity on LMS. The aim of the informal discussion is for the employer and claimant to identify and agree which of the two options on offer from the employer is most suitable to the claimant's circumstances. Once agreement is reached, the employer will then offer only the option that they have agreed is suitable with the claimant, removing the 'choice' element. The reason for this is that the paid placements being offered in this scenario are short-term jobs, which will attract the minimum wage (claimants will sign off if they take up the paid placement). If we agree to take the approach outlined, we avoid claimants being offered a choice between a work experience opportunity and a job, which could result in a sanction for refusal of suitable employment (RE) where the option of a voluntary placement is taken up.
174. This guidance allows advisers to refer claimants to employers for an informal discussion, as described in para 72

175. Therefore, advisers should be instructed in these cases to use the existing provision as described above and set out in this guidance. Whether the agreement is reached under a national agreement via NEST or brokered locally via the District, the pre-referral 'informal discussion' arrangement must be communicated as a mandatory part of the LMS submission instructions.

Guaranteed jobs

176. Where the employer wishes to guarantee claimants a job at the end of their work experience opportunity, following 'satisfactory completion' or otherwise, potentially alongside the offer of choice between the voluntary placement and a paid placement, we will need to take a different approach with the employer. If there is a guarantee of a job at the end of the work experience opportunity, then the opportunity by definition becomes something other than a work experience opportunity. If an employer insists on providing such a guarantee, we should explain that it may be more appropriate to make that offer as part of a Work Trial – assuming the offer qualifies under the Vacancy Eligibility section of the Work Trials guidance. Where the employer agrees, they are effectively removed from delivering voluntary placements under the work experience scheme and they should be notified of that fact. If the employer does not agree, we will need to explain that placements with the guarantee of a specific job at the end are not appropriate for delivery through the work experience scheme. Please note that other variations may arise and if this is the case please seek further advice from the Employer Team where they will they seek advice from policy and respond within a week.
177. Where the 'offer' made by an employer allows the claimant to decide whether to take up an 'on benefit' (Work Trial) option, subject to Work Trial eligibility, or a 'waged' (job) option, with the potential offer of a permanent job at the end of both, **we take the view that claimants will always have 'good cause' - in these specific circumstances - for turning down the waged option and opting for a Work Trial and no refusal of employment referral should be made.** This is because the trial period is relatively short and offers inherent advantages to both claimant and employer; plus there is an equal likelihood of permanent employment at the end of both options.

Other arrangements

178. We can assume that employers are making offers of guaranteed jobs in relation to the work experience scheme in good faith, and in response to the adverse publicity seen in early 2012. We must not lose sight of the fact that these offers will result in young people moving into paid, permanent jobs. However, where we cannot agree the above 'solutions' with an employer, the result could be that claimants receive benefit sanctions for refusal of suitable employment. Therefore, in attempting to secure agreement with employers, we must be very explicit about the implications, where employers decline to proceed as advised (under the options outlined above). This will ensure that employers are 100% clear about the implications of their decision, i.e. what

could happen if they make the offer of a job to someone outside the suggested parameters, for example:

- explain to employers that because these offers involve short-term jobs / low hours, it is quite possible that a significant number of claimants will turn the offer down, possibly due to family commitments or the inconvenience (including financial) they associate with re-claiming benefits;
- if a claimant turns down the offer of a job we are legally obliged to refer the case for DMA action, which will lead to people losing benefits;
- if they offer a paid placement alongside their work experience opportunities and explicitly give claimants a choice of the two, any claimant who refuses the 'paid placement' offer could face a benefit sanction, the length of which is dependent upon the length of the 'paid placement' and the circumstances. Taking the 'informal discussion' approach outlined will avoid that; or
- where there is the offer of a job at the end of the work experience opportunity, and we are aware of that offer, any claimant who refuses the job offer on completion of their placement, could face a benefit sanction of up to 26-weeks complete loss of benefit, unless the work experience opportunity is re-designated as Work Trial at the outset, subject to Work Trial eligibility.

Lines to Take

Further information on lines to take is available. (Updated March 2013).

Universal Jobmatch

179. Where a company identifies the need to advertise a job they should be signposted to GOV.UK to create an account on Universal Jobmatch. Universal Jobmatch is an automated job-posting and matching service for jobseekers and employers. This service is free at the point of contact and allows the employer (referred to as a 'company' on Universal Jobmatch), to post and manage their jobs online. The service is available to both employers and jobseekers 24 hours a day, seven days a week.

Blind or Visually Impaired Claimants - Forms and Letters

For blind or visually impaired claimants, normal procedures apply for requesting alternate formats.

Annex 1 – Additional requirements for DWP work experience opportunities

180. There are further steps and requirements which must be considered for DWP work experience opportunities in addition to this procedural guidance. These are given below.

LMS Opportunities

181. Agencies within DWP (including JCP) are regarded as providers rather than employers and LMS provider records have been set up nationally to enable work experience opportunities to be recorded against them, with the following names and numbers:

- HSE Work Experience – 8209860
- Jobcentre Plus Work Experience – 8209866
- DWP Corporate Work Experience – 8206110
- PDCS Work Experience – 8206114
- CMEC Work Experience – 8209867

Submission Arrangements

182. Once the LMS opportunity has been set up the following additional information should be included within the submission arrangements on LMS:

- Data consent
- Security checks and issue of letter of evidence
- DBS / PVG check
- Private office checks
- Reasonable Adjustment
- Equal opportunities.

Security Checks

183. Arrangements should be made to provide the claimant with an explanation of security checks as a result of the issue of the letter of evidence.

184. Complete the work experience Security Checks form. This contains notes that assist in completing the form. Consider DBS and Private Office requirements as appropriate.

185. The forms together with a potential start date should be sent to the HR Scheme Co-ordinator securely in Orange Security Pouches using the full postal address: Work Experience Scheme Co-ordinator, DWP Apprenticeships and Work Experience Coordination Team, Room 1W60, Quarry House, Quarry Hill, Leeds, LS2 7UA, and update LMS conversation.

186. For DWP opportunities a security check is needed which can take up to 6 weeks to process

Claimant Failed Security Checks

187. If the claimant fails the security check, action should be taken as outlined in para 104.

Claimant Cleared Security Checks

188. If the claimant clears the security checks, action should be taken as outlined in para 103.

Starting the Work experience opportunity

189. The work experience opportunity Co-ordinator / team should continue action as described from para 124.

The DWP Host Manager should continue action in the work experience Opportunities in DWP – A Guide for Managers.

Forms and letters

we notification letter (English)
we notification letter (Welsh)
non mandatory notification letter (16/17 year olds)
claimant we self marketing letter (English)
claimant we self marketing letter (Welsh)
DWP Employer Agreement (English)
DWP Employer Agreement (Welsh)
claimant declaration where no DBS check
data consent form (Welsh)
weDMA4 - Participant Absence / Dismissal Notification
weDMA5 - DMA referral form