

# **JOBSEARCH SUPPORT SERVICE FOR NEWLY UNEMPLOYED PROFESSIONALS**

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# **JOBSEARCH SUPPORT SERVICE FOR NEWLY UNEMPLOYED PROFESSIONALS**

## **Introduction**

### **Provider guidance**

1. This guidance encompasses the key aspects of delivery and management of the Jobsearch Support Service for Newly Unemployed Professionals and is aimed at organisations delivering that provision. It is supplemented by the generic provider guidance which can be found on the DWP website: <http://www.dwp.gov.uk/supplyingdwp/whatwebuy/providerguidance.asp>

### **Background**

2. As part of the Government's response to the economic downturn DWP has introduced a range of additional services for all customers. This includes additional help for people at risk of losing their jobs, extra support for newly unemployed customers and a wider range of support options after 6 months of unemployment.

3. An element of that response, the Jobsearch Support Service for Newly Unemployed Professionals, is targeted principally at professional or executive jobseekers in receipt of Job Seekers Allowance (JSA) who have become unemployed after a period of long term employment. Eligible customers will have little or no experience of current job search channels but will have the confidence and motivation to seek work independently.
4. The provision delivery model is a one-day package of focused, intensive job search support for customers. Providers have the flexibility to build on these underpinning design foundations and develop the delivery approach to meet the particular needs of clients and the labour market. This provision will be delivered from April 2009 to March 2011.

### **Aim**

5. Nationwide support that provides customers with professional and executive occupational backgrounds with the knowledge and skills to enable them to identify and secure relevant jobs using up-to-date jobsearch techniques and to exploit diverse recruitment channels.

### **Design and content**

6. Providers will offer intensive support to update customers on modern jobsearch techniques and recruitment channels. A minimum duration for provision has not been prescribed as we expect providers to deliver the support that the individual customer needs usually over a single day, (incorporating a one-hour lunch break). However, providers have flexibility to deliver sessions over two days or other combination as appropriate.
7. Providers have the scope to deliver on a one-to-one and/or on a group basis. The adoption of a particular approach will be influenced by a range of factors such as: the needs of the individual(s), the volume of clients, the premises, rural/urban location. But, if delivered to a group, that group should not be greater than 12 people.
8. Broadly the content will consist of: information and advice on modern job search techniques, (particularly IT based recruitment approaches and Jobcentre Plus self-service channels), taking stock of transferable skills, and matching skills to jobs in the current labour market. From such an approach we expect eligible customers to return quickly to employment.

### **Key features**

#### **Activities**

9. Providers will use their knowledge of customers with a professional background, reflecting that such customers are not a homogenous group, to ensure that each participant receives the individual support needed. The following summarises activities that providers may deliver:
  - **Reception:** Induction, demonstrate understanding of customer's situation, acknowledgement of emotions associated with job loss;
  - **Personal stocktaking:** Consideration of customer's capabilities, establishing of an evidence base to demonstrate suitability for specific jobs, identification of transferable and marketable skills;

- **Labour market intelligence:** Understanding the labour market, exploring how skills and experience can be applied to new jobs and support identification of job goals;
  - **New opportunities/job leads:** Where and how to look for jobs with a focus on safe jobsearch and recently developed techniques; signposting further sources of advice and guidance;
  - **Analysing vacancies:** To understand employers' requirements, clarifying terminology which may be sector specific;
  - **Employer selection techniques:** Understanding the various selection techniques, (for example assessment centres, information on psychometric testing etc);
  - **Job applications:** Drawing on findings from personal stocktaking, equipping customers to make an impact and be effective in multiple formats including advice on: developing electronic CV, making the best use of internet based recruitment channels, using e-mail to send speculative letters, completing electronic application forms, telephone techniques, obtaining and using references from previous employers;
  - **Techniques and Interviews:** Researching employers to develop awareness of their business and goals; considering how to present personal experience as evidence of capability; preparing for, practicing, and performing successfully in an interview.
10. We expect that customers will receive a combination of the above activities depending on their needs. However, this list is not intended to be either exhaustive or prescriptive. The flexibility inherent in the model enables and requires providers to modify delivery to help participants overcome individual barriers to employment. Providers will derive the programme of support by drawing from the above activities and any other available options as appropriate. Delivery must reflect the needs of participants, employers and the labour market.

