

# National provision

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## Introduction

There is a wide range of provision available to claimants, both national and local to help them obtain the skills and experience they need to get work, more work or better paid work.

Any work related provision which will support the claimant is identified and can be a single activity or several activities which address problems like debt, health or basic skills.

There are broadly 3 types of provision to address barriers to work:

- provision delivered as part of the Jobcentre Plus Offer arranged by local Employer and Partnerships Teams, for example, Work Experience, sector-

based work academies and provision locally procured through the Flexible Support Fund

- contracted employment programmes for claimants run by providers on behalf of DWP, arranged by district or national contracts
- non contracted provision, that is non-DWP programmes that are also open to claimants, for example:
  - those run by (or contracted to) Department for Education such as traineeships
  - Local Authorities
  - Charities, for example The Prince's Trust
  - the Scottish government or the Welsh government
  - private-sector schemes such as Movement to Work.

Specific local provision opportunities are shown on the District Provision Tool.

### **Provision to address barriers to work**

Addressing barriers to work, the work experience and skills needs of the claimant should be considered from the first Commitments meeting and throughout their ongoing Labour Market regime.

Claimants will receive support to:

- develop realistic job goals
- develop an up to date CV at the start of their claim, updating it throughout their claim
- apply for jobs and Apprenticeships
- apply for other work related training or work experience opportunities.

Charitable and other local organisations also provide additional advice and guidance that may support claimants, such as:

- the National Careers Service in England, and its equivalents in Scotland and Wales
- Careers Wales
- Skills Development Scotland

### **Skills**

Having the correct skills is vital for claimants when they are looking for work or progressing in their current employment. Skills can range from basic skills in maths, English, digital capability (the ability to access online services) to more specific vocational gaps.

Identifying skills gaps (sometimes called skills screenings) is an integral part of the meetings with claimants. This includes observing the claimants and having discussions to gather evidence on skills, qualifications, previous training and work history. The information gathered will help determine whether the claimant has any potential skills gaps and/ or whether they need to reconsider their job goals.

Where further investigation of basic literacy and numeracy skills is needed claimants can be asked to complete the 'Fast Track Screening Tool' in England and Wales or the 'Literacy and Numeracy Alerting Questions' in Scotland.

A claimant may also be referred to one or more of the following:

- in depth diagnostic skills assessment – giving a specific breakdown of claimants skills need and identifying claimants' skill levels to make appropriate decisions about training courses for claimants
- basic skills training
- English Speakers of Foreign Languages (ESOL) training
- Information & communication technology (ICT) training
- employability training
- vocational training
- Sector based work academy placements
- training funded by the Education and Education Skills Funding Agency
- training funded by the Scottish and Welsh governments
- training courses offered by organisations locally that is on the District Provision Tool

These examples, not a full list.

Where claimants need further professional help identifying and accessing suitable job goals or qualifications/provision in relation to skills gaps they may be referred to other help such as Adult Learner Loans

Periods of education and training are expected to be of a fairly short duration. This is usually up to 8 weeks, except in specific circumstances where claimants have very low skills, for example:

- maths
- English
- ESOL
- ICT

There may be some variations to this in Scotland and in Wales.

Universal Credit is not intended to be a substitute for education maintenance or other educational grants. See Students

## **Pre-employment training (PET)**

Pre-employment Training (PET) is any training to help claimants move closer to the labour market. PET can be full or part-time depending on the claimant's needs and could include:

- literacy & numeracy skills training
- ESOL
- ICT training
- general or specific vocational skills for a sector or job employability skills

These are examples, not a full list.

PET is often one of the parts of a [sector-based work academy](#) or Traineeship .

## **Traineeships**

A Traineeship is an education and training programme to give 16-24 year olds the skills and experience needed to progress to an Apprenticeship or other job. It is targeted at those qualified below [level 3](#) who have minimal experience in work but are focussed on the prospect of getting a job and are likely to be ready for employment within 6 months, with appropriate training. See Traineeships.

