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Work Programme

Standard Operating Procedures - Partner

Doubt And Sanctions Processes

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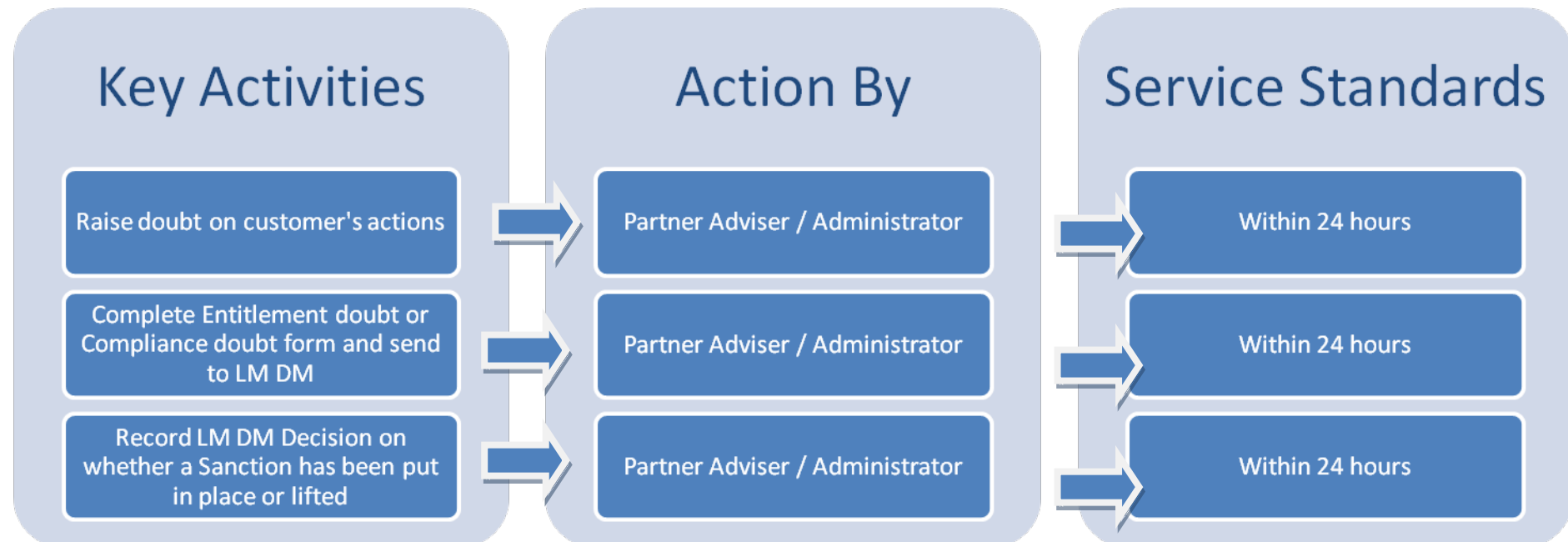
Introduction

1.1 What is covered within this SOP

This Sop outlines the process regarding raising a doubt for either compliance or entitlement doubt for a customer and reenegating after a Sanction.

To find information outside this SOP please consult the **'Where To Go For Information Guide' on MyA4eDesk** documentation tab.

1.2 Minimum Service Level Standards



You are required to consider raising entitlement doubts where a participant:

is not available within appropriate time limits e.g. the participant is not able to start work immediately (unless suitable circumstances dictate)

restrictions on the number of hours they are prepared to work over and above that already agreed and informed to you by Jobcentre Plus
 restrictions on the nature of, location or terms and conditions of employment they are prepared to accept e.g. the participant requires work obtainable in the location they are seeking to be employed
 types of job that they are seeking over and above those agreed with Jobcentre Plus

