

Training Element of the Offer to those reaching 6 months of unemployment

Jobcentre Plus Common Service Standards

- Provision should be agreed with Jobcentre Plus in terms of its relevance to the local labour market (i.e. where there are present or predicted [within 3 months] real vacancies in those occupational sectors identified).
Note: The Jobcentre Plus representative responsible for agreeing the provision offer is the District External Relationship Manager (DERM). In certain cases this may be delegated to the Third Party Provision Manager (TPPM).
- The provision is available on a full-time basis aligned to benefit conditions of claiming Jobseekers Allowance, limited to the maximum number of weeks permitted by DWP/Jobcentre Plus benefit regulations and funding arrangements. Full-time provision utilises the flexibilities in the 16 hour rule and should be agreed in advance and reviewed monthly with Jobcentre Plus.
Note: The authority for signing off which provision may be accessed on a full-time basis sits with the Jobcentre Plus District Manager.
- Regular (monthly at least) contact with Jobcentre Plus at local level should be maintained in order to review the offer, and respond to existing and forthcoming vacancy opportunities and employer demand.
- Provision should be available continuously throughout the year. Jobcentre Plus benefit regulations for full-time Jobseeker Allowance customers cover a one week break in provision but cannot cover a two week close down period such as that taken by some Colleges at Easter or Christmas. Where a College closure will be for more than one week, customers will need to notify Jobcentre Plus of a holiday period in their claim (up to 2 weeks) in order to continue to receive a Training Allowance.
- Jobcentre Plus customers should be seen by the College within 7 working days of the date of referral to provision.
- Where the initial College interview poses questions about the suitability of the training offer for an individual, Colleges should inform Jobcentre Plus immediately. .

- There should be a single point of contact within the College for Jobcentre Plus to send referrals to and to raise issues about the service. The College should also agree a single point of contact within Jobcentre Plus.
- Where customers have been referred to a College, the Ref2/SL2 notifications of the start, type and duration of provision should be returned to Jobcentre Plus within 48 hours of receipt.
- Wherever possible, provision should be available for start within 10 working days of:
 - a) the referral interview (for part-time learners), or
 - b) the Pre Entry Interview (this takes place in Jobcentre Plus and is required to set up a training allowance for full-time learners).

• Providers should not be operating waiting lists that are any longer than this.

- Information on learner starts from referrals need to be submitted to Jobcentre Plus on a weekly basis.
- The College should review demand on a weekly basis – if referrals suggest an unsatisfactory performance profile the College should immediately put in place actions to boost awareness with Jobcentre Plus advisers and to recruit their own suitable learners.
- Colleges should work with other contracted providers (including the voluntary and community sector) in the area, where this would help meet the needs of learners and provide for the agreed number of learners. Jobcentre Plus must approve a customer's start on any other provision in line with benefit conditionality
- Colleges are encouraged to use and share with Jobcentre Plus any LSC provision success studies that may help boost awareness of the programme.
- Colleges should seek to resolve any local issues or problems with processes with their local Jobcentre Plus contact before escalating to the LSC.