

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.

# Provider Mandation to Employment for JSA claimants

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## Background and introduction

1. As part of your contract you, your employees and subcontractors have been designated as Employment Officers which enables you to mandate claimants to apply for and take up employment opportunities and refer claimants for high

level sanctions (13, 26 and 156 week sanctions) should they fail to apply or take up that employment opportunity.

2. Your employees are designated as Employment Officers (Emp O's) for the purposes of section 19(2)(c) of the Jobseekers Act 1995. This means that a failure can be a sanctionable failure at the higher level where a claimant without a good reason fails to apply for or accept if offered a situation in any employment which an Emp O has informed him is vacant or about to become vacant. An Emp O therefore means:
  - Any person who is employed by you as a Prime Contractor (including e.g. contractors and temps) and who is employed to perform your obligations under your contract; and
  - Any person who is an employee of an Approved Sub-contractor (including e.g. contractors and temps) and who is employed by the Approved Sub-contractor to perform your (as the Prime Contractor's) obligations under your contract.
3. These powers mean you can mandate claimants to appropriate, suitable employment opportunities. This may include:
  - Making an application for an advertised vacancy (this may include sending a letter/e-mail with an attached C.V.);
  - Contacting an employer in relation to an advertised vacancy;
  - Attending an interview.
4. Where you have mandated a claimant to apply for or take up suitable employment and where a claimant subsequently: refuses to apply for a job; fails to apply for a job; fails to attend an interview for that job; refuses to accept a job which was offered, or fails to be offered a job due to their inappropriate behaviour, you will make a Refusal of Employment Decision Making and Appeals (RE DMA) referral direct to a DWP decision making team.
5. **Please Note:** Having Emp O status does **not** give you the power to decide whether a sanction applies and/or whether a claimant can show good reason for any failure. That decision is made by a decision maker of the DWP and this should be made clear to the claimant at all times.
6. If a DWP decision maker decides a sanction is appropriate the claimant's benefit will be stopped (or will be reduced, depending on their circumstances) for:
  - 13 weeks; or
  - 26 weeks if DWP have previously decided on one occasion, that the claimant's benefit should be sanctioned because they committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of their current failure; or
  - 156 weeks (3 years) if DWP have previously decided on two or more occasions, that the claimant's benefit should be sanctioned because they

committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of their current failure.

7. Please see [Appendix 1: JSA Escalation of Sanctions Scenarios](#) for worked examples of how sanction duration escalates.
8. The failures referred to above are, if, without good reason, the claimant:
  - through misconduct, lost employment as an employed earner;
  - voluntarily left such employment;
  - refused or failed to apply for, or accept when offered, any employment notified to them by an employment officer;
  - neglected to avail themselves of a reasonable opportunity of employment;
  - or,
  - failed to participate in the Mandatory Work Activity scheme if they had been required to do so.
9. The following guidance **MUST** be followed where you choose to mandate claimants to apply for or take up employment opportunities. Failure to follow this guidance may result in no sanction action being taken.

## **Establishing suitable employment opportunities**

10. As part of the claimant's referral information you will receive details of the types of employment the claimant has stated they are looking for. Through your delivery and discussions with the claimant you should also build up a picture of what types of employment will be suitable for them.
11. When establishing if employment is appropriate and suitable you should manage claimants' expectations of available employment opportunities and wherever possible any mandated employment must be appropriate to the claimant's desired employment sector and/or occupation type, and local labour market.
12. You should keep records of discussions with claimants regarding their desired employment sector and/or occupation type. This will assist future discussion with the claimant and will also allow you to provide this information should the claimant subsequently fail/ refuse to apply for or take up employment and state the 'type' of work they were mandated to undertake does not match their desired employment sector and/or occupation type.
13. It is important that you ensure that any vacancy for which you are going to mandate claimants to apply for and take up is weighted to the specific claimant and their personal circumstances and any limitations or restrictions are identified.