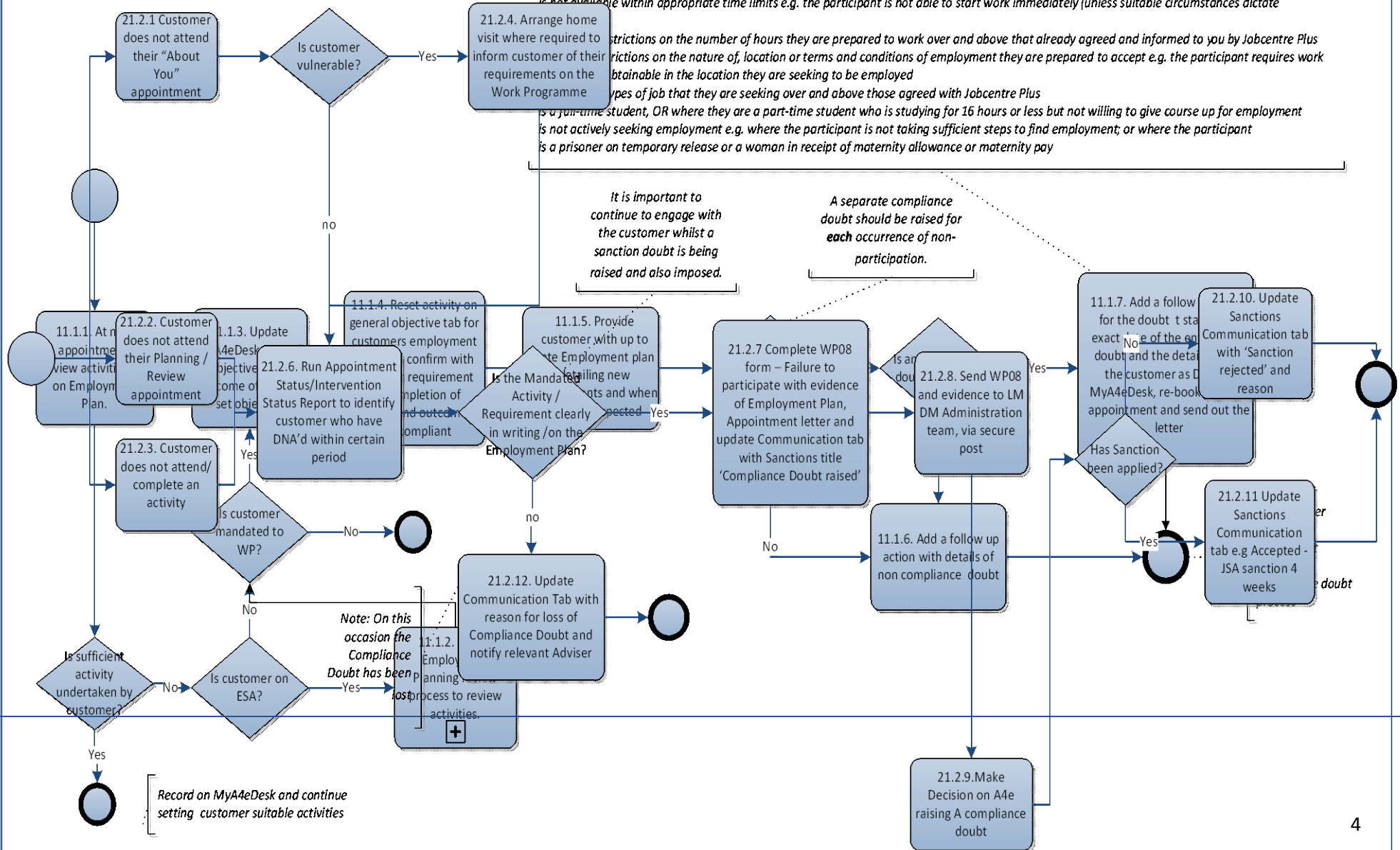
is a full-time student, OR where they are a part-time student who is studying for 16 hours or less but not willing to give course up for employment
 is not actively seeking employment e.g. where the participant is not taking sufficient steps to find employment; or where the participant is a prisoner on temporary release or a woman in receipt of maternity allowance or maternity pay

