

WELCOME PACK

Work Programme

Dear Customer,

Welcome to the Work Programme. Our aim is to support you in your search for work and provide you with the necessary resources, guidance and training to achieve sustained employment. We want to make your experience of our organisation a rewarding and enjoyable one and to offer you as much choice as possible in gaining the necessary skills and knowledge to achieve your employment goals. The Customer Charter on page 2 of this pack provides more detail about our commitment to you and also what will be expected of you in return during your participation on Work Programme.

This Welcome Pack includes the following information which we hope will assist you to understand Work Programme and settle in quickly on the programme:

CONTENTS

About You
Customer Charter
About Work Programme
Training Allowance and Mandatory Work Related Activity
Summary of the services offered to Customers
Grievance and internal complaints process
Equality and Diversity
Use of computers and the Internet
Internal disciplinary procedures
Attendance requirements
Signing in/out arrangements
Health & Safety
Fire evacuation procedures
Training Centre opening times
Contact information
Customer Statement of Agreement

TELL US ABOUT YOU

Name:		
NI Number:		
Date of Birth:		
Sex:		
Do you consider yourself to have a disability? If Yes, we will discuss any additional support you may require later on during Induction.	Y / N	
Address:		
Telephone Number:	Landline: Mobile:	
E-Mail Address		
Next of Kin Name:		
Next of Kin Address:		
Next of Kin Contact No:	Landline: Mobile:	
Which of the following Ethnic groups do you consider you belong to:		
<input type="radio"/> White British	<input type="radio"/> White Irish	<input type="radio"/> White Other
<input type="radio"/> White and Caribbean	<input type="radio"/> White and African	<input type="radio"/> White and Asian
<input type="radio"/> Other Mixed	<input type="radio"/> Indian	<input type="radio"/> Pakistani
<input type="radio"/> Bangladeshi	<input type="radio"/> Other Asian	<input type="radio"/> Black Caribbean
<input type="radio"/> Black African	<input type="radio"/> Black Other	<input type="radio"/> Chinese
<input type="radio"/> Not Known	<input type="radio"/> Other	<input type="radio"/> Prefer Not To Say

CUSTOMER CHARTER

What you can expect from us.

We will give you:

- Equal opportunities for all and an environment free from Discrimination
- Professional and dedicated staff who will work with you, support you and where appropriate offer advice and guidance
- A range of programmes designed to meet your needs
- If your aim is a job we will help you with your job search and prepare you for interviews. We will also provide you with a record of achievement and reference covering your time with us.
- A duty of care for your health and safety.

What we ask of you:

- Commitment to achieve your personal goals.
- Appropriate behaviour at all times
- Regular and punctual attendance at your place of learning and placement
- **For JSA Customers: If you do not undertake the activities required in this notification your benefit will be affected.**

For ESA Customers: These activities form part of your work related activity action.

- To treat the resources and equipment provided for you with care (including compliance with rules regarding use of computers)
- To complete any paperwork relating to your programme
- To be honest and realistic regarding your job expectations

What we will not tolerate:

- Continual absence/lateness without authorisation
- Inappropriate language, bad or aggressive behaviour, bullying and harassment
- Alcohol and drugs or being under the influence of these
- Smoking in non-designated areas
- Failing to produce essential documentation
- Use of mobile phones in class
- Misuse of computer equipment including viewing of improper content

- Failure to sign in and out of buildings for security and safety purposes
- Inappropriate use of appliances, equipment and tools
- Caps and hoodies

About Work Programme

Work Programme (WP) aims to enhance the long-term employment prospects of those referred by providing high quality work opportunity and experience. Customers in WP are entitled to a choice of work related activity / work placement whenever possible, and will be designed to instil a positive work ethic in the customer. All activity within WP must be of clear benefit to the customer in enhancing their employability.

The programme you are joining will be designed around your individual needs and take account of any personal circumstances that are currently affecting your ability to find work. We aim to provide you with real work experience opportunities to enhance your CV, help with job search and employability skills and support to tackle any personal barriers that may affect your search for employment. More details about the service we offer can be found on the next page.