## **Employment expense considerations**

14. Where information is available you should consider if expenses that would be unavoidably incurred (e.g. childcare and travelling expenses) would amount to an unreasonably high proportion of the income the claimant would receive if an application was successful.
15. There are no rules for deciding whether expenses would be an unreasonably high proportion of pay. Each case must be considered on its own facts.
16. When establishing suitability you should consider whether the level of pay is suitable for the claimant and does not place the claimant or the claimant's family unit at risk of hardship. You should consider the travelling costs and length of travel to and from the vacancy and whether they would be so high as to extinguish the level of pay; where information is available you may wish to consider any expenses which:
  - claimants have to meet only for the purpose of the employment; and,
  - would be an unreasonably high proportion of the expected pay from the employment.
17. Other expenses you may wish to consider include:
  - the cost of tools or equipment which the claimant has to provide
  - the cost of essential protective clothing, not provided by the employer
  - the cost of a criminal record check (known as a disclosure).
18. **Please Note:** Deductions from wages of tax, NI and occupational pension contributions shouldn't be considered. This is because they are not expenses incurred for the purposes of the employment.

### **Child care expense considerations**

19. When establishing suitability you should also consider any child care expenses which:
  - would be necessarily incurred as a result of the claimant being in the employment and
  - would represent an unreasonably high proportion of the remuneration which it is reasonable to expect that the claimant would receive from the employment.

### **Claimant availability and employment restrictions**

20. Any job for which a claimant is notified to apply for or take up must fit within a claimant's agreed pattern of availability and any agreed employment restrictions must be taken into account when considering whether it is appropriate to mandate a claimant to a particular vacancy.
21. JCP will notify you of any claimant availability and or employment restrictions.

22. You must not mandate claimants to apply for or take up employment where:
- The number of **hours** advertised on the vacancy conflict with the employment hours that the claimant is required to look for (e.g. the number of hours advertised are 40 but the maximum number of hours the claimant is available to work is 20); or,
  - A claimant has an agreed **pattern of availability** e.g. where there is an job seeking agreement requiring employment of:
    - 24 hours or more per week and the hours recorded on the job are fewer than 24 hours per week; or
    - 24 hours or more per week and there are no hours recorded on the job but the vacancy is shown as part-time; or
    - fewer than 24 hours per week and the hours recorded on the job are fewer than 16 hours per week; or
    - fewer than 24 hours per week and there are no hours recorded on the job but the vacancy is shown as full time.
23. You must not mandate claimants to apply for or take up employment where the claimant has agreed (with their Jobcentre Plus Work Coach) employment restrictions. Employment restrictions **may** include:
- Particular religious or conscientious beliefs impacting on the type of work the claimant can carry out; or,
  - Where a claimant is unable to do heavy lifting due to a health condition or disability.
24. Therefore, if the vacancy does not meet the claimant's availability or employment restrictions and the claimant does not wish to apply for or pursue the vacancy you must not mandate them to do so.
25. **Please Note:** If a claimant states they will not apply for or take up a vacancy due to availability or employment restrictions for which JCP have not notified you, you must contact your jobcentre Single Point of Contact (SPoC) to confirm any restrictions and clarify whether the vacancy remains appropriate.
26. You must also ensure that you do not mandate claimants to specific types/areas of work that a claimant is not allowed to carry out (e.g. due to a court judgement the claimant is not permitted to work in certain locations or undertake certain types of work).
27. Where JCP are aware that such restrictions apply they will highlight this to you. The specific nature of the restriction will not be detailed as this information will be sensitive, therefore where you are notified that employment restrictions apply you must contact your JCP single point of contact (SPoC) for further information in relation to the restriction.

## **Working time regulations**

28. When establishing suitability and where information is available you must also ensure that employment opportunities for which you are mandating claimants to apply for and take up abide by the Working Time Regulations 1998.
29. The Working Time Regulations 1998 provide that a worker's working time, including overtime, shall not exceed an average of 48 hours for each seven days (the average being calculated over a 17 week period) except where a worker has agreed with his employer in writing that this limit should not apply in his case.

### **National minimum wage**

30. You must also ensure that employment for which you are mandating claimants to apply for and take up pays at least the national minimum wage that applies to the claimant.

### **Travel**

31. You must not mandate claimants to apply for or take up paid work in any location which would normally take the claimant more than 90 minutes to travel to or from their home.

### **Travel Expenses**

32. You are responsible for funding the claimant's travel costs to attend job interviews for which you are mandating them to attend and/ or any interviews secured as a result of being mandated to apply for a vacancy.
33. You are required to keep auditable records of travel cost payments with evidence of the expense incurred by claimants. You must also ensure that you do not place undue financial hardship on claimants e.g. do not leave claimants to fund travel to multiple interviews and reimburse them at the end of the week.

### **Allowing claimants time to apply/attend**

34. You should allow a maximum period of four weeks for the claimant to apply. In setting this date, you should use your discretion and take into account:
  - Whether the vacancy has an actual closing date of fewer than four weeks (in which case, the earlier date should be the one set);
  - The complexity of the application process (if known);
  - The steps you are already requiring the claimant to undertake which, where undertaken, may make it difficult for the claimant to apply in time;
  - The individual circumstances of the claimant.
35. When mandating claimants to attend interviews you must ensure you give 48 hours' notice of the interview (this does not include delivery time through

posting mandation letters). **Please Note:** A person with notified caring responsibilities for a child must be given 1 week's notice to attend interviews.

36. In all cases claimants **must** be clearly informed of what is expected of them and when (or by when) they have to do it on a Mandatory Employment Notification (MEN). A MEN to be used when mandating claimants to employment can be found in Annex 1.

### **Unsuitable employment opportunities**

37. You must ensure you only mandate claimants to employment opportunities that are legal and meet National Minimum Wage requirements. You must also ensure you do not mandate claimants to apply for or take up the following types of employment opportunities.

### **Work Trials**

38. It is fundamental to the concept of Work Trials that they offer the claimant the opportunity to test the suitability of a job, as well as for the employer to test the suitability of the claimant.
39. If the claimant does not wish to apply for or pursue a Work Trial vacancy you must not mandate them to do so.

### **Zero Hours Contract**

40. Claimants cannot be mandated to apply for vacancies which include a zero-hours contract. Therefore, if the claimant does not wish to apply for or pursue a zero-hours contract vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is zero-hours.

### **Employee Shareholder Contracts**

41. Employee Shareholder Contract jobs are entirely voluntary. Therefore, if the claimant does not wish to apply for or pursue such a vacancy you must not mandate them to do so.
42. It may not be obvious from the details available whether the vacancy is actually an Employee Shareholder job or not. It will be dependent on the employer stating this when they advertise the vacancy, so may only become apparent during the interview stage, or when the individual and employer are discussing the terms and conditions of the job. If it becomes apparent at any stage of the application that the vacancy is an Employee Shareholder job, and the claimant no longer wishes to pursue the vacancy you **must not** make a RE DMA referral.

### **Apprenticeships**



43. Claimants must not be mandated to apply for a government-funded apprenticeship vacancy where that vacancy has been advertised by the National Apprenticeship Service in England, by Careers Wales in Wales or is a Modern Apprenticeship in Scotland. Therefore, if the claimant does not wish to apply for or pursue such a vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is as detailed above.
44. Claimants can still be mandated to apply for other non government-funded apprenticeship vacancies which are **not** advertised by the above named organisations with a RE DMA referral to be made if the claimant fails to apply.

### **Self employed work**

45. For the purposes of RE DMA, employment relates to employed earners employment (i.e. paid work). It excludes self-employed work. Therefore, if the claimant does not wish to apply for or pursue a self-employed vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is self-employed work.

### **Trade disputes**

46. A claimant cannot be sanctioned if they refuse a job that is vacant because of a stoppage of work due to a Trade Dispute. Therefore, if the claimant does not wish to apply for or pursue a job that is vacant because of a stoppage of work due to a Trade Dispute you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the job is vacant because of a stoppage of work due to a Trade Dispute.

### **Mandating the claimant to apply and take up suitable employment.**

47. Mandation involves notifying the claimant in writing of the specific action that they are required to undertake and only mandated actions have sanctionable consequences.
48. You must ensure that there is a clear link between cause and consequence (that failing to apply for or take up mandated employment will result in a sanction being imposed if there is no good reason for non-compliance).
49. You must ensure a separate specific notification is given to the claimant for each employment opportunity for which they are required to apply or take up and it must be clear on the notification that the activity is mandatory (e.g. you **must not** notify a claimant to apply for multiple vacancies on one notification - you must issue a separate notification for each vacancy).
50. The following steps must be taken on every occasion you want to mandate a claimant to apply for, attend and interview for or take up employment:

- Consider the suitability of the vacancy
  - Ensure the vacancy does not conflict with any agreed claimant availability or employment restrictions
  - Consider if the vacancy is within a 90 minute journey for the claimant (to or from their home)
  - Ensure there is enough time for the claimant to apply/attend
  - Ensure you provide the claimant with an adequate opportunity to make representations as to the suitability of the employment they are required to apply for or take up before they are mandated to do so and give proper consideration to those representations. **Please Note:** You must also ensure that any representations are recorded and the reasons why the claimant is nonetheless required to apply or take up employment are explained
  - Ensure that the claimant is aware of the sanctions consequences of failing to apply for or take up the notified employment
  - Notify the claimant in writing on a Mandatory Employment Notification (MEN):
    - The specific action that they are required to undertake e.g. attending an interview, make an application by submitting their CV or complete an online application etc.
    - When or by when they must undertake it.
    - That the action is mandatory.
    - The potential consequences should the participant fail to comply.
    - A suggested way for the claimant to provide evidence to show they have applied.
  - Ensure the MEN is either handed direct to the claimant or sent by 1<sup>st</sup> class post. You may also choose to use registered post to ensure delivery.
  - Record the information in relation to the employment that the claimant is required to apply for or take up (the details of the MEN) along with **all other** (activity etc) on-going mandatory requirements in a single document.
51. **Please Note:** You are required to use the MEN template within this guidance when mandating claimants to employment. The MEN to be used when mandating claimants to employment can be found in Annex 1.
52. **Please Note:** You must retain copies of the MENs or have a mechanism to create a copy and are obligated to provide DWP with a copy promptly on request. You may also choose for the claimant to sign for any mandation correspondence issued to them. If a claimant refuses to sign you should note this and reference in any subsequent RE DMA referral.

### **Mandating JSA claimants to apply for jobs in Universal Jobmatch**

53. Before you consider mandating a claimant to apply for a job in Universal Jobmatch (UJ), you must ask the claimant if they have created a profile and public CV in UJ.

### **Claimant has not created a profile and public CV in UJ**

54. Where the claimant states they have not created a profile and public CV in UJ, you must not mandate claimants to apply for jobs in UJ where the method of application is to select a CV in UJ and send it on line through the service. (You cannot mandate claimants to create a profile and public CV in UJ if they haven't done so already).
55. However, you can mandate claimants to apply for jobs in UJ where the method of application is by other means – e.g. by post, telephone, email or via the companies website. This is because the claimant will not need to use UJ in order to apply. In these cases you will populate the MEN with the relevant information from the 'Job Details' page so the claimant knows what is required and how to apply for the job. **Please Note:** Only non-UJ methods of application should be included in the information provided to the claimant.

### **Claimant has created a profile and public CV in UJ**

56. Where a claimant states they have created a profile and public CV in UJ, before requiring them to apply for a job in UJ you must ensure you have an available internet enabled device on which UJ cookies have been accepted for the claimant to use and ensure the claimant is aware of this.
57. It is not possible to give definitive guidance on how you should set up your internet enabled devices to accept cookies because this is dependent on the individual machines used by providers, i.e. different hardware, operating systems and browsers. However, the [www.AboutCookies.org](http://www.AboutCookies.org) website includes advice on how to set all recent versions of popular browsers to accept cookies.
58. You must inform the claimant the reasons why you are giving them an option to use the alternative device (due to non-essential cookies being placed on their device) and you must issue them with the cookies factsheet which is available in English and Welsh (see Annex 3a and 3b).
59. It is vital the cookies factsheet is issued to the claimant so they are able to make a fully informed decision about their choices relating to cookies and that you explain that they can use one of your devices should they not wish to accept cookies on their own computer/device by the UJ website.
60. **Please Note:** You need only issue the cookies factsheet once (the first occasion you mandate the claimant to apply for a job in UJ) and you must note your records that a cookies factsheet has been issued.
61. If you do not have any available internet enabled devices on which cookies have been accepted for the participant to use, you cannot mandate the participant to apply for a job in UJ where the method of application is to select a CV in UJ and send it on line through the service. However, you will be able to take the action described in para 55.
62. If a claimant is not given this choice, they may choose not to comply with the requirement to use UJ on grounds that cookies would be unlawfully placed on

their device and may also complain to the Information Commissioner that the UJ website has placed cookies on their device without their freely given consent.

## Following up mandated employment and evidence of compliance

63. Where you have mandated claimants to apply for or take up an employment opportunity you must ensure you follow-up the mandation.
64. When following-up mandation it may not be necessary to contact the employer to obtain feedback, for example, where you require a claimant to apply for a vacancy by submitting an online application and alternative evidence is available e.g. screenshots of application sent, e-mail confirmation or visible online evidence etc.
65. The method, by which you request a claimant to evidence compliance, should be stated on the MEN. **Please Note:** The claimant may supply alternative evidence and it is the claimant's decision on what evidence they supply to evidence compliance. If you do not think the evidence available sufficiently evidences compliance you should make an RE DMA referral.
66. Where you will be following up employment by contacting the employer, as part of your delivery DWP has arranged for a designation order that provides express legal authority to request information from an employer about a claimant's job application or interview performance in relation to employment opportunities that you have mandated the claimant to.
67. Where alternative evidence is not provided you may wish to contact the employer so they can confirm whether a claimant undertook the action you required of them (applied for a job, attended an interview, started work etc.).

## Claimant behaviour

68. Claimants may behave in such a way that they lose the chance of employment. In such cases, an RE DMA referral can be made even though the claimant applied for the job. For example, if the claimant:
  - arrives late for an interview or goes to the wrong place through their own negligence;
  - imposes unreasonable conditions on acceptance of the job so that the employer withdraws the offer;
  - behaves in such a manner at an interview that the employer decides not to offer them the job; or
  - refuses to give references or allow references to be taken up.
69. If a prospective employer makes it known that such conduct has occurred, the claimant's behaviour may amount to refusal or failure to apply. If it is identified that a claimant has avoided the chance of a job, you must make an RE DMA referral. It should be made clear to claimants that whilst any failure will be

referred to DWP by yourselves it will be a decision maker who makes the decision based on all the facts and evidence.

## Making the Refusal of Employment DMA referral

70. Once it has been determined that a claimant has refused/ failed to apply for or take up employment, you must:
- Ensure the suitability of the vacancy (you will have undertaken this action as part of your original considerations prior to mandation - but should ensure nothing has changed).
  - Ensure the vacancy is not exempt from RE action, such as a Work Trial, or a self employed vacancy. And,
  - Ensure the vacancy is in line with any agreed availability or employment restrictions on the claimant's availability (as notified by JCP).
71. Where you have checked the above and an RE DMA referral remains appropriate, you should make an immediate RE DMA referral. You need not ask the claimant why they have refused/ failed to apply for or take up employment. The DWP Labour Market Decision Making (LMDM) Team will request information regarding the claimants reasons for failure/ refusal, consider the reasons given and decide whether the claimant has shown good reason for their refusal/ failure to apply for or take up employment.
72. To make the RE DMA referral you must:
- Complete the PRE01 **Please Note**: The PRE01 Form can be found at Annex 2 (With information on how to complete the form at [Appendix 2](#) of this document).
  - Ensure each e-mail **ONLY** contains the following standard content. **Please Note**: No other information may be transmitted by e-mail:
    - Standard wording to be displayed in e-mail 'Subject Box':
      - PRE01
      - Claimant's surname
      - Last 3 characters of the claimant NINO
      - E.g. '**PRE01 Smith 78A**'
    - Standard wording to be displayed in e-mail 'Narrative Box':
      - Sender contact details
      - Email attachment - Completed PRE01 form.
  - E-mail the PRE01 form to your linked BDC LMDM designated Administration Team e-mail address **Please Note**: Only one PRE01 form is included per e-mail. You cannot, for example, include several PRE01 referrals for the same claimant in one e-mail.
73. **Please Note**: While we expect that the vast majority of RE DMA referrals to be made via e-mail, there maybe a small number that you may need to make clerically e.g. as a contingency where IT fails, or for Special Customer Records (SCR) cases (further information regarding SCRs can be found in Chapter 2 of Generic Provider Guidance). In these circumstances you must

securely send a clerical copy of the PRE01 referral form to your linked LMDM team.

### **Information volunteered after the RE DMA referral is made**

74. If you receive volunteered information from the claimant relating to their refusal or failure to apply for a vacancy after the PRE01 has been sent (e.g. they state they have subsequently applied) you must communicate this to your designated linked LMDM Administration Team. There is no specific form/template for this process. **Please Note:** Any additional information must be communicated to the LMDM by letter or telephone, as agreed locally.

## **Appendix 1: JSA Escalation of Sanctions Scenarios.**

### **Scenario 1**

- Mandation 1 - 08.12.14 Claimant mandated to apply for vacancy before closing date 06.01.15.
- Mandation 2 - 03.01.15 Claimant mandated to attend job interview 22.01.15.

75. The claimant fails to undertake both activities and fails to provide good reason.
76. A 13 week sanction is applied for failure 1 (date of failure 06.01.15).
77. A 26 week sanction is applied for failure 2 (date of failure 22.01.15) because these failures are more than 2 weeks apart.

### **Scenario 2**

- Mandation 1 - 03.02.15 Claimant mandated to attend job interview 12.02.15.
- Mandation 2 - 03.02.15 Claimant mandated to apply for a vacancy before 27.02.15.
- Mandation 3 - 03.02.15 Claimant mandated to apply for a vacancy before 28.02.15.

78. The claimant fails to undertake all three activities and fails to provide good reason.
79. A 13 week sanction is applied for failure 1 (date of failure 12.02.15).
80. A 26 week sanction is applied for failure 2 (date of failure 27.02.15) as this is more than 2 weeks since the previous failure.
81. A further 26 week sanction is applied for failure 3 (date of failure 28.02.15) as this is within 2 weeks of the previous failure on 27.02.15.

### **Scenario 3**

- Mandation 1 - 18.02.15 Claimant mandated to attend job interview 03.03.15
- Mandation 2 - 25.02.15 Claimant mandated to apply for a vacancy before 18.03.15
- Mandation 3 - 04.03.15 Claimant mandated to apply for a vacancy before 02.04.15

82. The claimant fails to undertake all three activities and fails to provide good reason.
83. A 13 week sanction is applied for failure 1 (date of failure 03.03.15).
84. A 26 week sanction is applied for failure 2 (date of failure 18.03.15) as this is more than 2 weeks since the previous failure.

85. A 156 week (3 year) sanction is applied for failure **3** (date of failure 02.04.15) as this is more than 2 weeks since a 26 sanction was applied for the previous failure on 18.03.15.