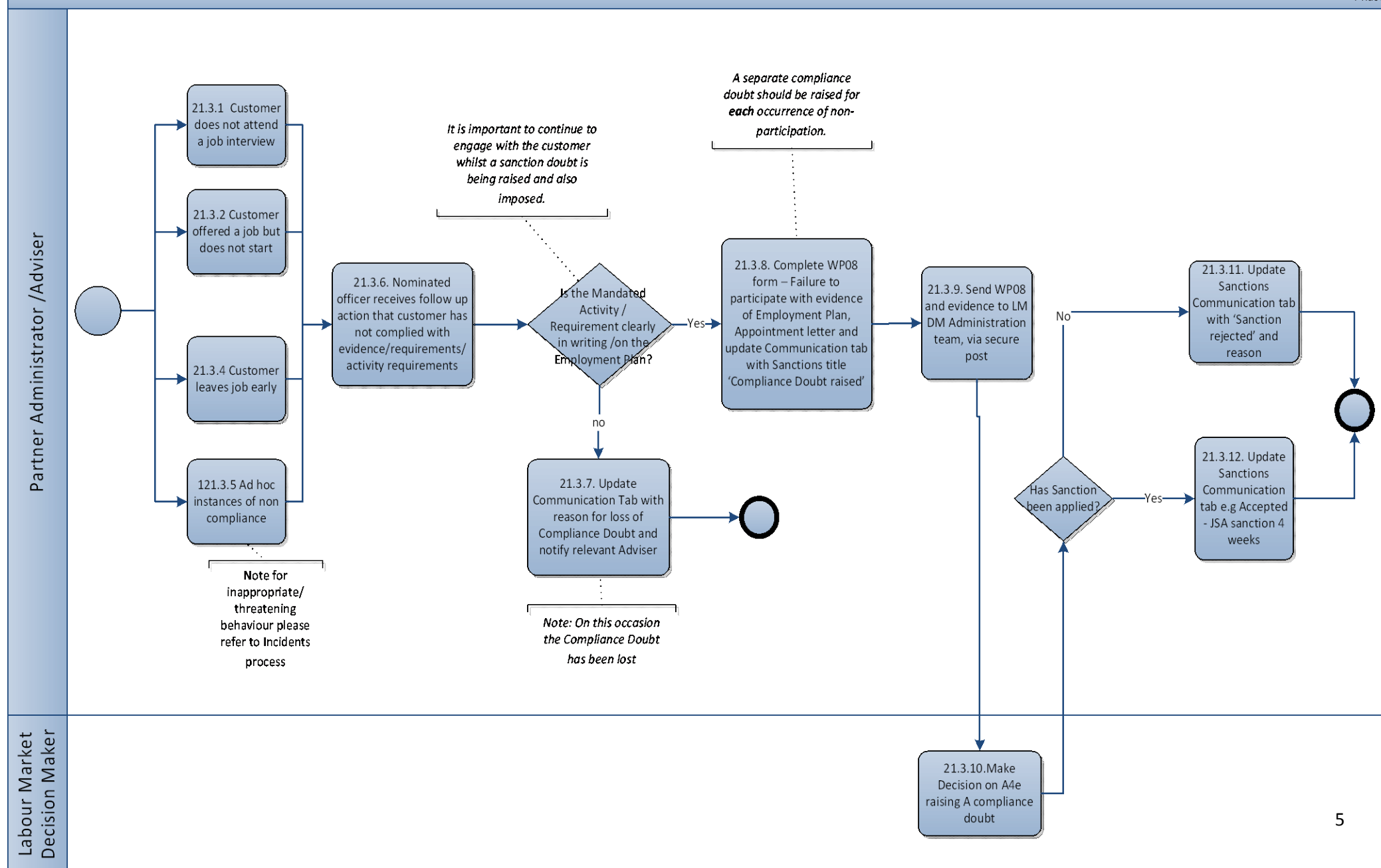
It is important to continue to engage with the customer whilst a sanction doubt is being raised and also imposed.

