



# **Young Person's Guarantee: Routes into Work**

## **[Including Care First Careers]**

A National Skills Funding Agency Programme

Guidance for Providers

November 2010

Version 4.1

# Introduction

This document is intended to give providers details on the Routes into Work, including the Care First Careers provision element of what was previously referred to as the Young Person's Guarantee for individuals aged 18 to 24, who have been in receipt of Jobseekers Allowance for 6 months. It provides key information to support the delivery of this Programme, in particular where the requirements either differ or supplement the normal Skills Funding Agency provision criteria. It should be read in its entirety and alongside the specific Skills Funding Agency contract documentation and requirements of which this forms a part.

Please note that this is a generic guidance document, the latest version of which will be made available electronically via the Skills Funding Agency website through appropriate links. The following Annexes support this guidance:

Annex A	Common Service Standards
Annex B	Provider routes to agree Pre-Employment Training (PET) courses
Annex C	Jobcentre Plus provision template
Annex D	Referral process map (no longer applicable to programme)
Annex E	Evidence of Employment
Annex F	Routes into Work: ILR Key fields

## **Summary of changes in Version 4.0**

Section 2: Details of the training offer Paragraph 2.9	Updated reference to Lifelong Learning Accounts and footnote
Section 3: Eligibility Paragraph 3.6 and footnote 8	Updated to reflect exceptional circumstance regarding the time taken to obtain a CRB check or SIA card before the job outcome can be claimed
Section 4: Contract Arrangements Paragraph 4.5	Re-worded paragraph to reflect current position
Section 5: Funding and Payments Paragraph 5.7 and 5.8	Changed wording for reference to new funding guidance
Section 6: Reporting and Data Paragraphs 6.1 to 6.3 Paragraphs 6.4, 6.5(b), 6.8, 6.9, 6.10	Updated links to Information Authority and Cabinet Office internet sites Further clarification
Annex A, B C E and F	Remove reference to Young Person's Guarantee. Add Skills Funding Agency
Annex F	Updates to A09 and A35

## 1. Context

- 1.1 As part of the 2009 Budget speech, the Chancellor of the Exchequer announced details of a Young Person's Guarantee of additional support for 18 to 24 year olds who are approaching 12 months of unemployment<sup>1</sup>, comprising:
- New jobs created through the then Future Jobs Fund;
  - Support to take an existing job in a key employment sector via a job subsidy and pre-employment training;
  - Work Focused Training of 3 to 6 months duration;
  - A place on a Community Task Force to deliver real help within the local community.
- 1.2 This document relates to the provision of the **pre-employment training** in key employment sectors as part of the package that constitutes Routes into Work, all phases including Care First Careers.

## 2. Details of the training offer

- 2.1 The intention is that this provision will provide individuals with the skills they need to do a specific job or type of work in relation to:
- Specific vacancies notified by employers to Jobcentre Plus in the nationally agreed key priority sectors identified in the contract relating to this offer; or
  - Demand within a key priority sector as agreed between the Skills Funding Agency and Jobcentre Plus based on labour market intelligence.
- 2.2 It is not intended that this provision will displace any of the support available to individuals to help them to apply for work.
- 2.3 Providers will need to build on the success of the work of the Sector Skills Councils (SSCs) by developing and delivering Sector Employability Toolkit content in the key sectors covered under this offer unless otherwise agreed with a recruiting employer and Jobcentre Plus. Providers will deliver pre-employment support for individuals based on the requirements of employers, working closely with Jobcentre Plus and the appropriate SSC to ensure that individuals can fill available or imminent vacancies notified to Jobcentre Plus. Providers should develop an individual package of support, training and skills development activities that is agreed to meet employer and participant needs to move into sustainable work before the training under this offer starts. Provision will be full-time<sup>2</sup> for up to 8 weeks.

Under the roll-out of phases 3 and 4 of Routes into Work provision, suitably selected providers are also able to deliver training under the 'banner' of Care First Careers.

