Careers Advice and Skills Provision - Scotland

Careers Advice – Scotland

1. Advisers in Scotland should refer claimants to Skills Development Scotland [SDS] for careers advice. Advice is provided by telephone and face to face interviews or we can direct claimants to the SDS My World of Work website http://www.myworldofwork.co.uk for help on choosing a career, applying for jobs as well as skills training.

Skills Provision (Scotland)

Types of Provision

2. Where evidence gathered at any Work Focused Interview suggests:

   - **A clear Basic skills/ESOL/Skills need** – consider referral to appropriate local Adult Learning Network provider for further assessment and possible training.

   - **A less clear skills need** – refer to Skills Development Scotland Adviser for face-to-face appointment or direct them to the My World of Work website.

Referral to Full time training – Employability Fund

3. If the Skills need can be addressed by Employability Fund and the claimant is both suitable and eligible then consider making a referral – see the Employability fund guide for full guidance.

4. Skills Conditionality applies where claimants have a skills need which is their main barrier to them gaining employment.

Referral to Adult Learning Network

5. Where screening identifies a potential skills need and the claimant agrees to attend an assessment interview with the local Adult Learning Network:

Step	Action
1	explain to the claimant that the ALN will: • talk to them about their skills: • job goals; and • identify any help that is available to them;
2	contact the ALN provider to arrange an appointment;
4	• select the 'Scotland Basic Skills" or , 'Scotland - ESOL' I training' opportunity type on LMS; • record any relevant information in the notes box See LMS User Guide, Chapter F.
7	print off referral letter ES12 if available and issue to the claimant;

LMS Opportunities Scotland

6. For referral to:

- Basic Skills / ESOL refer to the Scotland Basic Skills / Scotland ESOL opportunity on LMS;

For:	Refer to:
Basic Skills	Scotland Basic Skills
ESOL	Scotland ESOL
Careers Advice - Skills Development Scotland	Skills Health Check
Training for Work Occupational Training	Training for Work
Other Training Provider	Other Training

Note: All referrals must be recorded against the appropriate opportunity type. **Intermediaries opportunity type must not be used.**

Claimant does not attend assessment interview

7. If the claimant does not attend the assessment interview with the Adult Learning Network, the provider will let the Jobcentre Plus adviser know by telephone.

Claimant attends assessment interview

8. Where the claimant attends the assessment interview the provider assesses their skills level to determine their eligibility and suitability for the programme. The provider then discusses the results with the claimant and advises them of the next steps.

Refer the claimant through the opportunity

9. Refer the claimant through the opportunity:

Step	Action
1	Select [VOPs]
2	Enter the opportunity reference number and select [srch]
3	Select [refer]
4	Insert claimant NINO and select [srch]
5	Once in the claimant record select [sub]
6	Select the accurate Business Process from the drop down list (JSA Adviser)
7	Select 'Matching' as the source
8	Select 'Provider' as the location
9	Enter the date of the interview in the 'Int Date' field
10	Enter the time of the interview in the 'At' field
11	Make sure the 'Referral' field is set to 'Non-Mandatory'
12	Check name, telephone number and address of the Provider are correct
13	Select [Save] to save the referral

14	Select [RefLtr] to print the referral letter

Refer the claimant through the client record

10. From the client record screen refer the claimant as follows:

Step	Action
1	Select [Sub]
2	Enter the opportunity reference number and select [srch]
3	Once in the opportunity record select [refer]
4	Select the accurate Business Process from the drop down list (JSA Adviser)
5	Select 'Matching' as the source
6	Select 'Provider' as the location
7	Enter the date of the interview in the 'Int Date' field
8	Enter the time of the interview in the 'At' field
9	Make sure the 'Referral' field is set to 'Non-Mandatory'
10	Check the name, telephone number and address of the Provider are correct.
11	Select [Save] to save the referral
12	Select [Refltr] to print the referral letter

Recording the start through the opportunity

11. To record the claimant's start through the opportunity:

Step	Action
1	Select [VOPs]
2	Enter the opportunity reference number and select [srch]
3	Select [RefHis]
To Note	If there is only one referral, the 'View Ref: (claimant name) (Opportunity)' window will open
4	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
To Note	If there has been more than one referral, the 'Clients Submitted to: (Opportunity)' window will appear.
5	Select claimant from the list and select [FU]. The 'Amend Follow up (claimant name) (Opportunity)' window will open
6	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
7	Select 'Started Opp' from the drop down in the results field
8	Insert the date the claimant started in the 'Date Started' field. This is the date provided on the SL2

9	Select [Save] to save the referral

Recording the start through the client record

12. In the client record to record the claimant's start on the opportunity:

Step	Action
1	Select [Hist]
To Note	If there is only one referral, the 'View Ref: (claimant name) (Opportunity)' window will open
2	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity) window will open
To Note	If there has been more than one referral, the 'Submission History for: (claimant name)' window will appear.
3	Select the relevant opportunity from the list and select [Detail]. The 'View Ref: (claimant Name) (Opportunity)' window will open
4	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
5	Select 'Started Opp' from the drop down in the results field
6	Insert the date the claimant started in the 'Date Started' field. This is the date provided on the SL2
7	Select [Save] to save the referral

Recording the end date through the opportunity following notification from the Provider

13. To record the claimant's end date through the opportunity:

Step	Action
1	Select [VOPs]
2	Enter the opportunity reference number and select [srch]
3	Select [RefHis]
To Note	If there is only one referral, the 'View Ref: (claimant name) (Opportunity)' window will open
4	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
To Note	If there has been more than one referral, the 'Clients Submitted to: (Opportunity)' window will appear.
5	Select claimant from the list and select [FU]. The 'Amend Follow up (claimant name) (Opportunity)' window will open
6	Insert the end date in the 'End Date' field
7	Select the appropriate reason for the drop down list in the 'Opp End Reason' field
8	Select [Save] to save the referral

Recording the end date through the client record following notification from the Provider

14. To record the claimant's end date through the client record:

Step	Action
1	Select [Hist]
To Note	If there is only one referral, the 'View Ref: (claimant name) (Opportunity)' window will open
2	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
To Note	If there has been more than one referral, the 'Submission History for: (claimant name)' window will appear.
3	Select the relevant opportunity from the list and select [Detail]. The 'View Ref: (claimant Name) (Opportunity)' window will open
4	Select [ViewFU] and then [AmFU] and the 'Amend Follow up (claimant name) (Opportunity)' window will open
5	Insert the end date in the 'End Date' field
6	Select the appropriate reason for the drop down list in the 'Opp End Reason' field
7	Select [Save] to save the referral

Absence and Attendance

15. Existing JSA Absence and Attendance rules apply. See <u>Jobcentre Plus Support Contract Adviser Guidance.</u>

16. Claimants undertaking SDS/Employability Fund funded provision are subject to the Employability fund absence policy but must also meet JCP requirements relating to receipt of a Training Allowance, where appropriate.

Travel, Childcare & Replacement Care Costs

17. From April 2011 travel, childcare and replacement care costs may be funded by Jobcentre Plus, at District Manager discretion, via the Flexible Support Fund for all claimants referred to full-time training. District Managers will also be able to use their discretion over whether or not to pay travel and childcare costs to those attending on a part-time basis.

Note: Claimants on Employability Fund will have the first £3.00 of their travel costs refunded by the provider.

18. for Employability funding training see E.F Guidance .