

Section 05 – Training Allowance

5.1.	This section covers:	
	• Introduction	1
	• Training allowance overview	1
	• Training allowance flow diagram.....	3
	• Full-time activity	4
	• Pre-activity meeting	4
	o Advising the customer how payments will be made	4
	o Advising the customer that they will receive a P45U	5
	o Issuing the customer with the FND40 letter	5
	o Obtaining an advanced signature on the FND2/ FND2W and establishing appropriate dates.....	5
	o Advising the customer what action is required when the activity ends	6
	• Notifying Jobcentre Plus that a customer requires movement from Jobseekers' Allowance to a Training Allowance	7
	o Jobcentre Plus Action.....	7
	• Customer starts activity.....	7
	• Customer fails to start activity	7
	• Activity attracting Training Allowance ends.....	7
	o Ordering JCP25 and JSA3 forms	8
	• Action where a customer leaves activity early and fails to make contact/ does not attend as requested	8
5.2.	With the additional appendix:	
	• Appendix 1 – FND40 Letter	9

Introduction

5.3. The following section details the actions you must undertake once you have identified activity for customers that will require them to move from Jobseekers' Allowance (JSA) to a Training Allowance (TA), and also outlines the steps you must follow to ensure customers are swiftly moved back to JSA once that period of activity has ended.

Training allowance overview

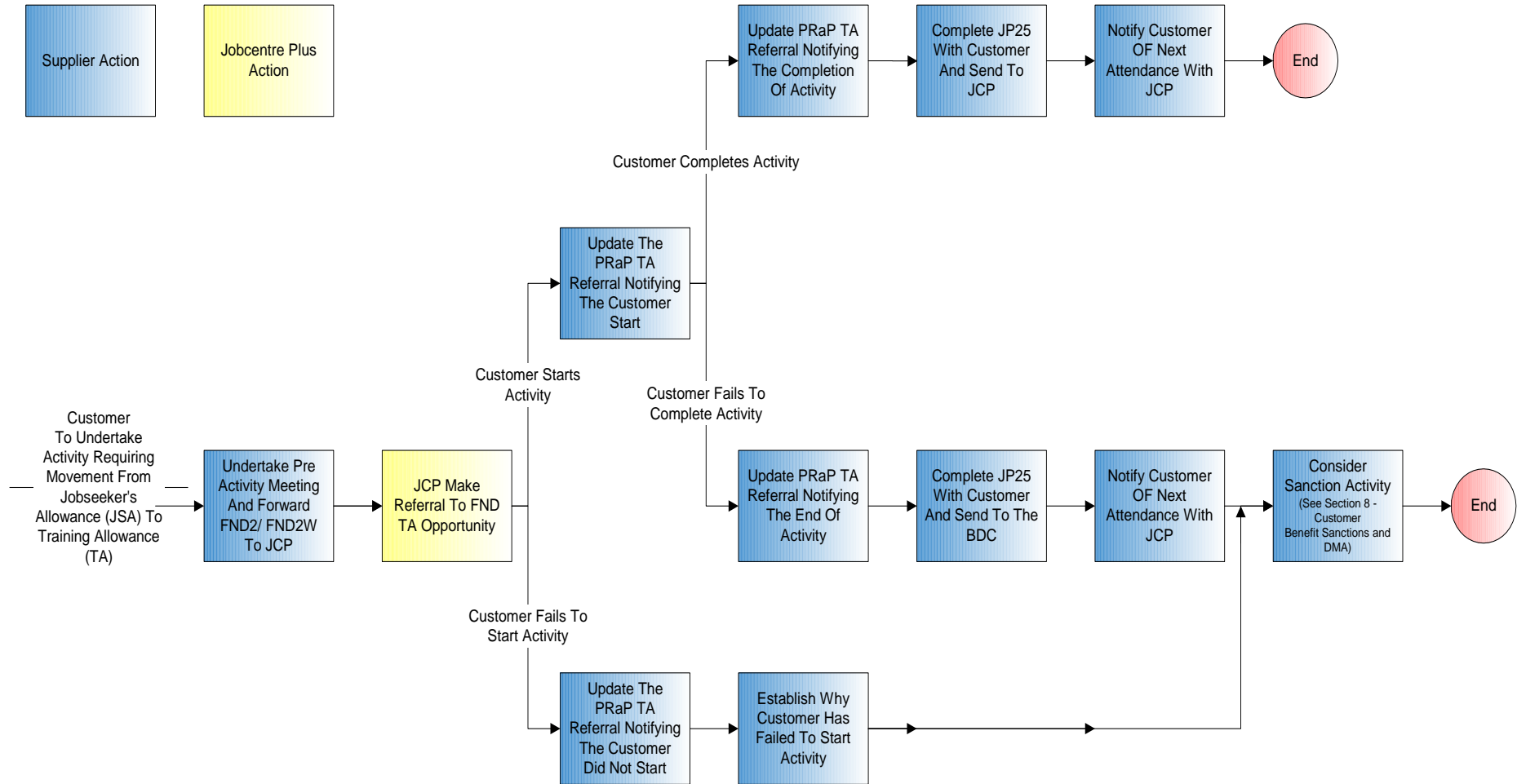
- 5.4. Customers who undertake certain full-time activities (16 hours or more per week) for example, (but not exclusively) mandatory work-related activity, will be required to transfer from JSA onto a TA. For courses that are funded by ESF; you should not request that the customer be transferred to Training Allowance.
- 5.5. TA can be used for any full-time activity that meets assessed needs and that precludes claiming JSA. The allowance is equivalent to that of the customer's existing rate of JSA and pass ported benefits such as Housing Benefit are not affected.