Summary of Services Offered to Customers

Induction on to the Work Programme

During your induction we will provide you with essential information about the Work Programme and the training centre you will be attending. This will include information about health and safety, evacuation procedures, personal security, signing in/out, your domestic arrangements and attendance requirements. The purpose of induction is to enable you to settle into the programme as quickly as possible in order to gain the maximum benefit from the services we can provide you with. **This is a mandatory activity.**

Initial assessment of the support you require to find work

Initial assessment is designed to assess the support you require to find your preferred job. During these early stages on the programme we will help you assess the barriers to finding work you need to address to improve your job prospects. We will also be able to help you assess any personal issues that may prevent you having access to job opportunities. **This is a mandatory activity.**

Action Plan and regular reviews of your progress

The results of the initial assessment we agree with you will lead on to a Work-Focused Action Plan (WFAP). This plan will be the agreed steps by which we will help you move into employment. We will review the plan regularly with you in order that you may have an opportunity to discuss and comment on your progress.

Job search advice and guidance

There will be an opportunity to attend specific modules or training sessions on job search techniques such as CVs, interviews, Internet and email use and personal presentation. There will also be on-going one-to-one advice available from your Adviser.

Work-related qualifications and certificates

There may be an opportunity to undertake work-related qualifications that may enhance your prospects of finding work. These could include short courses in First Aid, Food Hygiene, and Health and Safety. Where customers feel they require additional qualifications, we will do our best to signpost them to specialist providers and discuss possible funding opportunities.

Advice, guidance and support to overcome personal barriers

There will be a range of advice, information and support to assist you in overcoming any barriers arising from your personal circumstances. Training will also be provided to help you improve your language, reading, writing and number skills where we agree with you that this is appropriate.

Access to job vacancies

We will help you to search for opportunities and job vacancies and sell your skills and experience to a range of employers through our employer engagement team. There will also be opportunities to find out about local employment opportunities and obtain advice about how you can match yourself to these jobs and the skills that employers are looking for.

Resources to help you apply for jobs

Whilst attending training centres, you will be able to use stationery, stamps, computers (for on-line vacancies and email applications), telephones, newspapers and other resources to help you in your search for work.

In-work support when you start a job

Once you have started employment, your Adviser will continue to provide support for you and your employer, (as long as this is what you and your employer want), to help you sustain the job. It is a key aim of Work Programme to provide the support required to sustain employment.

About [insert name of end-to-end subcontractor]

Please insert a brief summary of the specialist work you do (for end-to-end subcontractor) and any opportunities not included in the generic summary above.

Grievance and Internal Complaints Process

If whilst you are on the programme you feel you have a worry or you feel something is unfair, we have a system of how you can deal with it.

Stage 1

First of all:

Talk to a member of staff (usually the individual you have the most contact with whilst on Work Programme). If your complaint is about this person, then talk to their immediate line manager. We want you to enjoy your time with us and aim to sort out worries and concerns before they could become a grievance or complaint.

Stage 2

If you are not satisfied:

You can speak to the manager of the training centre you are attending;

[End-to-end subcontractor and individual RJF Learning Centre should insert appropriate name and contact telephone number here]

Stage 3

If after this you are still not satisfied:

You can write to:

Head of Operations

JobFit

Lombard House

145 Great Charles Street

Birmingham

B3 3LP

We will respond to your complaint within **5 working days** from receipt and write to you giving details of our response and any measures we intend to put in place as a result of the complaint or grievance being made.

Any discussions with customers about grievances and complaints will be documented and you will be allowed to see this written record.

All complaints regarding your benefit and entitlement to benefit will be referred to Jobcentre Plus. We will display the grievance and internal complaints process at our training centres.

If a grievance or complaint has not been managed to your satisfaction, you can access the services of the [Independent Case Examiner's Office](#).

Equality and Diversity

Equality means that, although everyone is different, they should be treated with an equal level of respect and has equal access to services and training.

Diversity means valuing and celebrating the differences in people, no matter what their sex, colour, race, disability, age, religion or other differences that are not covered by the law at the moment.