### **Action Plans**

11. At the conclusion of the provision the provider must ensure that each participant has an agreed personal Action Plan. The Action Plan informs follow-up interviews and subsequent discussions between the customer and the Jobcentre Plus Adviser. Advisers will use the Action Plan as a basis for developing steps to further help the participant back to work and so it must be of an appropriate quality.
12. An Action Plan should be SSMART, that is: stretching, specific, measurable, achievable, realistic and time-bound. The quality of Action Plans will be an indicator of the quality of the delivery.
13. In line with our overall approach we are not prescriptive on the content of an Action Plan but providers should consider inclusion of: key next steps necessary to securing a job; specific job(s) detailed; referrals made during the delivery; application of jobsearch tools that need to be

developed or enhanced; any regular activities to be completed; further sources of support.

14. The provider must send a copy of the Action Plan to local Jobcentre Plus at the conclusion of the event. All information exchanged between providers and Jobcentre Plus must comply with the Data Protection Act (DPA) 1998. Under data protection legislation, the customer must be informed of how data will be used. It is the responsibility of the provider to ensure that customers understand with whom this information will be shared and the provider must always obtain a customers' consent when they commence provision.

### **Participant groups**

15. Eligible customers will principally be professional and executive jobseekers - as determined by Jobcentre Plus Advisers - in receipt of JSA with no recent experience of jobsearch and only requiring short, intensive, jobsearch instruction and support. People of similar occupational background under notice of redundancy or yet to claim Jobseekers Allowance and who are engaged through the Rapid Response Service (RRS) will also be able to access this service.
16. Recognising that there will be a diversity of need of among customers and that some will have access to specialist professional recruitment agencies, professional bodies etc, Jobcentre Plus Advisers will determine participants' eligibility and must endorse all prospective participants as eligible prior to starting the provision. Providers should be aware of the principal eligibility criteria.

### **Referrals and Completion**

17. The Jobcentre Plus Adviser acts as the referral gateway with responsibility for ensuring that customers are referred to provision appropriate to their needs.
18. The Jobcentre Plus Adviser will agree the date/time on which the customer will start provision and send an SL2JP form to the provider. The provision start date should be within 10 working days of referral.
19. To confirm the customer's completion (or failure to complete) the event, the provider will update and return the SL2JP to the referring Jobcentre Plus office on the day of the event. See Appendix 1 for notes on completion of SL2JP.
20. In exceptional circumstances where a customer fails to complete, for example, due to domestic emergency, the provider will arrange for the customer to return to provision, ideally within one week of the original start date, to complete the remainder of their agreed activities. The provider will retain the SL2JP until these activities have been completed. If the customer does not re-attend, the provider will return SL2JP to Jobcentre Plus to confirm that the customer has failed to complete.

### **Managing Participation**

21. Participants have a responsibility to behave in an appropriate manner just as they would if they were in employment. Providers should be

sensitive to the needs of participants including compliance with relevant health and safety obligations. See Appendix 2 for further details on managing and reporting unacceptable behaviour, grievances or complaints, and accidents.

## **Partnership**

22. Jobcentre Plus are key partners and stakeholders and we expect that this will entail regular interaction between Jobcentre Plus Districts and providers to review the partnership and to ensure that provision is appropriate to customer needs and to share information, for example, job vacancies. Providers should work with local Jobcentre Plus to resolve any issues that impact on the delivery of provision.

## **Financial Arrangements**

### **Payments to participants**

23. Jobcentre Plus advise providers of participants who are entitled to have childcare costs reimbursed. Providers will be required to reimburse these costs and then reclaim them from DWP. For guidance on the process for managing reimbursement of childcare costs, see Appendix 3.
24. Providers will also reimburse participants for their travel costs. Funding to meet travel expenses is incorporated into the provider's service fee payments and so these expenses are not subject to reimbursement.

