



My Work Programme Agreement



The Principles of A4e's Work Programme are:

- Work first – we want customers in work and gaining experience or skills to help them move into work.
- We will focus on what you can do rather than what you can't do – the support becomes a positive experience for you and the team at A4e.
- Your Advisor will work with you from the start of your journey through to stable employment – we want to build a relationship of trust.
- We will plan your activities and support based on identifying the challenges you face not the benefits that you are on.
- We will support and challenge you to become ready for work and into employment.
- We will support you to manage a health condition, where they exist, rather than try to eliminate it – our primary responsibility is to help you get in to work.
- We will actively work with those employers who are willing and able to work with our customer groups and share our responsibility for your support.
- For customers who are able to work but do not engage, who are unwilling to work with us or do not acknowledge their challenges - then their programme will become increasingly tough.
- We will show you why you are better off in work rather than remaining dependent on benefits.
- We will be passionate, sincere and energised to progress you into work.
- It will always be better for our customers to work than to remain on programme.
- We will have an honest and direct relationship with you from the very first face to face meeting. You will know why you are joining us, what you can expect and what happens if you engage well and what will happen if you don't.
- We will be highly structured in our approach to supporting you into work – we need to know exactly what is working and what needs changing.



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We expect from you, as our customer on Work Programme, to:

- Actively take part in the programme and the activities detailed on your Employment Plan
- Attend all agreed meetings and arrive on time
- Inform A4e in good time if for any reason you can't attend your meeting or a scheduled activity, providing evidence to support this i.e. doctors appointment, job interview
- Stay in touch with A4e when you are in work
- Treat A4e staff, other customers, premises and facilities with respect
- Agree and sign your personal Employment Plan
- Take part in activities detailed within your Employment Plan
- Notify your JCP advisor when you have started work and inform them that you need to sign off benefits.
- Agree travel costs with your Advisor prior to travelling and provide receipts/tickets to claim back expenses
- Use the computers and IT facilities for job-focused activities only
- Accept any appropriate job offer as soon as possible after it is offered
- Provide your Advisor with reasonable justification of why you can't or didn't attend any activity (including job interviews)
- Take part in at least 3 activities per week which will find you work or enhance your employability
- Tell your A4e Advisor and JCP office of any change in circumstances
- Agree for any evidence of employment to be collated and where necessary, contact with your employer for further information. This may be conducted by the DWP or a member of A4e's team.

As well as all of the above, we also promise to:

- Treat you as we would wish to be treated ourselves
- Meet with you regularly to review your progress
- Discuss and agree the activities on your Employment Plan with you
- Make you aware of suitable job vacancies
- Treat your personal information as confidential
- Continue to support you even after you've started work
- Arrange your Training Allowance activities
- Respond to any complaints in accordance with our procedures
- Cover any reasonable expense for childcare and travel
- Take account of any additional requirements you may have, to make sure you are safe and comfortable at all times

I confirm that:

- I have received an explanation of the above and been given the relevant information.
- I understand the above information and my responsibilities under the programme.
- I agree to my personal details, including CV's, being shared, in hard copy or electronic format, with Jobcentre Plus, the Department of Work & Pensions, the European Social Fund and legitimate organisations or employers.
- I understand that my personal details may be used for the following purposes: -
 1. To improve my employability
 2. Collation of Management Information
 3. Evaluation of the programme including statistical analysis (during and after)

Signed (by staff member) _____
Print name _____
Date _____

Signed (by customer) _____
Print name _____
Date _____