Our Equality and Diversity policy is displayed at all our training centres and addresses the following legislation:

Race Relations Act

Disability Discrimination Act 1995 and 2005

Sex Discrimination Act 1975

Employment (Equality) Age Regulations 2006

We will not tolerate discrimination on the grounds of gender, marital status, sexual orientation, disability, race, colour, nationality, religion, age, HIV status, working pattern, caring responsibilities, trade union activity or political beliefs – or any other grounds. Should you feel you are being discriminated against, you should use the Internal Grievance and Complaints process described earlier in this Welcome Pack.

Use of Computers and the Internet

You will be able to access computers in the training centre you are attending. These are to support your search in finding employment, but they are not to be used in an improper way.

YOU MUST NOT:

- Download content from the Internet onto our computers
- Install any programs on to our computers
- Save documents on to desktops at the training centre
- Use your own CD ROMs, floppy disks or memory sticks in our computers
- Look at any generally offensive (including sexually offensive) material
- Access any foreign language, social networking and gaming Internet web sites
- Draw or create, display or send by e-mail any offensive material on our computers
- Alter any computer settings, files or programmes

Internal Disciplinary Procedures

If you break any of the rules described above under the 'Use of Computers' section or under the terms of the Customer Charter, we reserve the right to dismiss you from the programme which could affect your benefits.

- ❖ **Please be aware that anyone found taking drugs or drinking alcohol on or around our premises or whilst out on a work experience placement with an employer will be dismissed from the programme immediately.**

You will have the right to appeal against any decision made.

REMEMBER – Our aim is to sort out any problems and help you enjoy your time with us.

Attendance Requirements

You are required to attend and participate in Work Programme regularly and on the times and dates specified and agreed with you at your Welcome interview. During the course of your programme this will mean periods of attending a training centre, periods of directed job search activity and other activities as agreed in your WFAP.

Your Adviser will agree and plan your attendance with you but you should be aware that this may change as you progress through the programme. We will ensure that you are made aware and agree these changes as and when they are appropriate.

- Jobseekers must take reasonable steps to minimise absences (e.g. to arrange routine GP appointments for evening surgeries where possible);
- Unplanned absences (e.g. for sickness, domestic emergencies etc) should **always** be notified to us as soon as possible and failure to do so could result in your entitlement to benefit being affected;
- Where possible, some absences should be planned in advance (i.e. holiday leave).

Please Note: For any periods of absence for holidays you are required to let Jobcentre Plus know as soon as possible as any intended holiday may have an effect on any allowances that you receive.

Attendance, timekeeping and punctuality is important and we will ask you to sign in and out of premises on the days of your agreed attendance at them (please see below). We will also record your attendance and use this information to inform our fortnightly progress reviews with you.

Signing In/Out Arrangements

Every time you visit one of our training centres you will be required to sign in and out each time you enter and leave the buildings. This is for your own personal safety in the event of a fire or other alert. Where you are attending a work placement with an employer you must abide by their own signing in/out arrangements which will be explained to you when a placement is arranged.

Health and Safety

JobFit or [Enter name of end-to-end subcontractor] will protect the health, safety and well being of all persons who enter their premises. It is also the responsibility of each customer to ensure the health and safety of themselves and others by reporting any potentially dangerous situations and hazards.

A full copy of our Health & Safety Policy will usually be displayed at our premises but you can also ask for a copy.

When you receive your induction on to Work Programme you will be told who the First Aider is for the premises you are attending. You may enter this in the space provided on the next page so that you have a permanent record of who to go to.

Fire Evacuation Procedures

You will be told where to assemble in the event of a fire when you attend for your induction. These assembly points will be displayed at our premises, but you may like to keep a permanent record on the last page of this pack.

Training Centre Opening Times

The Training Centre you have been asked to attend is open at the following times:

[RJF Centre or end-to-end subcontractor insert days and hours open here]

About You

Contact Information

The phone number for [RJF Centre or end-to-end subcontractor should insert telephone number of training centre]

If you are ill, or going to be late please call before 9.30 am.

Where possible we will try to ensure you have the same point of contact each time you engage with our service and the person who you will have most contact with will normally be an Adviser. This is the person that will see you at your initial interview. You might like to record his/her name in the space below for reference purposes.

