



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

Frank Zola  
request-702906-8badcf75@whatdotheyknow.com

[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2020/66176

23 November 2020

Dear Frank Zola,

Thank you for your Freedom of Information (FoI) request received on 30th October. You wrote:

“RE: Work Coach New Entrant Learning Journey  
<https://www.whatdotheyknow.com/request/690932/response/1667013/attach/html/4/Work%20Coach%20New%20Entrant%20Learning%20Journey.pdf.html>

Please disclose a copy of your new Work Coach training materials for:

UC55 Part 1 Complex Needs Part 1

and if still within your FOI costs limit, a copy of training materials for:

UC108 Health & Work Conversation Techniques

and if still within your FOI costs limit, a copy of training materials for:

UC55 Part 2 Complex Needs Part 2

and if still within your FOI costs limit, a copy of training materials for:

UC18GEN Health

and if still within your FOI costs limit, a copy of training materials for:

UC83 Part 5 Debrief Part 5: Health and Complex Needs”

## **DWP Response**

We confirm that we hold the information you have requested.

A copy of the information is attached.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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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@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.  
Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745