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<sup>1</sup> The Chancellor announced this in the Budget Speech 2009 but it was subsequently changed to support young people aged 18 to 24 who have been unemployed for six months.

<sup>2</sup> Full-time provision is for at least 16 hours a week.

Also as part of the phases 3 and 4 roll-out, providers may also be delivering training for Contact Centre employers. Although the Contact Centre industry does not have SSC representation, DWP and the Skills Funding Agency have approved and provided the purchase of licences for providers delivering Routes into Work to use the recommended industry training standards: Go Forward into Contact Centre

Sector Employability Toolkits can be found on the relevant Sector Skills Council Website<sup>3</sup> and also on the Skills Funding Agency Programmes for the Unemployed team internet site.

- 2.4 Training provision is not restricted to qualification bearing provision but elements of delivery should aim to support a participant's progress in work towards a portable and economically viable qualification through Train to Gain or Apprenticeships as appropriate. Where participants move into employment before the end of the agreed training period, providers are expected to continue to support learners in the workplace using this funding stream.
- 2.5 This training package must complement other provision previously announced as part of the skills based response to economic downturn. Individuals who have been unemployed for 6 months will, in many cases, have had access to a range of support, including the additional £100m worth of employment focused provision aimed at the newly unemployed and those potentially affected by redundancy.<sup>4</sup> It is therefore important that this offer provides a distinctive package of support to both avoid duplicating other offers and to deliver a significant impact on an individual's chances of achieving a job.
- 2.6 Potential participants may also have been fast-tracked to up to 8 weeks of full-time provision through the Training Offer for those Unemployed for 6 months.<sup>5</sup> They may therefore have already undertaken training leading to the achievement of a Level 2 or Level 3 qualification on which the provider can build to progress the participant closer to both the achievement of a qualification and a job outcome.
- 2.7 Training delivered must prepare individuals for **real employment opportunities within the labour market**, through both current vacancies in

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<sup>3</sup> Toolkits for some sectors are being updated. The latest version will be available from the appropriate Sector Skills Council.

<sup>4</sup> The Response to Redundancy offer is available from 1 April to end December 2010 and will deliver training specifically tailored to local labour market opportunity and was launched in April 2009. The total package of £50m from ESF and £50m from Train to Gain has been tendered through a single procurement exercise to those providers pre-approved to bid for employer responsive provision. This offer is aimed at delivering a short, sharp, employer-driven intervention to equip an individual with the skills needed to be immediately more effective when they start work in a particular sector and is specifically targeted at:

- Those under notice of redundancy
- Those covered by a consultation of possible redundancy;
- The newly unemployed and
- The longer term unemployed who are 'job ready'

<sup>5</sup> This training offer is available through FE Colleges. Funding totalling £83 million is available from April 2009 to end March 2011.

agreement with Jobcentre Plus, with reference to labour market information and future job opportunities and will be characterised by the following:

- Programmes are flexible and responsive to an individual's circumstances, offering, for example, multiple start dates, continuous provision throughout the year, regular start dates as agreed with Jobcentre Plus on a full-time basis;
- Programmes are focused on addressing an individual's employment-related skills needs in order to move customers into work, enabling providers to claim **a job outcome** in a specific sector;
- Programmes will be designed around the occupationally specific curriculum and suggested course content as set out by the Sector Skills Councils in the relevant Sector Employability Toolkit(s), unless otherwise agreed with Jobcentre Plus and a recruiting employer;
- Training activity reflects current local job opportunities and projected labour market demand as agreed with Jobcentre Plus and provides the opportunity for individuals to refresh skills in a sector, or begin the work of retraining for a new sector;

2.8 Training must be focused on skills development. It should be designed to provide a short, sharp intervention to help those closest to the workforce to tailor their existing skills to the needs of the current local labour market in a specific recruiting sector. This may involve updating skills in a sector where they have previous experience or, where that sector is not recruiting, it may mean adapting an existing skills base to make the individual more attractive to employers in a different or related sector.