My Personal Adviser is: _____

My First Aider is: _____

The Fire Assembly Point is Located: _____

You will be asked to sign a statement of agreement when you attend your induction to Workforce Programme. This statement is provided on the next page for you information:

AGREEMENT AND CONSENT FORMS

YOUR NAME: _____

Photography Approval

Dear RJF or [Inset name of end-to-end subcontractor] Customer

Occasionally photographs are taken of customers in our centres. These are for use in the local press, on the RJF Website, in publicity leaflets or the RJF Times newsletter.

By signing this consent form you are indicating whether you agree *to your picture being taken and* to the photographs being used for these purposes.

The photographs are very important in helping us promote the courses and learning programmes.

Many thanks for your co-operation.

Centre Manager **or** [Inset name of end-to-end subcontractor]

I GIVE / DO NOT GIVE * approval for photographs to be taken of me to be used for publicity purposes explained above.

***Delete as applicable**

Customer's Statement of Agreement

Customers' confirmation that they have worked through and understood all areas of the Induction to Work Programme with JobFit or [Inset name of end-to-end subcontractor]-

All areas of my induction were fully explained to me by: -

I have been told about and understand the:

- ✓ Health and Safety and First Aid information
- ✓ 'Emergency Evacuation' procedure
- ✓ Purpose of Workforce Programme and ESF arrangements
- ✓ Data Protection
- ✓ Equality and Diversity
- ✓ Customer Charter
- ✓ Support available for travel, childcare and any equipment and resources that are required for me to participate on and complete the programme
- ✓ Attendance requirements
- ✓ Safeguarding
- ✓ Complaints procedure
- ✓ Appropriate behaviour and disciplinary measures (including benefit sanctions)
- ✓ Purpose of the Work Focused Action Plan and progress reviews

I agree to abide by the rules and policies of Rehab JobFit or [Inset name of end-to-end subcontractor] that have been explained to me during my induction to Work Programme.

Consent Form

Employment Programmes – consent to share information

[Name of Provider] is working with Jobcentre Plus customers on behalf of the Department for Work and Pensions (DWP) to help these customers to increase their skills to help them find and keep work. **[Provider]** may claim a payment from DWP for every Jobcentre Plus customer who finds work while or after participating in a programme.

To claim a payment from DWP, **[Provider]** may need to confirm details of your employment. To validate these claims DWP may need to confirm details of your employment. Where appropriate, this may involve confirming details with each of your employers. To achieve this, **[Provider]**, DWP and your future employers need your consent to share information about you as follows:

Stage 1: **[Provider]** will give your name and national insurance number to your future employer.

Stage 2: Your employers will use your name and national insurance number to identify you, so that they can confirm to **[Provider]** some or all of the following information:

- The date you began each period of your employment
- Whether your employment is continuing
- If not continuing, the date each period of your employment ended
- whether you were employed during a specific period
- the number of hours you worked each week
- the amount of your earnings each week
- your employee number or other unique identifier

Stage 3:

To validate payment claims from **[Provider]**, DWP may contact your employer using your name and national insurance number to ask for the information listed at stage 2. It will use this information to:

- Check if the information given to it by the **[Provider]** is correct
- Evaluate the programme

DWP will store your information securely for audit purposes.

If you do not give consent, this will not affect your entitlement to participate in the programme, or any job offer or employment obtained. You can write to **[Provider]** at any time to withdraw your consent and this will not affect your placement on the programme or any employment or offer of employment made.

Customer name..... (Please print name in full)

I GIVE / DO NOT GIVE * consent for [Provider], my future employer and DWP to share information as described in stages 1 to 3 above.

****Delete as applicable***

I confirm that:

- I have read the information above and understand why this information sharing is needed and how this information will be used.

I understand that:

- If I am in receipt of any benefits, my entitlement to these benefits will not depend on whether I choose to give consent or not.
- My placement on any programme with [Provider] and any employment or future offer of employment will not depend on whether I choose to give consent or not.
- I can withdraw my consent at any time by writing to [Provider]

Signed (customer)..... Date.....

Please Print Name.....

The Welcome Pack has been fully completed, a hard (or electronic) copy retained and certified as a true copy and the original given to the customer.

Staff Member..... Date.....

Print Name.....