If a claimant who has been on Youth Obligation for 6 months agrees to a traineeship, they are required to participate in the training aspect. If they fail to do so without good reason or are asked to leave due to misconduct, a sanction may apply.

The claimant will be offered a work experience placement as part of their participation on the YO traineeship. If the claimant fails to attend the work experience placement, a sanction **will not** apply.

However, the claimant may be sanctioned if they are asked to leave the placement due to misconduct.

See Youth Obligation.

## **Sector-based work academy**

The sector-based work academy (sbwa) scheme is run in England and Scotland.

Sector-based work academies are demand-led and run in sectors with high volumes of vacancies for employment or Apprenticeship places. . The scheme is designed to help claimants who are ready to start work but need help to build their confidence in a way that improves their job prospects and adds relevant skills to their CV.

Claimants are subject to all existing requirements for their Labour Market regime while on the sbwa. Placements last up to 6 weeks and consist of 3 parts:

- pre-employment training;
- a work-experience placement with an employer in that sector
- a guaranteed interview for a job (including an Apprenticeship) or other support to help participants through the employer's application process.

Claimants who refuse a reasonable offer of a job or an Apprenticeship place once they have completed a sbwa may be sanctioned.

If a claimant who has been on Youth Obligation for 6 months agrees to a sbwa, they are required to participate in the pre-employment training aspect. If they fail to do so without good reason or are asked to leave due to misconduct, a sanction may apply.

If the claimant fails to attend or participate in the work experience placement, a sanction **will not** apply. However, they may be sanctioned if they are asked to leave the placement due to misconduct.

If a claimant fails to attend a guaranteed interview (if one is offered) or are asked to leave the interview due to misconduct, a sanction may apply.

See Youth Obligation.

## **Work Experience**

Work Experience placements cover a range of sectors including retail, construction, administration, hospitality industry and IT. It provides claimants who have little or no work related skills the opportunity to gain valuable experience within a work place. It fosters the work habit in unemployed people, particularly young people, whilst boosting their confidence and creating opportunities for them to get on the job ladder. It also provides them with a potential route onto a traineeship or apprenticeship.

Work Experience gives claimants the opportunity to show they have both job role specific skills and core employability skills such as:

- Time management
- Organisational skills
- Communication skills
- Team working skills

There are a number of DWP funded schemes and programmes that incorporate work experience opportunities, and organisations such as the Princes Trust, Barclays also offer employment support programmes that incorporate work experience. Opportunities available locally will be on the [District Provision Tool](#)

A number of organisations and websites also advertise internships and work experience opportunities, for example:

- Success at School has job courses at <https://successatschool.org/jobscourses>
- Go Think Big has opportunities at <https://gothinkbig.co.uk/opportunities>
- Student Ladder has work experience at <http://www.studentladder.co.uk/Work-Experience/work-experience.html>
- Indeed has work experience at <https://www.indeed.co.uk/Work-Experience-Placement-jobs>
- Target Jobs has work experience and internships at <https://targetjobs.co.uk/work-experience-and-internship-vacancies>

These are examples, not a full list.

Work Experience lasts for 2 to 8 weeks and claimants are expected to do 25 to 30 hours a week (unless there are agreed limitations on their availability). Claimants are subject to all existing requirements for their Labour Market regime while on Work Experience and must be actively looking for work and available for work.

Acceptance on a Work Experience opportunity may involve an application / interview process.

Participation on Work Experience is voluntary, therefore a sanction cannot be applied if the claimant fails to attend or participate or if the claimant is asked to leave because of misconduct.

### **Guaranteed 3 month Work Experience opportunity**

[Youth Obligation](#) claimants in the IWSR who are still not in employment or on an Apprenticeship at the 6 month point in their claim are eligible for a guaranteed 3 month work experience opportunity. The guaranteed 3 month work experience opportunity offers the same assistance to the claimant as the standard [Work](#)

[Experience](#) offer but for an extended period of 3 months. The guaranteed 3 month work experience opportunity can be one single placement, or consecutive placements lasting 3 months.