2.9 However, the provider must be able to offer the following range of skills interventions tailored to the needs of the individual as part of and embedded within the skills training package. It is recognised that not all of these will be needed in each case:

- Training Needs Analysis and Individual Learning Plan;
- Skills for Life diagnostics (including ICT) and delivery of appropriate training;
- Embedded Adult Careers advice and learner support to include the mandatory offering of a Lifelong Learning Account (previously a Skills Account) as they become available<sup>6</sup>;
- Regular progress reviews;
- Exit interviews and customer tracking.

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<sup>6</sup> A Lifelong Learning Account is an online service which provides an individual with a range of information and advice on skills, careers and financial support all in one place. This includes information on government funding investment for training, an online record of learning of their achievements and ability to develop an action plan to help an individual work towards their future goals.

Further information on Lifelong Learning Accounts can be found on the Next Step page on the Skills Funding Agency website:

<http://skillsfundingagency.bis.gov.uk/providers/programmes/nextstep/>

Providers will need to supply monthly figures of the number of Lifelong Learning Accounts opened by programme participants to their LSC/SFA contract manager.

- 2.10 It is not intended that the provision will duplicate any existing DWP programme centre/support contracts. Assistance to improve job search and coaching in applying for a job is not fundable under this offer.
- 2.11 Jobcentre Plus customers in full-time learning/training for more than 2 weeks are eligible for a Training Allowance (benefit plus a training premium) that also provides access to support with travel and childcare costs. Such support costs will normally be claimed by the customer directly from Jobcentre Plus. Where the provider and Jobcentre Plus agree that the provider can reimburse such expenses to the customer on Jobcentre Plus' behalf, and then reclaim the outgoings from Jobcentre Plus, a Service Level Agreement (SLA) to this effect is required.

### **Developing and reviewing the provision package**

- 2.12 Demand for provision under this offer will come from employers via Jobcentre Plus in relation to specific vacancies or from Jobcentre Plus in relation to labour market intelligence. As agreed with Jobcentre Plus, Annex A outlines the Common Service Standards that should be adhered to in relation to working in partnership with Jobcentre Plus.
- 2.13 In order to ensure that providers are ready to meet the demand in a timely manner it is expected that providers will prepare for delivery through early planning activity undertaken with direct support from Jobcentre Plus. See the suggested process map for providers and Jobcentre Plus to agree pre-employment training courses at Annex B. Once provision is agreed, providers should complete and return to Jobcentre Plus the template at Annex C to include full details of the provision for input to the Jobcentre Plus LMS system. A diagram of the documentation flow between Jobcentre Plus and the provider for referred customers is attached at Annex D: SL2 forms should be completed and returned to Jobcentre Plus within 48 hours of receipt.
- 2.14 We expect providers and Jobcentre Plus to meet regularly during this process: once a week initially, reducing to fortnightly and then monthly reviews as experience of the provision delivery and processes increases. Providers and Jobcentre Plus are expected to agree likely geographical hotspots within districts, as well as develop an understanding of the projected referral patterns and flows. This will help to ensure that delays are kept to a minimum and referrals start as quickly as possible.

## **3. Eligibility**

- 3.1 The training package will be available from late October 2009 to Jobcentre Plus customers aged 18 to 24 who have been unemployed and claiming Jobseekers Allowance (JSA) for 6 months. It will cover eligible Jobcentre Plus customers including customers who have been fast tracked by Jobcentre Plus.
- 3.2 Providers should note that Jobcentre Plus is responsible for determining the eligibility of customers. Providers are not expected to check the eligibility of

every customer referred who has not been unemployed for at least 6 months, (Such as fast tracked customers) except in relation to the age criteria. Providers are expected to determine the **suitability** of the provision offer to the referred customer, given the customer's existing skill levels and experience.