### **Payment to providers**

25. Providers are paid £150 per participant payable on completion of provision. The form CLAIM2JP is used to claim reimbursement of childcare expenses. See Appendix 4 for notes on completion.

## **Administration forms**

26. The following may support providers' administration of the programme:
  - **CC4JP**: Childcare expenses claim form
  - **CLAIM2JP**: Summary claim form;
  - **TE2JP**: Travel expenses record (for provider records).
27. They can be ordered from iON contactable as follows:

#### iON Contact Centre:

Tel: 0845 850 0475

Welsh speaking: 0845 850 0477

Minicom service: 0845 850 0478

Email: ion-pass@xerox.com

#### Address:

iON

One City West

Gelder Road

Leeds

LS12 6NJ

Fax: 0845 850 0479

## **Management Information**

28. DWP will capture and collate management information through its IT systems but reserves the right to make requests of providers for further information on an ad hoc basis.
29. Providers will need to have systems to collate and store management information effectively and in compliance with the Data Protection Act.

## **Customer Feedback**

30. Providers must obtain customer feedback on provision. See Appendix 5 for the format to be followed. Providers should retain completed forms and make them available for inspection by DWP as requested.

## Appendix 1: Referrals and Completion

### SL2JP - Start / leaver notification.

1. The SL2JP is a five page self-copying form that is used to refer people to provision that attracts a single payment. The Jobcentre Plus Adviser will complete Parts 1 and 2 of the SL2JP and send the form to the provider.

### Person Fails to Attend

2. If the person fails to attend on their intended start date, the provider completes Part 3 of the SL2JP and immediately returns page 1 to the referring Jobcentre Plus office and destroys pages 2 to 5. There is no need to keep evidence for people who failed to attend.

### Person Starts Provision

3. If the person starts, the provider completes Part 3 of the SL2JP ensuring that the participant signs and dates the declaration that they have started the provision. When the participant completes the provision, the provider completes Part 4 of page 3 of the SL2JP and returns it to the Jobcentre Plus office immediately. Page 2 should be detached and sent to the Jobcentre Plus Regional Payments Team with the next monthly Summary Claim Form (CLAIM2JP). Providers keep pages 4 and 5 for their records.

### Notes on Completion

4. To complete the SL2JP read the following notes:

#### **Part 1: Participant details**

This section will have been completed by the Jobcentre Plus office.

#### **Part 2: Provision details**

This section will have been completed by the Jobcentre Plus office.

#### **Part 3: Start details**

Actual start date - The date the participant starts on the provision.

Anticipated end date

Failed to attend/start - Tick this box if the participant did not attend on their intended start date.

Contact Name - Provider contact name.

Date - The date Part 3 of the SL2JP is completed.

Participant declaration/Participant signature - Ensure that the participant signs and dates this section to confirm that they have started/attended the provision.

#### **Part 4: Leaver Details**

Actual provision end date – The actual last date that the jobseeker attended provision.

Number of on-programme weeks to be claimed - Not applicable.

Reason for leaving - Identify the reason the participant has left the provision and place a tick in the appropriate box. If the reason that they left the provision is not on the form, tick 'other' and state the reason in the boxes below.

Contact name - Provider contact name.

Date - The date the provider has completed Part 4.

## **Appendix 2: Managing Participation**

### **Unacceptable behaviour**

1. Participants have a responsibility to behave in an appropriate manner just as they would if they were in employment. Providers must explain what constitutes appropriate behaviour as part of the induction. Where cases of misconduct or unacceptable behaviour by participants arise, providers must manage it in the most appropriate manner.
2. If an incident is serious, for example, damage to property or continued refusal to co-operate with reasonable requests, the provider should notify the Jobcentre Plus Adviser or other nominated contact point.

### **Grievance and Complaints Procedure**

3. Providers should be sensitive to the needs of participants and ensure that provision is meeting these needs. However, there may be occasions when a participant wishes to complain about their provision or air grievances. Providers should ensure systems are in place to allow them to do this and to resolve promptly any grievances, concerns or complaints with the minimum level of bureaucracy, and without causing embarrassment to the participant. Providers should record any discussions and their outcomes allowing the participant to see and sign the record.
4. If a Jobcentre Plus Adviser or other nominated officer receives feedback from a participant about a provider which highlights problems they should discuss this with the provider and ask for comments/observations.