Participation on a guaranteed 3-month Work Experience opportunity is voluntary, therefore a sanction cannot be applied if the claimant fails to attend or participate or if the claimant is asked to leave because of misconduct.

See Youth Obligation for more information.

## **Enhanced Support Offer**

The Enhanced Support Offer (ESO) provides access to a range of additional support to help eligible claimants prepare for and move into work. Participation in the ESO is voluntary. Claimants eligible for the ESO initiatives are those:

- who make a claim on or after 3 April 2017 and are part of the Work Preparation group (because of their limited capability for work)
- whose Work Capability Assessment (WCA) outcome places them in the UC Work Preparation group (because of their limited capability for work) from 3 April 2017.

The date to be used for eligibility in these cases is the date of the WCA outcome decision.

This includes anyone who:

- is placed in the Work Preparation group (because of their limited capability for work) after appealing a previous Fit for Work decision.
- at their WCA they are moved from the Limited Capability for Work and Work Related Activity group (LCWRA) to the Work Preparation group (because of their limited capability for work)
- is already in the Work Preparation group (because of their limited capability for work) and their WCA keeps them in the Work Preparation group (because of their limited capability for work)

Additional places have been funded for claimants eligible for the Enhanced Support Offer for the following existing national provision:

- Work Choice
- Specialist Employability Support
- Access to Work Mental Health Support Services

There is new provision available as part of the Enhanced Support Offer:

- Small Employer Offer
- Community Partners
- Journey to Employment

See Enhanced Support Offer.

## Work Choice

Work Choice is a voluntary programme for claimants with all types of disability including mental ill health conditions, autism and learning disabilities who are finding it hard to find work or stay in work. Work Choice is delivered by external providers and the claimant can choose which provider they work with.

Work Choice is being replaced with the [Work and Health Programme](#), which has had a phased roll out across England and Wales. All referrals to Work Choice have now ended. Customers already referred will remain on provision for the duration of their support ends.

## Eligibility

Claimants must be:

- resident in England or Wales
- UK passport holders (or eligible to hold a UK passport)
- have no employment restrictions or prohibitions in their passport or visa
- be holders of an EU passport (subject to any endorsement prohibiting them from working in the UK)
- of working age
- disabled as defined by the Equality Act 2010

## Suitability

Suitable candidates for Work Choice:

- have complex employment support needs arising primarily from their disability
- have requirements in work that cannot be overcome through workplace adjustments required under the Equality Act 2010 and, or Access to Work (AtW) support, and,
- are likely to need support in work as well as help with finding work
- cannot be helped through other DWP programmes or provisions

Work Choice offers 2 modules and the participant will receive support from one or both of the modules as appropriate.

**Module one** provides pre-employment support for up to 6 months but can be extended up to 12 months in exceptional circumstances. Support includes:

- individually tailored vocational support and development planning to help identify and address support needs
- job search support
- personal and job skills support
- confidence building
- job application support
- CV and interview preparations
- skills development
- job matching of individuals to identified vacancies

These are examples, not a full list.

**Module two** provides in-work support once the claimant has found employment or self-employment. Support is usually for 12 months but can be extended. Employees with a recognised disability can remain in work if they have support from their employer. To enable this, the Work Choice programme could include:

- discussing with the participant and their employer how the participant's career goals can be met
- agreeing a tailored support package with the participant to ensure they stay in employment and develop further
- agreeing, with all parties, a development plan that includes how the provider's in-work support may taper off over time
- discuss with the employer long-term support for the individual
- conducting regular reviews with the participant and their employer to ensure:
  - agreed actions have been fulfilled
  - the participant is making progress towards unsupported employment where appropriate
  - appropriate adjustments to the support package and the participant's roles and responsibilities are agreed

These are examples, not a full list.

