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**Skills  
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# **Young Person's Guarantee Work Focused Training**

A National Skills Funding Agency Programme

## **Guidance for Providers**

November 2010  
Version 2.1

# Introduction

This document is intended to give providers details on the Work Focused Training provision element of the Young Person's Guarantee for individuals aged 18 to 24 who have been in receipt of Jobseekers Allowance for six 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	Standards	Skills Funding Agency/Jobcentre Plus Common Service
Annex B	Provider routes to agree Pre-Employment Training (PET) programmes	
Annex C	Jobcentre Plus provision template	
Annex D	Evidence of Employment	
Annex E	Work Focused Training: ILR Key fields	

## **Summary of changes in Version 2.0**

Section 3, Eligibility criteria Paragraph 3.6	Footnote added at bottom of page with revised criteria for claiming a job outcome in exceptional circumstances
Section 6: Reporting and Data	Updated link to Information Authority and Cabinet Office websites and changes re 2010/11 ILR Specification

## 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 Future Jobs Fund;
  - Support to take an existing job in a key employment sector via a job subsidy and pre-employment training under Routes into Work<sup>2</sup>;
  - 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 a 3 to 6 month **pre-employment training** package that constitutes Work Focused Training that is available in Jobcentre Plus Flexible New Deal Phase 1 Districts in England. This training package cannot be combined with any other element of the Young Person's Guarantee as the elements are mutually exclusive. Work Focused Training cannot therefore comprise a training package for young people who enter a job created through the DWP-funded Future Jobs Fund, or who have already undertaken training under Routes into Work.
- 1.3 From April 2010 participation in an element of the Young Person's Guarantee will be mandatory for eligible young people. Customers who do not take up one of the first 3 options described in paragraph 1.1 above will have to participate in the Community Task Force (see also Paragraph 5.6 where the Work Focused Training element of the Guarantee is not deemed to be complete.)
- 1.4 Contracted providers will have successfully pre-qualified through the Qualified Provider Framework (QPF) and will already hold a contract for the delivery of one or more of the following provision offers: Apprenticeships; Train to Gain; ESF Priority 2 or Response to Redundancy.

## 2. Details of the training offer

- 2.1 The intention is that this provision will provide individuals with a significant skills intervention to develop the required skills to successfully apply for and undertake job roles in occupational areas where job opportunities are forecast. Provision should be designed to address the needs of employers and sectors expected to be recruiting in the short and medium term.
- 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 nor duplicate any existing DWP programme centre/support contracts. Providers will need to have established

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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> Skills Funding Agency funded and contracted Routes into Work provision for this customer group was made available from 2 November. Provision is full-time for up to 8 weeks and is vacancy-led and focused on skills delivery for jobs in 4 specified sectors.

links with local employers to support job search activity, and make use of information, digital technology and work placements wherever possible.

- 2.3 Training must be focused on skills development. This may involve updating skills in a sector where a participant has previous experience or, where that sector is not recruiting, it may mean adapting an existing skills base to make the participant more attractive to employers in a related or different sector.
- 2.4 Training delivered under this offer must progress participants towards the achievement of a full Level 2 or Level 3 qualification that can be continued in work or around work if required. Progression towards a Level 2 or Level 3 qualification need not include enrolment onto a full qualification at the appropriate level during the training period, if this is not appropriate to the learner. Rather, it should comprise a bespoke learning package that includes the delivery of appropriate units at Levels 1 and 2 that meet participant and local labour market needs. Providers should take account of the availability of unitised qualifications on the Qualification and Curriculum Framework (QCF), and the rules of unit combination to meet achievement Level requirements. Occupational units could also be embedded in the delivery of generic employability skills that could also lead to the achievement of a unit of a employability qualification at the appropriate Level.
- 2.5 The provision will not be limited to the achievement of a first qualification at any Level. Participants will be encouraged to move into employment as early as possible and continue towards the achievement of the relevant qualification whilst in work.
- 2.6 Provision will be full-time<sup>3</sup> for up to 12 weeks initially, supported by a Training Allowance, with the possibility of up to a further 12 weeks of supported continuing training, giving a potential training programme duration of up to 24 weeks. Continuation of training supported by a Training Allowance beyond the initial 12 week period must be agreed in advance by Jobcentre Plus on a case by case basis<sup>4</sup>.
- 2.7 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 six months will, in many cases, have had access to a range of other training support, including the additional £100m worth of employment focused provision aimed at the newly unemployed and those potentially affected by redundancy.<sup>5</sup> It is therefore important that this offer

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<sup>3</sup> Full-time provision is for at least 16 hours a week.

