Withdrawn

This publication is withdrawn.

This publication is no longer current.

Chapter 17 – Training Allowance (JSA Claimants only)

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High Level Must Dos

Planning training for JSA claimants

1. When arranging support for Jobseeker's Allowance (JSA) claimants you need to consider their job seeking requirements.

2. Claimants are required to satisfy certain conditions to remain eligible for JSA. This requirement is in addition to any training you require them to undertake. Further information regarding key interactions with Jobcentre Plus/Work Search Reviews can be found in CPA 18 Work Programme Provider Guidance Chapter 1 – Introduction and Overview..

Actions

- Ensure you are aware of any restrictions a participant may have on their availability (for example, personal circumstances such as caring responsibilities) and do not arrange training that would contravene this.
- Notify the participant what is required of them.

3. Further detail can be found in the Detailed background and further information section.

Arranging flexible signing

4. Work Programme participants are to remain on JSA when they undertake training for up to and including 30 hours per week.

Actions

- Agree and arrange Work Search Review/Signing Day flexibilities with Jobcentre Plus to enable the participant to continue to meet their conditionality obligations (being available for and actively seeking work) and remain entitled to JSA. Information regarding a claimant's Work Search Review/Signing Day will be included in the participant's referral details.
- Inform the participant that they will remain on JSA for the duration of the training.
- Inform the participant that they are required to remain engaged with the labour market and give them letter WP04a/WP04aW (Welsh version) detailing what they are required to do.
- Inform Jobcentre Plus of the nature and duration of the participant's training. This should be done via your locally agreed arrangements.
- Send a copy of the WP04a/WP04aW to Jobcentre Plus so they have a record of what training, labour market steps the participant has been asked to undertake.

5. Further detail can be found in the Detailed background and further information section.

Identifying where a JSA participant needs moving to a Training Allowance

6. Work Programme participants in receipt of JSA require moving to a Training Allowance when they are to undertake training of more than 30 hours per week.

7. Training Allowances are for genuine training courses only and **not** appropriate for work experience. To ensure an appropriate referral is made more information can be found in CPA18 Work Programme Provider Guidance Chapter 3c - Work experience on a voluntary basis and community benefit work placement.

8. Further detail can be found in the Background and further information section.

Please Note: If you have an Employment & Support Allowance (ESA) /Incapacity Benefit (IB) claimant who wants to take up training, refer them to their Jobcentre Plus Work Coach as there are particular benefit consequences if these claimants take up training.

Moving JSA claimants to a Training Allowance

9. Where it has been identified that a JSA claimant requires moving to a Training Allowance you are required to:

- facilitate the participant's movement from JSA to a Training Allowance
- conduct a face-to-face Pre-Training Meeting with the participant
- notify Jobcentre Plus of when the participant's training starts
- immediately notify Jobcentre Plus if the participant does not start training on the proposed date
- immediately notify Jobcentre Plus if the participant fails to continue the training before the anticipated end date
- ensure the participant immediately notifies Jobcentre Plus of any change of circumstances (such as change of address)
- immediately notify Jobcentre Plus when the training ends
- complete an end of training review for JSA Income Based (IB) claimants.

Consequence
Failure to move a JSA claimant to a Training Allowance where appropriate and/or failure to timeously action this may result in incorrect or delayed payment of benefit. It may also result in the loss of a participant's benefit entitlement altogether, and lead to them making complaints against you. Failure to notify Jobcentre Plus of the circumstances listed above may also result in overpayment of the Training Allowance.

10. Further detail is provided in the Background and further information section.

Detailed background and further information

What is a Training Allowance?

11. A Training Allowance is an equivalent payment to that of the participant's existing rate of JSA. Passported benefits such as free NHS prescriptions and dental charges are unaffected. Housing Benefit is also unaffected.

12. As with JSA, the participant will continue to receive Training Allowance payments fortnightly but, unlike JSA, will not be required to attend Work Search Reviews with Jobcentre Plus for the duration of the training..

Arranging Flexible Signing

13. Work Programme participants undertaking training for up to and including 30 hours per week do not move onto a Training Allowance and are required to remain on JSA.

14. They must continue to attend Work Search Reviews whilst attending provision to confirm that they are available for and actively seeking work.

15. Signing arrangements can be varied where appropriate to suit their provision attendance times. Amending signing arrangements to a later date will change the date when the participant's benefit payment is made by the same amount of working days.