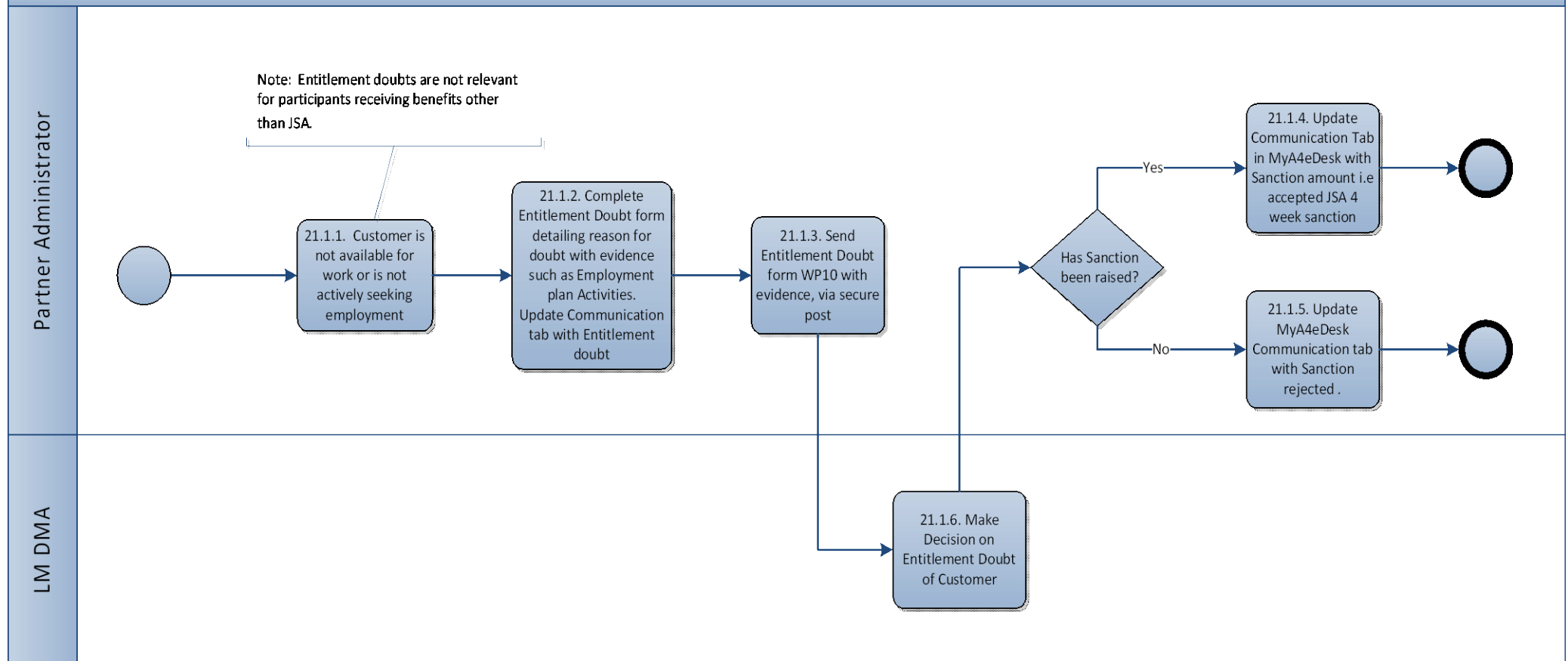
A separate compliance doubt should be raised for each occurrence of non-participation.