<sup>4</sup> Details of the process by which continuing training will be agreed will be included in a further edition of this Guidance.

<sup>5</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'

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.

- 2.8 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>6</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.
- 2.9 Training delivered must prepare individuals for **real employment opportunities within the labour market**. This must be based on local Labour Market Intelligence to include: Jobcentre Plus advertised vacancies and vacancy trends; future job opportunities with reference to labour market information, including provider evidence through their business contacts with employers of non-JCP advertised vacancies. Training 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 address an individual's employment- related needs in order to move customers into work. This enables **progression towards or achievement of a full Level 2 or Level 3 qualification. It also enables providers to claim a job outcome**(see Paragraph 2.4 above);
  - Programme design enables a participant to move off the programme after 12 weeks, should they choose to in agreement with their Jobcentre Plus Adviser. Where a break in provision occurs at this stage providers must ensure that transferable units of accredited qualifications are achieved so that progress towards a full qualification is recorded.
  - Training activity, identified in a joint regional economic strategy (or similar), reflects local job opportunities and projected labour market demand as agreed with Jobcentre Plus.
  - Training provision is individualised to take account of a participant's work experience, skills development and length of time away from work and provides the opportunity for individuals to refresh existing skills or to retrain;
  - Where participants move into sustainable employment their development should be progressed through continuing training, funded through a different funding stream, wherever possible.
- 2.10 In addition, the provider must be able to offer the following range of skills products and activities according to and tailored to the needs of the individual as part of and embedded within the skills training package:
- Training Needs Analysis;
  - Individual Learning Plan;

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<sup>6</sup> This training offer is available through FE Colleges. Funding totalling £83 million is available from April 2009 to end March 2011.

- Skills for Life diagnostics (including ICT) and delivery of appropriate training<sup>7</sup>;
- Embedded IAG and learner support to include the mandatory offering of a Lifelong Learning Account as they become available<sup>8</sup>;
- Regular progress reviews;
- Job search, application and interview activities;
- Work placements and/or work trials wherever possible;
- Exit interviews; and
- Customer tracking.

2.11 JCP 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 and/or Sector Skills Councils (SSCs) via Jobcentre Plus based on jointly agreed local Labour Market Intelligence (see paragraph 2.9 above) in relation to identified recruitment/skills needs, or from Jobcentre Plus in relation to labour market intelligence about short to medium term recruitment. 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 programmes 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 appropriate Jobcentre Plus system. Providers should complete and return SL2 forms to Jobcentre Plus within 48 hours of receipt.

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<sup>7</sup> Where basic literacy and numeracy needs are identified delivery must be embedded within the vocational skills programme at the appropriate level and cannot be funded separately.

<sup>8</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 Skills Funding Agency contract manager.

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- 2.13 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 November 2009 to eligible Jobcentre Plus customers aged 18 to 24 who have been unemployed and claiming Jobseekers Allowance (JSA) for six months<sup>9</sup>. Customers who, from the start of the offer, reach or are already past the 39th week stage of their claim, up to and including week 51 of their claim period thereafter, including customers who have been fast tracked by Jobcentre Plus, can be referred to contracted provision.
- 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 nextstep 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>10</sup>.

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<sup>9</sup> Note that customers who have previously undertaken provision under the Young Person's Guarantee Routes into Work offer are not eligible for this offer.

<sup>10</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."

