

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.

## Annex 5 – PRaP Actions

A5.01 The Oracle User Productivity Kit (UPK) is available to access via the 'Help' function within PRaP. UPK should be used in conjunction with this guidance to ensure accurate and timeous input.

- **Accepting a referral**

A5.02 To accept a referral:

- select 'Acknowledge - Accept'

### **Recording a Start – claimant assessed at or above E2/A3 and GPoW cases with insufficient time for ELR training**

A5.03 To record a start for a claimant with English speaking and listening skills at or above E2/A3 or a GPoW case with insufficient time available to progress to ELR training, action is required on both the start provision line and the end provision line. Input the following information:

- **Start Provision**
  - Date 1 – the date on which the claimant attended the Provider-Claimant Assessment meeting
  - Date 2 –the date on which the claimant attended the Provider-Claimant Assessment meeting
- **End provision**
  - Date 1 – the date on which the claimant attended the Provider-Claimant Assessment meeting
  - Date 2 –the date on which the claimant attended the Provider-Claimant Assessment meeting
  - End reason – 'No longer eligible' if you assess the claimant at E2/A3 or above or 'Referred to Other Suitable Provision' if you are unable to deliver training due to time limitation for GPoW.

This will generate a request for a Start Fee and end the provision for that claimant.

### **Recording a Start – claimant assessed as being below E2/A3 (including GPoW cases where time allows)**

A5.04 To record a start for a claimant with English speaking and listening skills of below E2/A3, input the following dates:

- Date 1 – the date on which the claimant attended the Provider-Claimant Assessment meeting
- Date 2 – the end of the claimant's allotted time – 26 weeks from the referral date

A5.05 This will generate a request for a Start Fee. The referral will remain open until an end date is input, or the 26 week allotted time period expires.

### **Recording an Outcome – claimant achieves certified qualification of one level or above**

A5.06 To record an outcome where the claimant has achieved certification, take the following action:

- Job details screen – complete the fields/select from dropdowns with information as follows:

<b>Field</b>	<b>Information</b>
Employment Type	Employed
Job Title	Name of Qualification eg: ESOL Stage 2
Job Start Date	The date on which the claimant sat the examination
Job End Date	The date on which the claimant's certified qualification was confirmed
Permission to contact employer	Leave as the default 'No' option
Working Pattern/Shift Pattern	Qualification level achieved, the number of levels the claimant has improved by
Employer/company Name	Examination Body and contact name
Employer Address Lines	Examination Body address and telephone number
Country	UK
Employer Contact Name	Claimant name
Employer Business Telephone Number	Claimant telephone number
Employer contact e-mail address	Claimant email
Employer contact Mobile number	Claimant mobile
Customers employee reference number	Examination course and candidate number

### **Claiming the outcome**

A5.07 The job details screen must be completed before claiming the outcome.

- Date 1 – enter the date on which the claimant sat the examination/test
- Date 2 – enter the date on which the claimant's certified qualification was confirmed

This will generate a request for an Outcome Fee.

### **Claimant does not attend Provider-Claimant Assessment**

A5.08 Where a claimant fails to attend the Provider-Claimant Assessment meeting, take the following action:

- Cancel the referral using the cancellation reason ' Did Not Attend'

This action will close the referral in PRaP and you are not required to take any further action in relation to the claimant.

## **Inappropriate referrals**

### **Before provider acknowledgement**

A5.09 Where Jobcentre Plus confirm that a claimant has been referred to you in error and you have not yet acknowledged the referral, take the following action to end the referral:

- Reject the referral using rejection reason 'inappropriate referral'

### **Following provider acknowledgement**

A5.010 Where Jobcentre Plus confirm that a claimant has been referred in the error after you have acknowledged the referral but prior to the ELR Start, take the following action:

- Cancel the referral using cancellation reason 'No Contact'

### **Ending referrals**

A5.011 There may be circumstances where Jobcentre Plus inform you that the claimant will not complete ELR training and you are asked to end the referral in PRaP.

### **Notification of a GPoW interview date prevents completion of ELR training**

A5.012 It may be the case that a GPoW date is notified after a claimant has started ELR training and this significantly shortens the training period. Where the GPoW interview prevents a claimant from completing their ELR training requirement and/or gaining certification take the following action:

- End the referral using the end reason 'Referred to Other Suitable Provision'

### **Claimant leaves and then reclaims benefit more than six weeks later**

A5.013 Where a claimant leaves and then reclaims benefit with a six week or more break, you will need to end the claimant's referral. Take the following action:

- End the referral using the end reason 'No longer engaged with provider/JCP'

### **Claimant to be dismissed from ELR due to misconduct**

A5.014 Where Jobcentre Plus advise that a claimant is to be dismissed from ELR due to misconduct, take the following action to end the referral on PRaP:

- Enter an end reason 'excluded'

### **Claimant dies**

A5.015 If a claimant dies before completing ELR training, take the following action:

- Enter an end reason 'Customer Deceased'

### **Inappropriate Referral**

A5.016 Where following a training start, JCP have called to say the claimant has now been identified as an inappropriate referral:

- Recorded these as – 'No Longer Eligible'

### **Claimant moves out of CPA**

A5.017 Where a claimant has moved out of CPA and not returned within 6 weeks:

A5.018 Record these as – 'No longer engaged with provider/JCP'