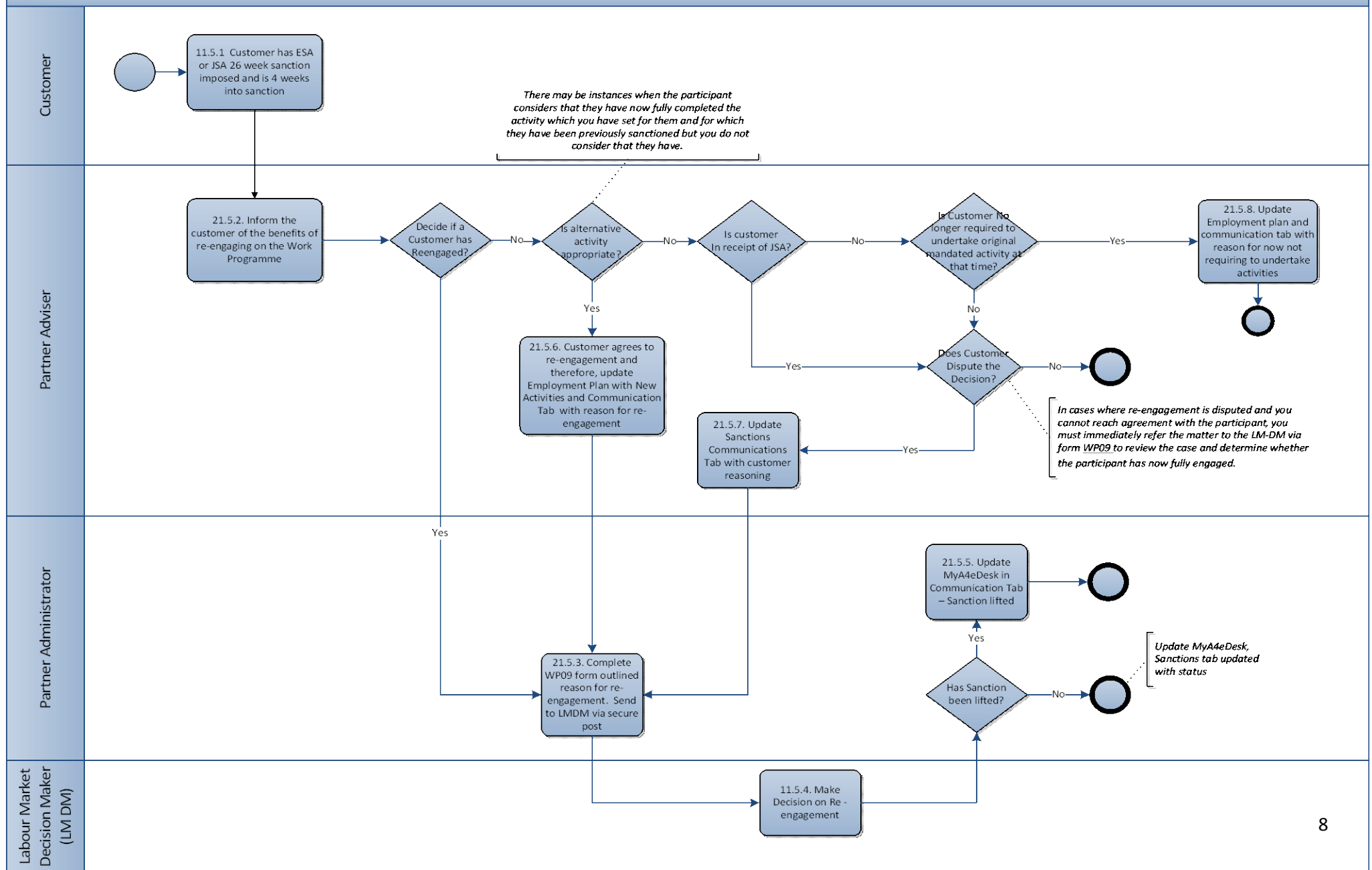
Partner Administrator

Labour Market Decision Maker









3. Checklist of Activities