Flexible New Deal Guidance

- 5.6. As with JSA, the customer will continue to receive TA fortnightly but, unlike JSA, will not be required to attend Fortnightly Jobsearch Reviews (FJR) with Jobcentre Plus (JCP) for the duration of the activity.
- 5.7. You are required to identify when a customer needs to transfer onto a TA. You must notify the customer's JCP Office as soon as possible of the proposed start and end dates of the activity as well as the customer's actual start and end on the activity.
- 5.8. JCP will then make the necessary arrangements to transfer the customer's claim from JSA to a TA.
- 5.9. When the customer completes or leaves the activity early, you are required to notify JCP as soon as possible and the TA will be terminated. If the customer wishes to continue to receive benefit then you will need to help facilitate their movement back to JSA where the customer will again be required to attend FJR with JCP.
- 5.10. **Please Note:** Where a customer is recognised as a Special Customer Record customer, information that would normally be managed through the Provider Referrals and Payments (PRaP) system **must** be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in conjunction with the guidance contained within the Special Customer Record Customer Section ([Further information regarding the management of Special Customer Record customers can be found in: Section 21 – Special Customer Record Customers](#)).

Flexible New Deal Guidance

Training allowance flow diagram



Flexible New Deal Guidance

Full-time activity

- 5.11. It is for you to determine what activity is suitable for each individual participant. Where that activity is of 16 hours or more per week the customer will have to transfer onto a Training Allowance. In all instances you must ensure that the activity is appropriate for the purpose of assisting the customer to select, train for, obtain and retain employment.
- 5.12. The details of the activity including proposed start and end dates should be entered on the FND2 (Training Allowance notification form)/ FND2W (Welsh version).

