

**Department for Work and Pensions (DWP)**  
**Central Freedom of Information Team**

xx@xxx.xxx.gov.uk

**Our reference: Fol 2562**

**Date:** 25 June 2014

Dear Mr Norris

Thank you for your Freedom of Information (Fol) request received on 10 June 2014. You asked:

*“Please could you provide the official guidance covering mandation of job centre customers to the National Careers Service (NCS).*

*In particular any guidance that covers the nature of the intervention to be undertaken by the NCS adviser which can be deemed as mandatory. Any guidance which states it is required that CV appointments with the NCS be arranged by Job Centre adviser on a mandatory basis. Any guidance that explains why an NCS appointment would be a voluntary referral as opposed to a mandatory referral.*

*In addition could you provide a list of job centre districts which employ a mandatory appointment only referral policy to the NCS.”*

The information you have requested is provided in the attachments provided separately on the covering email which includes:

1. Guidance covering mandation of Jobcentre customers to the National Careers Service:
2. Guidance covering the nature of the intervention to be undertaken by the National Careers Service adviser which can be deemed as mandatory, and guidance stating that it is required that CV appointments with the NCS be arranged by the Jobcentre adviser on a mandatory basis:
3. Guidance that explains why an NCS appointment would be a voluntary referral as opposed to a mandatory referral:

In response to your final questions there isn't a list of Jobcentre Districts which employ a mandatory appointment only referral policy to the NCS. This is because all referrals from Jobcentre Plus to the NCS for claimants whose skills needs are a barrier to them moving into work, are mandatory; therefore Jobcentres should operate this policy.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745