- 3.3 Potential participants will normally be identified and referred by Jobcentre Plus Advisors. Potential participants identified by providers or Next Step advisors should be referred to Jobcentre Plus to formally approve an individual's eligibility and engagement in full-time provision before provision can start. Arrangements can be made with Jobcentre Plus whereby an individual's eligibility for the programme can be checked over the phone.

## Definition of terms

- 3.4 **aged 18 to 24:** an individual who is aged at least 18 but no older than age 24 at the start of the provision offer.
- 3.5 **unemployed and claiming a Jobseekers Allowance:** an individual of appropriate age who is not just 'without work' but is available and actively seeking work<sup>7</sup>.
- 3.6 **job outcome:** a job of at least 16 hours a week that starts within 13 weeks<sup>8</sup> of the end of training provision under this offer and that lasts for at least 4 weeks.

## 4. Contract Arrangements

- 4.1 This provision will be contracted to providers who have successfully pre-qualified through the Qualified Provider Framework (QPF) and hold a contract for one or more Employer Responsive funded provision types<sup>9</sup> and are able to deliver training to long-term unemployed Jobcentre Plus customers. Providers will also need to be in receipt of Employer Responsive funding in

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<sup>7</sup> This is based crucially on key elements of the ILO definition but also recognises the conditions for receipt of a Jobseekers Allowance:

(b) "currently available for work", i.e. were available for paid employment or self-employment during the reference period, and  
(c) "seeking work", i.e. had taken specific steps in a specified reference period to seek paid employment or self-employment."

<sup>8</sup> In exceptional circumstances where either a SIA card or CRB check is the only barrier to claiming a job outcome and where it is taking longer than 13 weeks from the date the learning ended to the date the SIA card or the CRB check was received, job outcome payments can be claimed subject to:

a) evidence on file to support the length of time taken to obtain the CRB check or SIA card;  
b) evidence that this is the only reason why the learner has not been able to start work within the 13 week period;  
c) the payment claim can only be made once the SIA card or CRB check has been received and the learner starts in employment;  
d) the job outcome starts and a claim is made within 26 weeks of the end of training provision in these exceptional circumstances;  
e) all other criteria outlined in the definition of a job outcome listed above and the evidence requirements set out in annex C to this guidance are met

<sup>9</sup> Apprenticeships, Train to Gain, ESF Priority 2 or Response to Redundancy

order that they can ensure a seamless progression for the individual from this programme into in-work training.

- 4.2 Contract and delivery schedules will be issued to contracted providers by the Skills Funding Agency. Providers should ensure these are promptly signed and returned along with the supplied Appendix 2 spreadsheet that needs to be completed with the estimated monthly profiles for each contract deliverable. This document forms part of the contract. In order to be in a position to complete this, Providers must meet with Jobcentre Plus to agree likely referral trends, and manage this within their maximum contract value. Maximum contract duration is from 26 October 2009 to 31 March 2011.
- 4.3 Providers will need to work closely with their Skills Funding Agency Account Manager to ensure this funding achieves maximum impact in supporting the target individuals, and to ensure the links to any other provision are identified and fully utilised.
- 4.4 Due to the changing economic and political landscape, the Skills Funding Agency and Jobcentre Plus approach and associated processes may change during the life of any contract. In such circumstances providers will be expected to adapt their offer and processes accordingly.
- 4.5 The Agency reserves the right at its absolute discretion to reduce the maximum funding available under this part of the contract irrespective of the provider's performance in order to ensure the continued availability of the Offer in all parts of England. The Agency will give the provider reasonable notice of its decision to reduce the maximum funding level and will fund any delivery provision already commenced. The Agency's decision to reduce funding will be based on current or declared MI that the provider has submitted. If funding is reduced the provider will be given a timeline to report on all starts by programme on the Agency's systems.