Pre-activity meeting

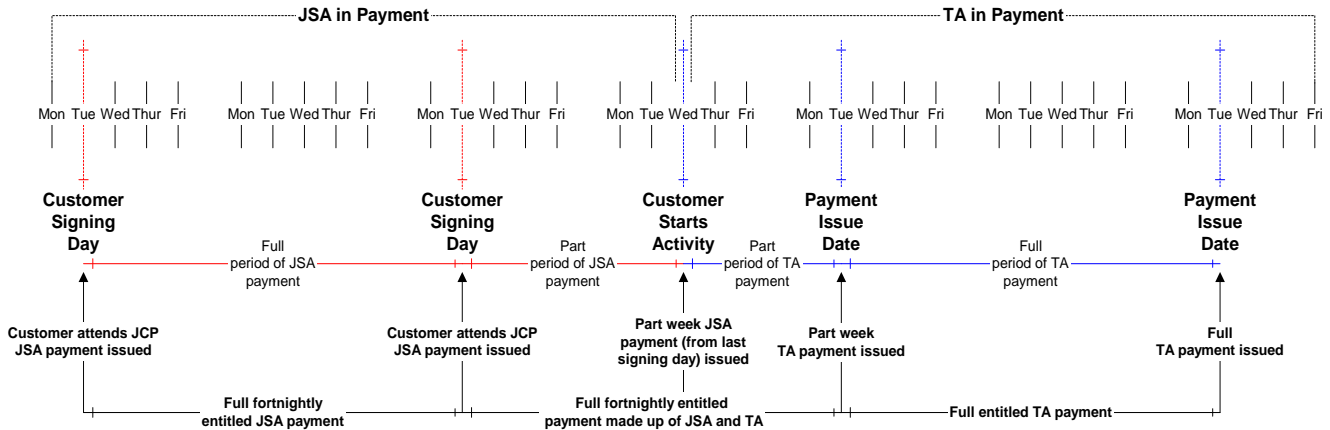
- 5.13. Once you have identified activity that requires a customer to be switched to a TA you must undertake a face-to-face meeting to complete relevant paperwork and issue a customer with notification of their roles and responsibilities while undertaking activity.
- 5.14. **Please Note:** This meeting must be conducted no less than 4 (working) days prior to the activity start date but not more than 7 (working) days in advance.
- 5.15. The purpose of the pre-activity meeting is to:
- advise the customer how payments will be made;
 - advising the customer that they will not required to attend fortnightly jobsearch reviews with JCP for the duration of the activity;
 - advise the customer that they will receive their P45U once they start activity;
 - issue the customer with the FND40 letter (which details the customers revised roles and responsibilities);
 - gain a signed declaration from the customer on the FND2/ FND2W (Welsh version) to acknowledge receipt of the FND40 letter;
 - re-affirm that it remains the customer's responsibility for notifying JCP of any change of circumstances whilst undertaking activity;
 - obtain an advanced signature on the FND2/ FND2W (Welsh version) from the day after their last attendance with JCP to the day before the activity starts;
 - advise the customer what action is required when the activity ends.

Advising the customer how payments will be made

- 5.16. The customer will receive from Jobcentre Plus a TA equal to their weekly benefit entitlement.
- 5.17. You should advise the customer that they will not be required to attend fortnightly jobsearch reviews with JCP for the duration of the activity and that they will receive payments in line (should be paid on the same day) with how any JSA payments were made.
- 5.18. Any JSA the customer was entitled to before activity starts will be paid to the customer once they have started activity and are switched from JSA to a TA.

Flexible New Deal Guidance

- 5.19. **Please Note:** Customers should be advised that they may receive a payment of JSA before they start to receive their TA and this will not be in line with when they would usually receive payments. This will result in the customer's first TA payment, although paid in the same time frame as JSA, will be less any amount of JSA already paid.



Advising the customer that they will receive a P45U

- 5.20. Allowances paid to the customer whilst on training are not taxable. Customers will be sent the tax form P45U when they start activity that attracts a TA. They should be advised to keep it safe and give it to their employer should they start work.
- 5.21. If the customer does not start work, and wishes to reclaim JSA once activity finishes, they should be advised to bring the P45U form with them when they see you after the activity finishes.

