

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

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 4789

Date: 27 November 2017

Dear Mr Greene,

Thank you for your Freedom of Information request received on 10th November 2017. You asked:

“Please will you provide a copy of all of the training materials used to train Work Coaches including trainer notes, presentations, handouts, exercises/activities, user guides, trainee workbooks, guidance, user manuals etc.

In addition, please provide details of the assessment process for role and the process for appraising staff up and running in the post.

Also, it will be helpful if you can advise if the training is delivered by DWP employees or another training provider and also provide the materials in a zip folder.”

DWP Response:

The Department’s learning materials are not available externally, so extracting and converting or printing them is time intensive. We are unable to supply the full Work Coach training materials because of the number of products involved. For example, there are 56 separate products on the technical learning journey for a new Work Coach, as well as additional modules on support for different claimant groups, foundation learning modules on core skills and the responsibilities of a Civil Servant, and additional technical learning specifically around working in Universal Credit. Each product can take 1-2 hours to extract, due to the format in which they are hosted and the number of pages in each product, especially where they are provided as e-learning. This means that providing all the Work Coach learning products would exceed the £600 cost limit specified in the regulations for central Government. Therefore under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request.

Should you want to focus your request on a specific subject area in which Work Coaches receive training, this may allow us to provide the required information, subject to the parameters of the Freedom of Information Act.

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

Yours sincerely,

DWP Central FoI Team

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 or by writing to: DWP, Central FoI 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 or telephone 0303 123 1113 or 01625 545745