

Chapter 14 – Communicating your Minimum Standards

This chapter covers:

- Requirements for communicating your minimum service standards to participants who are joining the Work Programme

High Level Must Dos

Produce a product which sets out your minimum service standards, and the first step in your complaints process. Jobcentre Plus will give this to participants at their referral interview to the Work Programme.

How to

1. The Government is clear that you, as a provider, are best placed to know what works for participants. As such, we are not specifying what support you should deliver. However, participants should know what they can expect from you before they take part in your provision.
2. How you communicate and market your services is your decision, but we do require that you provide a summary of the minimum service standards that you will offer to all participants joining the Work Programme.
3. You are responsible for providing your local Jobcentre Plus contact(s) with a product which sets out your minimum service standards for all participants. The document should also clearly explain that you have a complaints process, and the first step a participant should take if they are not content with the service they are receiving while they are with you.
4. It will be given to the participant and discussed at their referral interview in Jobcentre Plus. At the referral interview, the Jobcentre Plus adviser will explain the participant's rights and responsibilities whilst on the programme. The summary of your minimum service standards will ensure that participants understand what to expect from the programme – and will help enable their effective participation.
5. The minimum standards reflect what was in your successful bid; and must be presented in a form that is accessible and easy for participants to understand.
6. Further guidance on developing marketing products for participants can be found at [Generic Guidance Chapter 9 - Marketing and Customer Communications](#).