Issuing the customer with the FND40 letter

- 5.22. The FND40 letter can be found at [Appendix 1](#) and details to the customer their revised roles and responsibilities while undertaking activity that attracts a TA.
- 5.23. Once you have issued the customer with the FND40 letter you must ensure that the customer signs the first declaration at Part 3 on page 2 of the FND2/ FND2W (Welsh version) acknowledging receipt of the letter.
- 5.24. You must also ensure the customer is aware that any change of circumstances must be reported to their JCP office and if they start work they should notify JCP immediately.

Obtaining an advanced signature on the FND2/ FND2W and establishing appropriate dates

- 5.25. You are also required to populate the declaration period date fields at Part 3 on page 2 of the FND2/ FND2W (Welsh version).
- 5.26. To establish the appropriate dates you will need to check what the customer's signing arrangements and pattern of attendance are. This will be detailed within

Flexible New Deal Guidance

the customer referral ([Further information regarding the customer referral can be found in: Section 02 – Customer Referrals, Starts and Allotted Time](#)).

- 5.27. In the '**from**' field input the date after the customers last signing day prior to the activity start date. In the '**to**' field enter the date of the day before the activity is to be undertaken. For example, for a customer whose last signing day was Tuesday 8th December and who is to start activity on Wednesday 16th December you would enter:

The declaration below is for the period from **09 / 12 / 09** to **15 / 12 / 09** .

- 5.28. You must then get the customer to sign the second declaration at Part 3 of the form.
- 5.29. The declaration states that the customer:
- since they made their claim or last made a written declaration (with JCP) that;
 - they have had no change in their circumstances which might affect their award of JSA, or the amount payable;
 - has been available for employment, or have satisfied the rules for being treated as available for employment; and,
 - has been actively seeking employment to the extent necessary to give them the best prospects of securing employment or have satisfied the rules to be treated as actively seeking employment unless they have told JCP/ you otherwise.
 - and also since their claim or last made written declaration (with JCP) that;
 - they have done no work, paid or unpaid, unless they have told JCP/ you otherwise;
 - they have reported any changes in circumstances of their dependents, if they claim JSA for them; and,
 - if the period includes a period in advance they:
 - have no offer of work for the advance period;
 - will continue to seek and accept any offer of work;
 - will tell their JCP office at once if they get work in the advance period, or about any other change they are required to report; and
 - the information they have given is correct and complete.

Advising the customer what action is required when the activity ends

- 5.30. You must ensure that customers are aware that if they are still unemployed when activity ends they must contact you immediately on completion or on their [leaving of the activity early](#).
- 5.31. It is vital that customers do so as there are actions that need to be undertaken to maintain their ongoing claim to benefit. Failure by the customer to do so may effect their entitlement to benefit.

Flexible New Deal Guidance

Notifying Jobcentre Plus that a customer requires movement from Jobseekers' Allowance to a Training Allowance

- 5.32. Once you have undertaken the pre-activity meeting with the customer you must send the completed and signed FND2/ FND2W (Welsh version) form to the customers JCP allowance payments team.

Jobcentre Plus Action

- 5.33. Once JCP have received the FND2/ FND2W (Welsh version) they will make a referral to a FND TA opportunity. You will be notified of this referral through the PRaP system.
- 5.34. **Please Note:** This will be an independent and separate referral from the customers FND referral, which you will be required to 'accept' this referral through the PRaP system as with other referrals. ([Further information regarding updating PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))

Customer starts activity

- 5.35. Once a customer has started the activity you are required to notify JCP by updating the customers FND TA opportunity referral through the PRaP system with the customer start ([Further information regarding updating PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))

Customer fails to start activity

- 5.36. If a customer fails to start the activity you are required to notify JCP by updating the customers FND TA opportunity referral through the PRaP system detailing that the customer 'Did not start' ([Further information regarding updating PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 5.37. You should also establish why the customer has failed to start and consider if a sanction doubt is appropriate ([Further information regarding sanction activity for customers who fail to start \(fails/ refuses to take up the opportunity\) can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