### **Accidents/Incidents**

5. In reporting and managing accidents or incidents, which involve a Jobcentre Plus participant, providers may wish to consider using similar or the same procedures as for existing employees. However, these procedures should include ensuring that:
  - Immediate action is taken to ensure the safety of participants and prevent reoccurrence;
  - All accidents are recorded in the provider's accident book;
  - All accidents covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) are reported to the appropriate enforcing authority;
  - An investigation is carried out to assess whether any changes should be made to the workplace or procedures following the accident/incident.

### **Reporting Accidents/Incidents to Jobcentre Plus**

6. In addition to the provider's normal arrangements for managing and reporting accidents, for any which involve Jobcentre Plus participants, providers must also immediately notify by telephone the DWP Contracted Employment Provision Contract Manager of any accident which results in:
  - Death;

- Injuries or conditions referred to in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995;
- Other injuries or conditions not covered by RIDDOR, which lead to an absence from the placement for four or more consecutive days (including weekends, bank holidays and rest days, but excluding the day of the accident);
- Any loss to the individual of any physical or mental faculty or any disfigurement which may give rise to a claim under the Analogous Industrial Injuries Scheme (AIIS).

### **Additional Guidance**

7. The above paragraphs have been extracted from DWP Provider Guidance, Chapter 2: Delivering Jobcentre Plus Programme Provision. The full content of this Chapter is available on the DWP website: [http://www.dwp.gov.uk/supplyingdwp/what\\_we\\_buy/pg\\_chapter\\_2.pdf](http://www.dwp.gov.uk/supplyingdwp/what_we_buy/pg_chapter_2.pdf)

## **Appendix 3: Recording childcare expenses**

### **Authorisation of childcare costs**

1. Some participants will be entitled to have childcare expenses reimbursed where they would otherwise be unable to take part in provision. Providers are responsible for establishing systems to enable participants to present details of childcare costs incurred and for reimbursing these costs as appropriate. Jobcentre Plus will establish whether the customer is entitled to such support before referring them to providers. Information on the referral form SL2JP will confirm for providers whether a participant is entitled to have childcare expenses reimbursed. The participant will be given form CC3JP (certificate of entitlement) where this is the case.
2. When providers receive an SL2JP indicating that the participant is entitled to help with childcare expenses, they should request a certificate of entitlement (CC3JP) from the participant when he/she starts provision and check that the form certifies entitlement for the duration of participation on provision. Providers should take a copy of form CC3JP for audit purposes.
3. The participant is responsible for arranging childcare, although providers may offer them support in this respect, and expenses must only be paid where the participant is using the registered child carer named on the CC3JP. The allowable expenses are:
  - £35 per day for one child (to a maximum £175 per week); or
  - £60 per day for two or more children (to a maximum £300 per week).
4. Childcare costs can be paid up to, but not including, the first Tuesday in the September following the child's 15th birthday. For children in receipt of Disability Living Allowance or who are registered blind, childcare costs can be paid up to, but not including, the first Tuesday in the September following their 16th birthday.
5. For participants in receipt of JSA, the reimbursement of childcare costs can affect their JSA entitlement since it is treated as income. Consequently, providers reimburse childcare costs directly to the childcare provider and not to the participant. Payments to childcare providers may be via any auditable method.

### **Entitlement Doubts**

6. If providers have any reason to question the information carried on the CC3JP, (for example, Jobcentre Plus office stamp missing from the certificate,) contact the officer named on the certificate. Field Payments Team will also be aware of the participant's entitlement.
7. At the end of each month providers will claim, from Jobcentre Plus, the amounts they have paid to, or on behalf of, participants for childcare using the Childcare Expenses claim form (CC4JP).

