

Frequently asked questions for DWP suppliers around swine flu

Q1. Will there be an extension in the number of authorised absence days allowed by the provider in cases of swine flu?

A. There is currently no extension in the number of authorised absence days. Please see provider guidance for prescribed authorised days for each programme

This is consistent with the approach agreed for JSA customers.

Q2. What is the policy for mothers to be and high risk groups attending training courses?

A. We do not advise mothers to be and high risk groups to curtail normal activities such as going to work, travelling on public transport, or attending events. This is in line with current NHS advice.

Mothers and other high risk groups are advised to take the following steps to reduce their risk of infection and complications:

- observe good hygiene (for example, frequent use of soap and water or sanitizer to wash your hands)
- wherever possible, avoid contact with someone who is known or suspected to have swine flu
- if you have flu-like symptoms, make early contact with your GP who may advise treatment with antiviral drugs

Information on swine flu, including guidance for pregnant women and people with underlying health conditions, is available from Directgov.

» [Swine flu - information around the UK](#) (Directgov website)

Q3. What advice do we give when a family member of a person attending training provision has swine flu?

A. DWP advice is that people should attend work as normal if members of their family, or anyone else they have been in contact with, are displaying flu-like symptoms. They should protect themselves and others against catching flu by following the guidance available on Directgov. If they are in doubt they should seek advice. Information is available from the Directgov internet site.

» [Swine flu - information around the UK](#) (Directgov website)

Q4. What do I do if a customer refuses to attend a training programme because they are concerned they will catch swine flu?

If a customer does not attend a training programme citing concerns over swine flu as the reason, normal Decision Making Arrangements will apply. We would require the customer to demonstrate that their concerns were reasonable to retain full entitlement to benefits.

It is difficult to prescribe what are reasonable concerns but if there was evidence of a higher than normal risk of swine flu infection and the customer was in a high risk group then Decision Makers need to take this into account.

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