## **Performance management**

- 4.6 Provider performance will be reviewed both monthly and on a quarterly basis. Starting from February 2010 quarterly review (formally covering performance in October/November, December and January) the level of funding allocated to providers may be adjusted to take account of performance and labour market demand, resulting in a funding re-allocation within regions. However, should the need arise, funding can also be re-allocated between and across regions.
- 4.6 The Skills Funding Agency in partnership with Jobcentre Plus and providers will review the continuing applicability of the provider offers to employers, Sector Skills Councils and the customer group alongside data and MI generated for each stakeholder, at Jobcentre Plus District level.  
**Performance will be measured on the basis of submitted Individual Learning Record data.** The Skills Funding Agency reserves the right to:
  - reduce the contract value on the basis of poor performance;
  - vary the contract deliverable values within the maximum contract value and as long as agreed tolerances are not exceeded; and

- re-prioritise the funding against different sectors and geographical areas based on need as agreed locally or nationally.

## 5. Funding and payments

5.1 Funding will be available to support provision for learners up to a maximum of £1,550 per learner. A nationally consistent funding model, based on the delivery of guided learning hours (GLH)<sup>10</sup>, has been agreed as follows:

- 15 to 44 GLH : £500
- 45 to 74 GLH : £850
- 75 to 104 GLH £1,200
- 105 to 134 GLH £1550

5.2 All of the above bandwidths include the production of an Individual Learning Plan.

5.3 In addition, funding of £300 is available for a successful job outcome as defined in Section 3 above.

5.4 Funding for delivery will be triggered via Individualised Learning Record (ILR) returns .The payment points are as follows:

- **Start in training:** An initial payment of £200 will be triggered once the Individual Learning Plan (ILP) has been completed and an ILR submitted showing delivery in any glh bandwidth;
- **Delivery of training:** The remainder of the funding for the relevant bandwidth will be triggered on completion of the training when a correctly completed ILR has been submitted;
- **Job Outcome:** Once training funded under this Programme is completed and the individual has entered employment as defined in Section 3 above and a correctly completed ILR has been submitted; providers must evidence a job outcome for audit purposes and in order to claim the outcome payment as detailed in Annex E attached.

**Example:** Learner A undertakes 80 hours of pre-employment training spread over 4 weeks at 20 hours per week. The funding for Learner A is made up of an initial payment of £200, followed by a further payment on completion of the training of £1000 (i.e. the remainder of the funding associated with the 75 – 104 GLH funding band).

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<sup>10</sup> “Guided Learning hours (glh) are defined as all times when a member of staff is present to give specific guidance towards the learning aim being studied on a programme. This definition includes lectures, tutorials and supervised study in, for example, open learning centres and learning workshops. It also includes time spent by staff assessing a learner’s achievements, for example in the assessment of competence for National Vocational Qualifications (NVQs). It does not include time spent by staff in the day-to-day marking of assignments or homework where the learner is not present. It does not include hours where supervision or assistance is of a general nature and is not specific to the study of the learners.”

Distance learning is not funded under this offer but can be delivered, where necessary, in addition to funded GLH in any bandwidth.

If Learner A is then successful in securing employment in the key sector identified then the provider is entitled to claim a further £300, resulting in a total amount payable of £1500 for the activity associated with Learner A.

- 5.5 If a learner leaves the programme early to get a job in a sector that is not covered in the contract relating to this offer or for any other reason, the funding for that learner will be calculated based on the actual glh delivered rather than based on the programme duration specified on the ILP.
- 5.6 Where a participant gains employment in a sector covered in the contract relating to this offer, providers can continue to use this funding stream to support the participant's continuing development in the workplace, up to the total maximum funding available per learner as above. The funding rates do not change once the learner is in the workplace. In such circumstances the learning aim record in the Individualised Learner Record (ILR) should be left open until an actual end date can be entered in field A31.
- 5.7 In all cases field A51a (Proportion of funding remaining) must be completed on the learning aims to be funded through mainstream provision to adjust the funding claimed where a qualification has already been started under the programme.
- 5.8 Payment will be made via the BACS system on a monthly basis. If Providers have any questions they should contact their Skills Funding Agency Account Manager.

