

Withdrawn

This publication has been withdrawn.

It is no longer current.

Chapter 3 – Referrals

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Introduction

1. This is the action you need to take to ensure a claimant starts Skills for Work (Wales). Prior to your action the Jobcentre Plus personal adviser will have identified a suitable claimant and contacted you by telephone to inform you that a referral is being made.

High Level Requirements

2. During this process you must:
 - engage with the claimant;
 - confirm arrangements for welcome meeting and initial assessment; and
 - ensure PRaP is updated appropriately within 24 hours.

Claimant Referrals

3. The Jobcentre Plus adviser will call their local provider at the time of the referral. At this point the Jobcentre Plus adviser will ask for details of an appointment for a welcome interview and initial assessment.
4. All referrals will subsequently be notified through the PRaP system. You are required to check PRaP daily and ensure all updates are undertaken within 24 hours of occurrence.
5. Information that will be included on the PRaP Referrals includes:
 - Person details
 - Action Plan details
 - Qualifications
6. You are expected to accept, on PRaP, all referrals received from Jobcentre Plus. However, in exceptional circumstances, where Jobcentre Plus specifically request rejection of the referral this may be considered. For example, if Jobcentre Plus makes a referral in error.

7. There will be no circumstances where you can make the decision to reject a referral without first consulting with the Jobcentre Plus Adviser.
8. The Jobcentre Plus Adviser will notify you via PRaP at the point of referral, or exceptionally within 24 hours of the referral, of any special circumstances the claimant may have which you need to take into account when sourcing provision.

Clerical Referrals

9. There may be occasions where Jobcentre Plus needs to make clerical referrals (this may occur early on in the delivery of provision). In these circumstances the Jobcentre Plus adviser will refer claimants on form SL2. This form is self-carbonating so there are no electronic copies. Your Single Point of Contact (SPOC) will be able to provide an example copy for information, should it be required.

Balance of Time (BoT) & Re-Referrals

10. There may be occasions where claimants who have previously participated on Skills for Work (Wales) (but not completed), are referred back to you to complete the remaining weeks. Claimants will only be re-referred to complete full weeks. Jobcentre Plus will advise of the BoT period upon re-referral. If the absence is longer than 14 days, the claimant will not be referred back to you to complete Balance of Time, they will be treated as a new referral.

Engagement Activity

11. Providers will have up to 10 working days from the date of the Jobcentre Plus referral to start a claimant on the Skills for Work (Wales) programme. Start is defined as attendance at the welcome meeting and the initial assessment.
12. Between the referral and the start date the provider must conduct engagement activity with the claimant to confirm with them that the details for attendance at the welcome meeting and initial assessment are correct and what will be expected of them on the day, for example how long the assessment should take or whether they will be expected to start training on the day.
13. Where details have changed since the initial referral you should notify the Jobcentre Plus personal adviser so that they can issue a revised letter to the claimant. Jobcentre Plus will need at least 4 working days notice of the new appointment date in these circumstances.

14. As part of this initial engagement, and subsequently at the welcome meeting you should ensure that the claimant has a clear understanding of their responsibilities whilst participating on the programme and the consequences of failure to start, attend, or complete the Skills for Work (Wales) programme.

Special Claimant Records

15. In these circumstances form SL2 will be used and sent to the prime provider.