- 3.6 **Job outcome:** a job of at least 16 hours a week that starts within 13 weeks<sup>11</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), hold a contract for one or more Employer Responsive funded provision types,<sup>12</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 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 managing Skills Funding Agency Region. 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 the maximum contract value initially for the Financial Year (to 31<sup>st</sup> March 2010) and maximum contract values in the Financial Year thereafter. Contract duration is from 23 November 2009 (or soon thereafter) to 31 March 2011.
- 4.3 Providers will need to work closely with their Skills Funding Agency Partnership Manager/ 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 for progression purposes.
- 4.4 Due to the changing economic and political landscape, the Skills Funding Agency and JCP 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.

## Performance management

- 4.5 Provider performance will be reviewed both monthly and on a quarterly basis. From the March 2010 quarterly review (formally covering performance in

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<sup>11</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 D to this guidance are met

<sup>12</sup> Apprenticeships, Train to Gain, ESF Priority 2 or Response to Redundancy

November/ December, January and February) 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 Individualised Learner Record (ILR) 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 The programme will offer training, and therefore funding, in 2 parts: Part 1 will offer 12 weeks of training to all participants at an average unit cost of £1650; Part 2 will offer a further 12 weeks of training to an estimated 40% of participants at an average unit cost of £3300 in total. This gives an average learner unit cost of £2310.

5.2 Funding will be available to support provision for learners up to a maximum of £2,250 per learner for each part of the provision offer. A nationally consistent funding model, based on the delivery of guided learning hours (GLH)<sup>13</sup>, agreed with the participant and recorded in an Individual Learning Plan, has been agreed as follows for both Part 1 and Part 2 delivery:

- 15 to 44 GLH : £500
- 45 to 74 GLH : £850
- 75 to 104 GLH £1,200
- 105 to 134 GLH £1550
- 135 to 164 GLH £1900
- 165 to 192 GLH £2250

5.3 In addition, funding of £300 is available for a successful job outcome as defined in Section 3 above. Note that this does **not** have to be a job with training. A job

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<sup>13</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.

outcome payment can only be claimed once per individual participant in the training funded under this offer.

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 ILP has been completed and an ILR submitted showing delivery in any of the glh bandwidths above in paragraph 5.2;
- **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, 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 in order to claim the outcome payment as detailed in Annex E attached.

**Example:** Learner A undertakes 160 hours of pre-employment training spread over 10 weeks at 16 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 £1700 (i.e. the remainder of the funding associated with the 135 – 164 GLH funding band).

If Learner A is then successful in securing a job outcome then the provider is entitled to claim a further £300, resulting in a total amount payable of £2000 for the activity associated with Learner A.

5.5 If a learner leaves the programme early for any reason, the funding for that learner will be calculated based on the actual glh delivered as indicated on the ILR, rather than based on the programme duration specified on the ILP.

5.6 Where a participant does not complete at least 8 weeks of full-time Work Focused Training under this offer and remains unemployed, Jobcentre Plus may require the customer to serve within the Community Task Force element of the Guarantee for the remaining weeks, up to the balance of the 13 week activity requirement of the Guarantee<sup>14</sup> Jobcentre Plus will therefore be dependent on the timely and accurate notification (within 48 hours) of a participant's early leaving date.

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 from January 2010.

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<sup>14</sup> Full-time Work Focused training of 8 weeks is deemed to meet the minimum 13 week activity requirement of the Young person's Guarantee.

## 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, as listed in Appendix A of the ILR Specification for 2010/11, 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 Work Focused Training, providers should follow the guidance in the ILR Specification for 2010/11 and the Employer Responsive (ER) ILR Provider Support Manual available on the ILR Documents web pages of the *information authority's* website at:

<http://www.theia.org.uk/>

- 6.4 Key fields and Work Focused Training programme specific codes that should be recorded on the ILR are provided in Annex E to this Guidance.

### Returning data

- 6.5 Data for Work Focused Training 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.

- 6.6 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.

- 6.7 Providers that are new to returning data on the ILR should agree with their Skills Funding Agency regional office which method they will use.

- 6.8 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.
- 6.9 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).
- 6.10 *The information authority* published a paper version of the 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 (see 6.3 above).
- 6.11 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.

## 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 Partnership Manager/ Skills Funding Agency Account Manager.

## 8. Further Guidance

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