

## **CHAPTER 8 - ANNEX 1**

### **PROGRAMME CENTRE 'ONE DAY' JOBSEARCH SUPPORT SERVICE FOR THE NEWLY UNEMPLOYED**

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#### **INTRODUCTION**

1. As part of the Governments response to the economic downturn, DWP is putting in place additional services aimed at newly unemployed jobseekers including a new 'one day' Jobsearch Support Service to be delivered by Programme Centre providers. Jobsearch Support provision will run from 6<sup>th</sup> April 2009 until 4<sup>th</sup> December 2009.

2. Programme Centres already offer individually tailored flexible packages of jobsearch support to help move customers into work. The modules currently being delivered within Programme Centres already cover the core elements we would want to see delivered as part of this new provision. Where this is different is that this new provision will be delivered as a separate 'one day' package of focused, intensive, job search support for newly unemployed customers.

#### **AIM**

3. The aim of this new service is to provide target customers with the knowledge, skills and confidence to successfully and quickly find and secure relevant jobs, using up to date jobsearch and recruitment channels/ techniques.

#### **TARGET GROUP**

4. The Jobsearch Support Service is targeted at non-professional jobseekers who have recently become unemployed and who are in receipt of or in the process of claiming Job Seekers Allowance. Provision is not aimed at jobseekers who have recently left professional or executive jobs. Typically, customers will have little or no experience of current jobsearch channels but will have the confidence and motivation to seek work independently. Such customers will be identified by JCP Advisers as requiring no more than short,

intensive, jobsearch instruction and support which will be met by this new 'one day' provision.

## **DESIGN /COURSE CONTENT**

5. Providers will deliver, as a specific tailored package, a very focussed and intensive single day of support for jobseekers who have recently become unemployed and have no recent experience of current jobsearch channels. Such customers should be good prospects for quick entry to employment once they have information and advice regarding modern jobsearch techniques, particularly use of IT based recruitment approaches. Some customers may also need to take stock of their transferable skills and how to match their skills to jobs in the current labour market.

6. Depending on individual needs, activities might include:

- Where and how to look for jobs with a focus on jobsearch techniques that have developed more recently;
- Preparing an electronic CV, making the best use of Internet based recruitment channels and using e-mail to send out speculative letters, completing electronic application forms, obtaining and using references from previous employers;
- Understanding what employers are looking for and matching this to skills (e.g. analysing job adverts and specifications);
- Informing participants that they might be required by some employers to undertake Psychometric Tests etc as part of the employers selection process and to advise them where they might go for further information e.g. the library, bookshops, Internet etc;
- Preparing for interviews, including researching employers to develop awareness of their business and goals, arranging mock interviews, body language, communications and personal appearance;
- Exploring job goals and where necessary taking stock of skills and experience and exploring how these can be transferred to new jobs;
- Signposting to further sources of advice and guidance.

7. Ideally provision will be delivered to no more than 10/12 participants per course, there is no minimum requirement. Although we expect this provision to be delivered as group sessions, where there is a lack of referrals, providers will need to be prepared to deliver this on a 1-2 -1 basis in order to avoid a situation where a customer may have to wait longer than ten working days from the date of referral to access provision.

## **OUTPUTS**

8. A robust action plan setting out the key next steps necessary to securing a job. The action plan, with the customer's consent, will be shared with JCP to inform future discussions.

9. Evidence will be collected through customer feedback and other channels confirming that the customer has experienced a high quality service tailored to their needs and equipping them to find work without further help.

10. Providers must obtain feedback from customers using the attached feedback form, Appendix 1. Providers must retain the completed forms and make them available for inspection at DWP request.

11. This provision does not have job outcome targets therefore providers are not required to track for job outcomes.

## **REFERRALS**

12. It is the sole responsibility of Jobcentre Plus staff to determine the participant's eligibility.

13. The existing Programme Centre referral process applies for this provision. SL2JP to be completed and returned to JCP on completion of the full day of provision together with a copy of the customer's Action Plan.

14. In exceptional circumstances where a customer fails to complete the full day, for example, because of a domestic emergency, the provider will arrange for the customer to return to provision, ideally within 1 week of the original start date, to complete the remainder of their agreed activities. In these circumstances the provider will retain the SL2JP until all agreed activities have been completed. If the customer fails to return, the SL2JP will need to be completed and returned to JCP to notify them that the customer has failed to complete.

15. If it is apparent that the new 'one day' service does not fully meet the needs of the customer, the information should be included in the Action Plan to inform future discussion between the customer and their JCP adviser. Correct diagnosis of customer needs at the outset is extremely important to avoid this situation occurring.

## **FUNDING**

16. Providers will be paid a fee of £150 per participant. This fee also covers participant travel expenses. 100% is payable based on confirmation that the customer has completed provision.

Definition of a completer. This is when the customer has completed all of the agreed activities identified at the outset, to meet their individual needs.

## **CHILDCARE**

17. As for mainstream Programme Centre Provision. Please refer to Chapter 4 of the Generic Provider Guidance for full details.

## **MANAGEMENT INFORMATION**

18. DWP will capture and collate information through its IT systems(s), however, DWP reserve the right to make reasonable requests for information on an ad hoc basis. Providers will be notified of any changes.

## 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:**