Activity attracting Training Allowance ends

- 5.38. Where participation on FND is to continue following a period TA activity the following actions must be undertaken to ensure a seamless transition of the customers payments back from TA to JSA (this must be within 5 days of activity ending):
- the last date of activity must be input against the FND TA opportunity on PRaP;

Flexible New Deal Guidance

- the customer's circumstances should be reviewed and any changes recorded on a JSA3 form, where there has been no change of circumstance this should be recorded on a JCP25 form;
- the customers P45U and the completed JSA3 or JCP25 form must be sent to the Benefit Delivery Centre (BDC);
- the customer must be informed in writing of when to attend their next interview at the JCP Office. You will need to telephone JCP (in the majority of circumstances this will be the Diary Admin Support Officer (DASO) to obtain the time, date and place for the customer to attend and these details should be entered on the FND2A (Jobsearch review appointment form)/ FND2aW (Welsh version). You must then sign the form at part 3 and give it to the customer. Failure to attend the JCP Jobsearch Review may effect the customer's entitlement to JSA.

Ordering JCP25 and JSA3 forms

- 5.39. The JCP25 and JSA3 forms should be ordered from iON and the order form can be found at the following web address:
<http://www.dwp.gov.uk/docs/xionorderform-march2009.doc>.
- 5.40. Further information regarding ordering DWP products can be found at:
<http://www.dwp.gov.uk/publications/catalogue-of-information/how-to-order-products/>; and, <http://www.dwp.gov.uk/publications/catalogue-of-information/all-products/>.

Action where a customer leaves activity early and fails to make contact/ does not attend as requested

- 5.41. Where a customer leaves activity early and fails to make contact/ does not attend as requested you are required to inform the customer in writing of when to attend their next interview at the JCP Office (this must be within 5 days of activity ending).
- 5.42. You will need to telephone JCP (in the majority of circumstances this will be the Diary Admin Support Officer (DASO) to obtain the time, date and place for the customer to attend and these details should be entered on the FND2A (Jobsearch review appointment form)/ FND2aW (Welsh version). You must then sign the form at part 3 and post it to the customer. Failure to attend the JCP Jobsearch Review may effect the customer's entitlement to JSA.

Flexible New Deal Guidance

Appendix 1 – FND40 Letter

While you are on training with
.....
you will receive from Jobcentre Plus an allowance equal to the weekly benefit entitlement that was paid to you immediately before you started training.

If you are part of a joint claim but not the nominated payee, the normal weekly benefit will be paid to the other member of the claim.

Allowances paid to you whilst on training are not taxable. You will be sent tax form P45U when you start on the training. Keep it safe and give it to your next employer when you start work. If you do not start work straight away, you should take the P45U form with you when you go to the Jobcentre Plus office when the training finishes.

If you are receiving JSA(IB) before starting training you will still be entitled to all the related benefits this gave you (is it worth giving an example of these, e.g. Council Tax Benefit?).

You must tell Jobcentre Plus immediately if your circumstances change, for example,

- you, or your partner, do any paid, unpaid or voluntary work,
- you change the hours for which you attend training
- you start living with someone, get married, divorced or separated
- your children leave school,

The above list does not include all the changes you need to tell us about. If you are unsure whether your change of circumstance may affect your training allowance ask at your Jobcentre. It is your responsibility to notify all changes of circumstances and failure to do so may result in prosecution and/or recovery of any benefit/allowance overpaid.

When your training ends

Your training is expected to last until
It is important that you tell us straight away if your training ends earlier than this or if you leave the programme for any reason you must contact us immediately as failure to do so may effect your entitlement to benefit.

You must also ensure you contact us immediately if you are still unemployed when this training ends as arrangements need to be made for you to attend Jobcentre Plus for a Jobsearch review appointment. Failure to attend this interview may effect your entitlement to benefit.

Your allowance will cease should you have a period of sickness or other unauthorised absence, of more than 10 working days.

Contact name:
Office address:
Telephone No: