

Withdrawn

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Chapter 10: The Provider Referral and Payment System (PRaP)

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General Information

- 10.01 The Provider Referrals and Payments (PRaP) system enables secure, automated exchanges of information about customers referred to provision and payments from DWP to Prime Providers.
- 10.02 You must not undertake any activity with a claimant unless you have received a referral for the claimant on PRaP. Failure to do so could, adversely affect payments and your performance. Should you have a missing referral you should firstly contact the referring Jobcentre or your Performance Manager.
- 10.03 Providers access PRaP via Government Gateway; you download information to manage on your individual systems and update information about customer progress into PRaP; payment claims and calculations are generated automatically. Provider security requirements can be found on the contract Terms and Conditions page at:
<https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement>
- 10.04 The PRaP system also provides DWP and Providers with transparent data about the cost and performance of Contracted Employment Provision (CEP), supporting contract and performance management.



10.05 For further information about PRaP, please see our Questions and Answers at: <https://www.gov.uk/government/publications/provider-referrals-and-payments-prap-system-for-dwp>

10.06 More information on the PRaP system can be found at: <https://www.gov.uk/government/publications/provider-referrals-and-payments-prap-system-for-dwp>

PRaP Operational Support Team (POST)

10.07 The PRaP Operational Support Team (POST) will carry out administration and approval functions to support your referrals and payments on PRaP. Further information and full details of the POST role can be found in the PRaP UPK guidance, which is available within the PRaP on-line help function.

10.08 If you have a further query about the system, you can contact the PRaP Operational Support Team (POST) on prap.support@dwp.gsi.gov.uk or contact the Help Line on 0345 604 5406 option 2.

10.09 Providers can request live help and support with queries about user access, system availability and payments from the PRaP Operational Support Team (POST) Monday to Friday, 9.00 to 16.00.

Security

10.10 To access and use the system, you have to meet your responsibilities under the [Data Protection Act](#) to keep all DWP data securely and confidentially. Providers should be aware that system security monitoring is carried out.

10.11 Providers must ensure they meet relevant security requirements when contracts go live and continuously thereafter. DWP Provider Security information is also to be found at: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement>.

Using the PRaP System

10.12 Providers of Group Work “JOBS II” will use the Provider Referrals and Payments (PRaP) system to receive their referrals and to record Participant activity.

10.13 It should be noted that while the vast majority of referrals will be made through PRaP, there may be a very small number of referrals made clerically, not through PRaP. These are cases where JCP has granted the participant



'Special Customer Record Status' due to certain personal circumstances (further information regarding SCRs is available at; https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/278159/pg-chapter-2.pdf).

10.14 Direct access to PRaP will be limited to Prime Providers/Contract Holders.

10.15 Providers must ensure they update the Provider Referrals and Payments (PRaP) system.

10.16 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.

Claimant's referral from Jobcentre Plus

10.17 Information sent as part of the referral via PRaP is personal data within the meaning of the Data Protection Act and handling, processing and transmission rules apply. The information sent as a minimum will include:

- full name including title
- National Insurance Number
- full address including post code
- telephone number including STD code
- other telephone number (mobile)
- qualifications
- driving licence
- aims (free text field)
- job preferences
- employment history
- preferred hours
- incident marker – notification where a participant has had an incident recorded while working with Jobcentre Plus. Further information on incidents can be requested by contacting Jobcentre Plus
- disability status – notification that the participant has informed Jobcentre Plus that they are disabled. (Please note: Under current processes you will be notified that the participant is a disabled person but you will not be notified what the disability is) disabled participant's may require special arrangements when you meet with them
- childcare needs/arrangements e.g. lone parent, preferred working pattern
- participant's claim pattern
- Jobcentre Plus agreed employment restrictions on availability



- Welsh language, written or spoken
- referral ID
- provision ID
- date of referral
- vulnerable participant status – this will be notified in the form of the word “Safeguard” which will be detailed within the Action Plan Items of the field of the referral and
- disadvantaged marker set Y (yes) or N (no). If information states disadvantaged marker set ‘Y’ you will need to ask the participant to disclose any disadvantages they have.

PRaP Actions & Timescales

Provider acknowledges a referral

10.18 Upon receipt of a referral from a JCP Work Coach you should access the PRaP system and acknowledge the referral (further information regarding the use of the PRaP system can be found within the on-line UPK guidance).

Start Provision

10.19 You should conduct the face to face Reception Interview within 5 working days of referral. Within 7 working days you will record in PRaP:

- did not attend (DNA) when a participant fails to attend the face to face interview or
- did not Start (DNS) when a participant attends but chooses not to join provision or
- a Start when the participant joins provision and receives an induction pack.

10.20 You will be required to input dates into PRaP to confirm the Start. Date 1 & Date 2 should be the same date and be the date the participant attends the Reception Interview.

10.21 Note – A Unique Reference - This is something to easily identify this Advance Shipping Notice (ASN) to you. It could be a reference which relates directly to your own system, or something to help you identify this customer. This must not contain an NINO.

Course Start Outcome

10.22 Within 15 working days you should deliver JOBSII course day 1 for all participants that joined provision.



10.23 Within 17 working days you will record on PRaP a Course Start Outcome if the participant attends and participates in course day 1.

10.24 The Job Details screen must be completed before you claim the Course Start Outcome:

- Employment Type, Job Title and Job Start Date fields must be completed. Other fields do not require populating and should be completed with ‘N/A’
- for ‘Employment Type’ select ‘Placement’
- within the ‘Job Title’ field you must indicate whether the 6 course questionnaires have been completed by entering either “**Course Start Questionnaires Completed**” or “**Opt-Out Form Completed**” where the participant has not consented to share information; and
- for ‘Job Start Date’ enter the date of course day 1.

10.25 A course start outcome can only be claimed after a start date has been recorded on PRaP.

Course Completion Outcome

10.26 Within 2 working days of a participant completing course day 5 you will record a Course Completion Outcome if the participant attends and participates in course day 5.

10.27 The Job Details screen must be completed before you claim the Course Completion Outcome:

- Employment Type, Job Title and Job Start Date fields must be completed, other fields do not require populating and should be completed with ‘N/A’
- for ‘Employment Type’ select ‘Placement’
- within the ‘Job Title’ field you must indicate whether the 6 course questionnaires have been completed by entering either “**Course End Questionnaires Completed**” or “**Opt-Out Form Completed**” where the participant has not consented to share information and
- for ‘Job Start Date’ enter the date of course day 5.

10.28 You will be required to input dates into PRaP to confirm the Course Completion Outcome.

10.29 A Course End Outcome can only be claimed after a Course Start Outcome has been recorded on PRaP.



End Provision

10.30 An end date must be recorded in PRaP within when a participant completes provision or stops attending the course:

- if a participant fails to attend course day 1, an end date must be recorded within 17 working days of referral, entering the date of course day 1 into the end date field, and the most appropriate Leaver Reason descriptor from the list below
- if a participant fails to attend course day 2-5, an end date must be recorded within 2 working days of the final course day, entering the date of their final course day into the end date field and the most appropriate Leaver Reason descriptor from the list below and
- if a participant completes provision, an end date must be recorded within 2 working days of course day 5, entering the date of course day 5 into the end date field, and ‘Completed Provision’ as the Leaver Reason.

10.31 More information regarding PRaP Actions & Timescales can be found in Annex 3.

PRaP Descriptors

Standard Leaver Reason Descriptor
Found Work
No Longer Engaged with JCP/Provider
No Longer Eligible
Transferred to another Provider/Provision
Completed Provision
Excluded
Standard Cancellation Reason Descriptor
No Contact
Did not attend interview
Did not start