## 6. Reporting and Data Returns

- 6.1 Reporting on this programme will be via monthly Employer Responsive (ER) ILR data. To meet the payment timetable actual delivery will need to be reported by the fourth working day of the month following the period being claimed in accordance with the published ER returns timetable, which can be found on *the information authority's* website:  
<http://www.theia.org.uk/>

Other general information about completion of the ILR and tables of codes to be used can also be found here.

- 6.2 Providers should note that customer records should be transferred securely in accordance with Cabinet Office guidelines that can be viewed via the following link:  
<http://www.cabinetoffice.gov.uk/>
- 6.3 When completing the ILR for Routes into Work, providers should follow the guidance in the ILR Specification for 2010/11 and the *Employer Responsive (ER) ILR Provider Support Manual*. Both documents are available on the ILR Documents web pages of the *information authority's* website:  
<http://www.theia.org.uk/>

## Returning data

- 6.4 Data for Routes into Work must be returned in an ER format ILR return. The LR, ASL, or ESF short record ILR cannot be used to return data on the Programme.
- 6.5 There are two methods for returning data on the ILR to the Data Service;
- (a) via a batch file extracted from the providers own management information system and uploaded to the Data Service's on-line data collection portal; or
  - (b) via the Data Service's provider on-line system where the data is entered record by record. This method is aimed at providers with low numbers of learners and who are not already returning another type of ILR return.
- 6.6 Providers that are new to returning data on the ILR should agree with their Skills Funding Agency Account Manager which method they will use.
- 6.7 Providers who already return an ILR should return data for this Programme using the same return method as for their existing provision. For providers sending a batch file, the data should be sent in the same file as their existing ER data.
- 6.8 Providers making batch returns should ensure that where the guidance states that a field should be left blank, the appropriate null value is returned in the batch file (i.e. zero filled for numeric and date fields and space filled for alphabetic or alphanumeric fields).
- 6.9 *The information authority* publishes a paper ILR form that providers can use to collect ILR data but it is not compulsory to use this ILR form. Providers may use their own forms or systems to capture the data required for the ILR if they wish. More information about the requirements these forms must satisfy can be found on page 11 in the ER ILR Provider Support Manual (for a link to the manual see paragraph 6.3 above).
- 6.10 Providers who are using the Data Service's provider on-line (POL) system to return ILR data may find it beneficial to use the *information authority's* ILR form, as the provider on-line screen layouts match the ILR form layout.
- 6.11 Key fields and Routes into Work programme specific codes that should be recorded on the ILR are provided in Annex F to this Guidance.

## 7. Evidence Requirements

- 7.1 As part of the Skills Funding Agency audit regime, activity delivered through this Programme will be incorporated into the auditing of a provider's activity as a whole. As well as the general audit requirements the following specific evidence is highlighted below, this also includes the evidence requirements for the non-payment monitoring deliverables within the contract.

- 7.2 The evidence requirements for specified contract deliverables are fully detailed in Appendix 4 to Schedule 1 of the contract. In addition, providers will need to keep evidence that programme participants:
- (a) Are aged 18 to 24 and eligible to receive Skills Funding Agency funding;
  - (b) Live within the contracted delivery area and have a valid postcode;
  - (c) Meet the eligibility requirements described in Section 3 above.
- 7.3 Providers must ensure that evidence of employment required in respect of job outcome payment criteria is collected on an Annex E template and retained for audit purposes.
- 7.4 Where additional deliverables / evidence requirements have been added to a contract to meet differing regional requirements, for example in relation to sector delivery, these evidence requirements will be available as an Annex to this Guidance via your Skills Funding Agency Account Manager.

## **8. Further Guidance**

- 8.1 For any enquiries or further assistance please contact your Skills Funding Agency Account Manager.