### **Minister Work Choice**

Referral opportunities have been set up specifically to enable providers to be made aware discretely of participants who declare Autistic Spectrum Condition (ASC). These are called:

- Minister Work Choice – new customer
- Minister Work Choice – retention

Using these opportunities will ensure providers receive timely, relevant and pertinent information that enables them to recognise, prepare for and provide the

most effective support for individuals with autism. This ensures that any reasonable adjustment solutions can be identified at the earliest opportunity.

The claimant must give their consent to be referred via Minister Work Choice.

**Case conferences** with the claimant and provider are sometimes useful before the claimant starts on Work Choice to help facilitate the smooth transition to the provider.

The provider can only reject a claimant if their provision is full. If the claimant is not complying with the required activities the provider will contact the jobcentre to discuss the claimant's suitability for Work Choice.

Work Choice opportunities are on the District Provision Tool.

### **Work and Health Programme**

The Work and Health Programme (WHP) is DWP's new contracted employment provision that will help eligible claimants to find sustained work. WHP is available from November 2017 for claimants who have a disability or have early access priority. Referral to WHP is voluntary.

WHP tackles barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. WHP offers more intensive tailored support than can be provided by the standard Jobcentre Plus offer, or through other available services and provision.

See the Work and Health Programme for eligibility, suitability and what the programme offers.

### **Skills to Succeed Academy**

The Skills to Succeed Academy (SSA) is an online employability skills training site specifically designed to help claimants choose the right career as well as build the key employability skills they need to find and keep a job. The training has been designed specifically for younger claimants but can be used with older claimants to support their skills development requirements.

SSA focuses on teaching claimants how to do things for themselves, building skills and confidence, empowering them to take ownership of their own career development and job search. It's easy to use, offering flexible training and relevant advice, guidance and feedback. It's also engaging and fun with videos, quizzes and activities.

There are three training courses to choose from:

- **You and Your Career** - 6 modules to help build the skills to make the right career choices for them, including:
  - learning more about careers
  - thinking about what influences your career choices
  - understanding what makes you tick and how to get experience.
- **Getting a Job** - 20 modules to help build skills including:
  - finding and successfully apply for a job
  - identifying existing skills
  - knowing how to make good impression
  - researching and applying for the right jobs
  - creating and tailoring CVs
  - preparing for and succeeding at interview.
- **Success in Work** - 10 modules to people build the skills they need to succeed in work, including:
  - preparing for a new job
  - clarifying what to expect when you start a job
  - maintaining motivation and managing your career
  - understanding relationships and attitudes at work.

See Skills to Succeed Academy presentation to use with Universal Credit claimants.

## **Movement to Work**

Movement to Work (MtW) is an employer-led approach to helping young people aged 18 to 24 years who are not in education, employment or training. A MtW programme aims to move the claimant closer to the world of work, into a job or be a stepping stone to a traineeship or apprenticeship. DWP is one of the employers that hosts placement on the provision

Each MtW programme is different as participating employers design the content that is relevant to their business or sector.

The content of the MtW is flexible but generally the programme is 4 to 6 weeks long and consists of vocational training and/or work experience. On successful completion of the MtW programme the employer will issue a certificate of achievement. Some MtW programmes may result in participants gaining formal qualifications.

Movement to Work opportunities will be on the District Provision Tool.

## **Specialist Employability Support**

This provision is for disabled people who need the most support, either to:

- find work
- move closer to the Labour Market

The claimant will receive individually tailored help through Specialist Employability Support (SES). The support available is designed to address all types of disability including mental health and learning disabilities.

SES participation is voluntary but claimants must continue to meet ongoing requirements for their individual conditionality regime as set out in their claimant Commitment.

Places on SES are limited therefore only claimants identified as priority in their conditionality regime group should be considered. Although participation on SES is voluntary, it is important that the claimant understands their commitment to start and complete the provision.