## **CC4JP - Childcare Expenses Claim Form**

8. It is not compulsory for providers to use this form to support their claim. If preferred the information can be presented in an alternative format. The alternative format must always be agreed with the Field Payments Team. All claim forms, regardless of their format, must be signed by the provider to confirm the accuracy of the details given.

### **Notes on Completion**

9. To complete the CC4JP, read the following notes:

#### Part 1: Provider Details

Name of Main Contract Holder - The official name of the organisation that holds the contract with DWP.

Contract number - The number issued to provider by DWP when the contract was signed.

Claim period - Enter the start and end date of the claim period during which payments were made.

#### Part 2: Summary of Payments Made

Participant's name - The first name and family name of the participant for whom money has been paid.

NI number - The National Insurance number of the participant.

Date of birth - The participant's date of birth.

From (date) - This must be the date from which payments were made during that claim period.

To (date) - This must be the date up to which payments were made during that claim period.

Amount paid - The precise amount of money that has been paid for each participant during the claim period to which the form relates.

Total amount paid - Enter the total amount paid for all the participants named on the form.

#### Part 3: Provider Declaration

Signature - The signature of the member of staff who prepared the form. This does not need to be an authorised signatory.

Date - The date the form was prepared.

Name - The name of the person who signed the form.

Telephone - A telephone number on which the person who completed the form can be reached

## Appendix 4: Payment of fees and expenses

### CLAIM2JP - Summary claim form

1. The CLAIM2JP must be completed to claim for reimbursement of participant childcare expenses. The CLAIM2JP is completed in arrears and must relate to claim periods as determined by the Jobcentre Plus Field Payments Team.

### VAT Status of Provision

2. Since some provision is VAT free and some is VAT chargeable, the CLAIM2JP allows you to separate the elements of the funding you wish to claim for according to VAT status.
3. Please ensure you categorise the provision and expenses correctly. If you are unsure about whether certain provision or expenses attract VAT or not, contact your local VAT Business Advice Centre.

### Completion Process

4. The form should be prepared by a suitable representative and must be supported with all the necessary documentation. Any corrections should be initialled by the person preparing the form. Do not use correction fluid.
5. The form must be countersigned by an authorised signatory as specified on the CLAIM1JP, which is completed when the contract with DWP is awarded. Once the form is complete, take a photocopy for your records and send the original, with all supporting evidence attached, to the Jobcentre Plus Field Payments Team.

### Notes on Completion

6. Not all parts of the CLAIM2JP form are relevant to “Jobsearch Support Service for Newly Unemployed Professionals” provision hence certain sections are excluded from the following guidance.

#### Part 1: Provider Details

7. These details must be the same as those on the main contract with DWP.

#### Part 6: Childcare Payment Details

8. Collect all CC4JPs (see below) for the relevant claim period. Enter the total number of CC4JP forms to be attached in box F1. Calculate the sum of all the figures given at box A1 in Part 2 on each CC4JP and enter the total amount to be claimed in box F2 on the CLAIM2JP.

#### Part 9: Claim Summary

9. Summarise the information to calculate the total amount payable.

#### Part 10: Provider Declaration

10. This part should be signed by the person who prepared the claim form and countersigned by one of the authorised signatories as specified on the latest CLAIM1JP.

## Customer Feedback Form

We are interested to hear about your experience of the help you received. The information you provide will be used to improve services. Thank you for filling out this brief questionnaire.

Name of Provider:

Date:

Previous job title:

**Please indicate if you agree or disagree with the following statements about the provider services, or indicate if not applicable (N/A). Tick ✓ one for each.**

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The provider understood my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My job goals, skills and capabilities were discussed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provider was knowledgeable about my job sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was encouraged to consider jobs outside my previous occupation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I now have a better understanding of the various job search strategies available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of this support I am now able to bring my CV up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of this support I am able to make better use of the internet to look for and apply for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given useful advice on how to conduct myself during a job interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of this support I feel better prepared for the selection techniques used by employers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I agreed an Action Plan with my provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of this support I now have some good ideas on how to go about my job search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I found the provider services useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What was the most useful help you received?**

**What other services would you have liked?**

**Additional comments:**