## Appendix 2: How to complete the PRE01.

### Part 1: Claimant Details.

Please enter the participant's full name, National Insurance number, telephone number and address in the fields provided. (Please Note: The address field must detail the address to where any posted mandation notifications have been sent). You must also clearly detail which Employment Programme you are delivering for which the claimant is required to participate.

### Part 2: Employment offer refused or failed to apply for.

You must ensure you give details of the employment opportunity for which the claimant is required to apply for as detailed on the MEN1 you issued to the claimant, please detail:

**Job Title:** The position for which the claimant was mandated to apply for.

**Employer Name:** The Name of the employer or organisation to which the vacancy relates.

**Job Reference:** (Where available) detail any vacancy reference codes/mnemonics' Please Note: If the employment is a Universal Jobmatch vacancy please ensure you record the UJ Job ID number.

**Employer Address:** The address for the employer or organisation Please Note: In the absence of an employer address (and where available in its absence) you should detail the address which any interview or application was to be made (this may include website addresses or e-mail where applicable to the vacancy).

**Employer Contact:** (Where available) a named contact in relation to the vacancy.

**Contact Phone:** (where available) the telephone contact number for the vacancy.

**Daily pattern of hours per week:** (where available) the notified pattern of employment e.g.

Mon	<input type="text" value="8-5"/>	Tue	<input type="text" value="8-5"/>	Wed	<input type="text" value="8-5"/>	Thurs	<input type="text" value="N/A"/>
Fri	<input type="text" value="8-5"/>	Sat	<input type="text" value="8-5"/>	Sun	<input type="text" value="N/A"/>		

**Basic Wage:** (where available) the notified basic wage.

**Bonus and Overtime:** Where available you must also detail any information in relation to bonuses or overtime.

**Was the job temporary:** Please detail where it is apparent if the vacancy is temporary entering the dates for which the contract will run for.

**What was the vacancy closing date:** (where available) please enter the vacancy closing date.

### Part 2: Employment offer refused or failed to apply for (continued).

**What action was the claimant to carry out:** Please select one of the two options. This must be what the claimant was required to do as detailed on the MEN. Where you have mandated the claimant to apply for a vacancy you must detail (in the box provided) how the claimant was required to apply e.g. submit their C.V, complete an

online application, contact the employer directly, or detail any other method as stated in the vacancy advert. You must also state by what date you required the claimant to apply.

**On what date did you notify the claimant of the vacancy:** This **MUST** be the date you issued the MEN to the claimant **Please Note:** If the MEN was issued by post this must be the date you posted the notification.

**MEN issued by:** Please select the method you issued the MEN to the claimant (By hand or post).

### **Part 3: What did the claimant fail to do?**

**Did the claimant (please select one of the below):** Please select one of the 6 options.

**On what date did the above failure or refusal occur?** Please detail the date the claimant failed to undertake what they were required. E.g. the date of the interview they failed to undertake, or the closing date of a vacancy for which they were required to apply.

**Was industrial action taking place?** Please select and detail dates where applicable.

### **Part 4: Further Information.**

**Was a PRE02 issued to the claimant?: PLEASE NOTE:** Please select **No** in all circumstances. The PRE02 is not relevant for this employment programme.

**Please provide any further relevant information that may assist the decision maker in making the decision:** In this section, you are asked to provide any additional information that may assist the decision maker in making their decision. In addition (where appropriate) you must include:

- Any information volunteered by the claimant as to why they failed to undertake, apply or take up employment.
- Where a claimant states the 'type' of work they were mandated to undertake does not match their desired employment sector and/or occupation type you should provide details as to why you deemed the job suitable and document any recorded information in relation to the 'type' of work the claimant is seeking that supports this.
- Where a mandated vacancy is via Universal Jobmatch you must note that the vacancy is a UJ Vacancy and if you have issued a cookies factsheet.

### **Part 5: Provider Details and Declaration**

Please enter the contact details of the person/provider completing the form and by so doing, you are confirming that the form has been completed fully and accurately.