SES is delivered by external providers and the claimant can decide which provider they wish to be referred to.

Additional places are now available for claimants who are eligible for the Enhanced Support Offer.

### **Eligibility criteria**

Customers must be:

- resident in UK
- people currently living legally in Great Britain – UK passport holders (or eligible to hold UK passport)
- foreign passport holders - as long as there is an endorsement in their passport allowing them to undertake paid employment, such as there are no employment restrictions or prohibitions
- holders of EU passports (subject to any endorsement prohibiting them from working in the UK)
- not in employment
- of working age
- have a disability as defined by the 2010 Equality Act

## **Suitability criteria**

Suitable customers for SES are those who have employment support needs and barriers that currently prevent them from benefitting from other provision or starting work. In addition they will:

- have complex employment support needs, not necessarily arising primarily from their disability, for example, social or financial support needs, and need support to help them move nearer to, or into, work
- not be suitable for other DWP programmes
- not be suitable for non DWP provisions available either nationally or locally

If exceptionally, after the SES initial assessment, the provider considers that the customer is not suitable for their provision they must notify jobcentre with the reason.

There are two strands to this provision:

### 1. Specialist Employability Support Main Provision

- intensive employment provision focused on movement into work
- lasting up to 12 months (or possibly longer if the provider thinks this is necessary)

### 2. Specialist Employability Support Start Back

- a shorter-term provision that works with disabled people to help them to prepare for other available provision (DWP or non-DWP) and / or employment where appropriate
- lasts for up to 3 months (but can be longer in certain circumstances)

To establish if they are eligible and suitable for SES, a claimant must:

- have a disability as defined by the 2010 Equality Act
- not be in employment
- be of working age
- not be suitable for other provisions available nationally or locally (either DWP or non-DWP)

Claimants who are suitable for SES are those who have employment support needs and barriers that currently prevent them from benefitting from other provision or starting work. They will also have complex employment support needs not necessarily arising from their disability and need support to help them move nearer to or into sustainable work.

Claimants receiving SES cannot apply for assistance from Access to Work.

SES opportunities are on the District Provision Tool.

## Youth Obligation

Youth Obligation (YO) supports the government's objective that all 18-21 year olds should be either earning or learning. Whilst on YO, claimants receive intensive support to help find employment or an apprenticeship place quickly.

The YO claimant journey begins with the Intensive Activity Programme, a 71 hour curriculum of workshops and exercises that:

- encourages participants to think more broadly about their skills and job goals
- helps them identify any training they need
- supports them to improve their job search, job application and interview skills.

Young people also receive intensive work-focused coaching and referral to additional support drawn from a wide menu of locally available provision. This is tailored to address specific needs and can include mental health support, employability skills, basic skills training in maths, English and IT, work-related skills training, mentoring and a short work experience opportunity.

See Youth Obligation.

### **Six month offer for Youth Obligation claimants**

Youth Obligation claimants in the IWSR who are still not in employment or on an Apprenticeship at the 6 month point in their claim will be **encouraged to take up** one of the following 3 options:

- a Youth Obligation traineeship
- a Youth Obligation sector-based work academy
- a guaranteed 3 month work experience opportunity (one single opportunity, or consecutive opportunities lasting 3 months)

Referrals to any of these options are voluntary. Claimants opt in to the opportunity they agree will provide the support they need.

There will not be specific traineeships or sector based work academies for YO claimants. They will join existing provision, which could contain a mixture of YO claimants pre-6 month stage, post 6 month stage and non-YO claimants.

Claimants who do not take up one of the YO options will leave the YO programme.

See Youth Obligation.

## **District Provision Tool**

The District Provision Tool (DPT) provides access to the full range of provision and support delivered by Jobcentre Plus, Education Skills Funding Agency, Skills Development Scotland, Careers Wales other national and local providers, local authorities, independent and volunteer / charity organisations, for example the Princes Trust programmes.

