

Work Search Reviews

Booking the Work Programme Referral interview

1. The last date for referrals to the Work Programme (WP) is 31 March 2017. However, it's recommended that last referrals take place by 29 March 2017 to allow time to rectify incorrect referrals before opportunities are removed.

2. All claimants referred up to this date will remain on the WP for 2 years (all other aspects of the service will continue as usual).

3. The claimant's Work Programme Referral Interview trigger point is identified by the 'This customer is eligible for the Work Programme and can be immediately referred' hotspot.

4. This hotspot displays from 2 weeks before the claimant's WP referral Interview trigger point.

Note: The WP referral interview should be booked as close as possible to the claimant's trigger point.

5. The purpose of the Work Programme Referral Interview is to explain the next steps to the claimant, highlighting the benefits of the WP and explaining their rights, responsibilities and conditionality while participating.

6. The WP referral interview should normally be conducted face to face, however you can consider conducting a referral interview over the phone in exceptional circumstances

7. As with other interviews, attending the WP referral interview is mandatory and Fail to Attend (FTA) action is taken as appropriate.

Note: FTA action doesn't apply to telephone interviews and a subsequent face to face interview should be booked.

8. Regardless of whether the referral to the WP is voluntary or mandatory, the WP referral interview is booked using Labour Market System (LMS) interview type is 'Work Programme – JSA Referral'.