

Module Specification – FND Returnee

Aims and objectives

This module is designed to support and encourage customers returning from FND provision to enter employment before becoming eligible for the Work Programme.

Customers will receive expert information, advice training and support to secure employment during an intensive 5 day programme. Training will include employment skills, job search specific IT training, the application process from finding a vacancy to interview, and personal presentation.

Minimum delivery requirements

- Changes to the benefit system
- The New Work Programme (What is the WP? How it will affect you? What JCP expectations are? What are your obligations as a claimant?)
- Barriers to Employment
- Why Work?
- Taking Responsibility
- What do employers really want?
- Realistic Expectations
- Time Management
- Communication Skills
- Negotiation Skills
- Conflict Management

IT Training (An instruction manual to be supplied)

- Basic IT (How to switch on, use mouse, access relevant packages, saving documents, access Internet, use search engines etc)
- Basic Use of Word (Focussed on construction of CVs and Letters electronically)
- E-mail (Including setting up functioning email accounts, attaching documents, etc)
- On-line Job search (Relevant websites, hidden vacancies, etc)
- On line Applications (Use of appropriate websites focussed on customer needs)

Presenting Yourself in a Positive Way

- Presenting yourself on paper (Application Forms, CV, Letters, etc)
- Presenting yourself in person (Interview skills, meeting potential employers)
- Personal Presentation
- Mock Applications

- Mock Interviews + Feedback

Practical Application for Job Search Skills

- Supported Job search and application for live vacancies
- Speculative Applications/ Telephone Calls.
- Continuation of Application Supported
- Employer Mock Interviews and Feedback
- Analysis of distance travelled, Feedback and action planning

Additional requirements

The aim would be that a range of training techniques will be deployed, to encourage confidence and team building skills, group work, 1:1 discussions

Ideally some employer involvement will be incorporated within the delivery model, either through employer visits, mock interviews etc

At the end of the module attendees should be given feedback on any part of the application processes undertaken, with suggestions for improvement.

Volume and values

A module price will be agreed. Travel included.

The number of modules will be agreed.

Referral mechanism

Jobcentre Plus advisers shall determine customer eligibility and make referrals to the event using the standard SL2 process.

Jobcentre Plus will securely forward an action plan to the provider to prepare suitable materials and allow follow up communication to encourage attendance.

This guidance is no longer current. You can find up to date information on GOV.UK