It hosts all the available provision and support in a district and nationally. It helps work coaches explore the full flexible menu of support and maximise provision in developing claimant's skills to enable them to obtain and retain a job and progress within their employment. It covers contracted, non-contracted, community and local groups as well as national support organisations.

It also includes specialist and local support information and signposting details including for those disadvantaged or at risk;

## **Access to Work**

Access to Work offers financial help towards the extra cost of employing a disabled person and practical support to overcome work related obstacles resulting from disability. In some cases the employer will share the cost. AtW does not replace or subsidise an employer's legal duty to make reasonable adjustments. AtW is available in England, Scotland and Wales.

Specialist advisers work with the customer and their employer to give the correct support. AtW can be paid to cover:

- the costs of employing an interpreter or communicator to accompany an applicant attending a job interview
- short or long term financial assistance to disabled people who incur additional costs in travelling to and from work or during working hours because of their disability
- the cost of providing a Support Worker (SW) in the workplace and can also be used to pay for a SW driver to help the applicant get to and from work
- the additional costs of modifications to an employer's or self-employed person's premises or equipment, to enable them to employ or retain a disabled employee
- Special aids and equipment to help provide people with an in-work disability need with specialised aids and equipment for employment purposes.

These are examples, not a full list.

AtW assists people with a recognised disability who are:

- self employed
- in paid employment
- due to start a job
- 16 or over with no upper age limit for support as long as the employment is likely to continue
- in need of help at a job interview with an employer
- about to start employment
- about to start self-arranged work experience
- is living in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands are not included for AtW support

AtW support is not available to customers on the [Specialist Employability Support](#) programme.

### **Access to Work Mental Health Support Services (AtW MHSS)**

Mental Health Support Service (MHSS) in Access to Work (AtW) is designed to support those in work who are at risk of falling out of work as well as those with a potential job offer transitioning into work. Additional places have been funded to support claimants who are eligible for the [Enhanced Support Offer](#).

AtW MHSS is a six month support provision and ESO claimants who have a potential start date with an employer, but are unsure of their ability to sustain employment without support can apply for AtW MHSS.

### **New Enterprise Allowance**

See New Enterprise Allowance.

### **Personal Budgeting Support**

Universal Credit prepares claimants for the world of work in which most employees are paid monthly. It also encourages claimants to take responsibility for their own financial affairs. It is important that claimants are able to make the same sort of decisions as those in work and develop the financial capability to do so.

Money advice will be offered to all Universal Credit claimants when they make a new claim or at the point of migration to Universal Credit.

The PBS Provision is part of a suite of products providing money advice that are designed to help claimants manage their money better. Some claimants will need money advice for a short period of time, others for longer.

Different levels and types of money advice are offered based on the claimants needs:

- some claimants will be signposted to online services, such as those offered by Citizens Advice, [Money Advice Service](#)
- some claimants will be signposted to online services available on [GOV.UK](#) using the [Money Manager tool](#) offered by the Money Advice Service
- some will be offered single or multiple money advice session(s) over the phone
- others will be offered more intensive face to face money advice sessions with the potential for follow up call(s) via PBS Provision which is managed by the local authority

Money advice services will be tailored to the claimant's ability to handle each of the main Universal Credit financial changes:

- Monthly payments
- Single payment to the household
- Housing costs paid directly to the claimant

Alternative Payment Arrangements (APA) are available for those claimants who can't manage the single monthly payment and there is a risk of financial harm to the claimant and/or their family. They will be referred for money advice to help them become more financially independent and ultimately move back onto the standard monthly payment. The following options are available:

- managed payment to landlord
- more frequent payments
- split payments

See Personal Budgeting Support and Alternative Payment Arrangements for more details.

## **Recording provision on the Commitment**

Once a claimant has discussed and agreed their activities for provision, with the exception of personal budgeting support they must accept them as part of their Commitment.

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