16. As with planning training, you should ensure you are aware of any restrictions a participant may have on their availability, and you should consider what would be reasonable labour market activities for them to undertake whilst participating in the training, taking into account such things as course arrangements, hours of attendance on provision and travel time.

17. Suitable labour market steps may include preparing/updating their Curriculum Vitae (CV) and checking out local newspapers for suitable job opportunities.

18. The steps must be set out in writing to the participant on letter WP04a/ WP04aW (Welsh version).

19. Participants are required to sign the declaration ES24JP to confirm that they have not undertaken any paid work and that they have reported any changes in circumstances which may affect their award of JSA.

Identifying where a JSA claimant needs moving to a Training Allowance

20. Work Programme participants in receipt of JSA require moving to a Training Allowance when they are to undertake training of more than 30 hours per week. This is because they are no longer entitled to claim JSA.

Moving JSA claimants to a Training Allowance

Pre-Training Meeting

21. Where it has been identified that a JSA claimant requires moving to a Training Allowance you are required to conduct a face-to-face Pre-Training Meeting with the participant.

22. The Pre-Training Meeting must take place between four and seven days prior to the start of the training.

23. Within the Pre-Training Meeting you must:

    - issue the participant with letter WP04/WP04 (Welsh version) (Welsh version) detailing revised roles and responsibilities whilst undertaking training
    - complete form WP24 / WP24W (Welsh version) with the expected start and end dates and ensure the participant signs the declaration at Part four on page two to acknowledge receipt of the letter
    - send the completed WP24 / WP24W (Welsh version)form to your Jobcentre Plus Nominated Officer
    - advise the participant:
        - that any change of circumstances must be reported to their Jobcentre Plus office and if they start work they should notify Jobcentre Plus immediately
        - that they will not be required to attend Job search Reviews with Jobcentre Plus for the duration of the training
        - what they need to do when the training ends.

24. When informing the participant of their requirements when the training ends you must establish whether they are a JSA (IB) claimant or a JSA contributions only (C) claimant.

25. If the participant is a JSA income based (IB) claimant, you must book an end of training review with the participant.

26. If the participant is a JSA (C) claimant, you will need to inform them that they need to make a new claim on the next working day after training ends.

27. Participants will be sent the tax form P45U when they start training that attracts Training Allowance. They should be advised to keep it safe and give it to their employer should they start work.

28. If the participant wishes to continue to receive JSA once training finishes, advise them to bring their P45U form with them when they either attend their end of training review (JSA (IB) claimants) or when they return to Jobcentre Plus after the training ends (JSA (C) claimants).

Participant starts training

29. Once you have confirmed that the participant has started the training you are required to notify Jobcentre Plus by completing (as soon as reasonably possible) form WP25 and sending it to your Jobcentre Plus Nominated Officer via courier.

Participant does not start training

30. You should establish robust communications systems with all your delivery partners to ensure you are notified immediately should a participant fail to start the training or if they undergo a change of circumstances.

31. If a participant does not start the training, you are required to establish why they have failed to start. You should then immediately telephone your Jobcentre Plus Nominated Officer to notify them that the participant didn't start the training, and follow this up by completing and sending form WP25 as soon as possible via courier.

32. Where the participant was mandated to undertake the training you should follow the compliance doubt process. Further information regarding raising compliance doubts can be found in CPA 18 Work Programme Provider Guidance Chapter 6 – Raising a compliance doubt.

Training ends

33. After a period of training which attracted a Training Allowance ends the following actions must be undertaken to ensure a seamless transition from Training Allowance back to JSA.

34. Where a participant's training ends (either early or at its proposed end) you are required to immediately telephone your Jobcentre Plus Nominated Officer to notify them that the training has ceased, and follow this up by completing and sending form WP25 via courier.

35. Where the training has ended early you should establish why it has ceased and where a participant was mandated to undertake the training you should follow the compliance doubt process. Further information regarding raising compliance doubts can be found in CPA 18 Work Programme Provider Guidance Chapter 6 – Raising a compliance doubt.

36. You may also consider arranging some other training for the participant, or conducting an end of training review if no further training is arranged to ensure that they return to their JSA payments seamlessly.

Amending training dates

37. You can extend a participant's provision beyond the original end date but you must do this before the original end date is reached. To do this, you should notify your Jobcentre Plus Nominated Officer that the training is to be extended by completing and sending form WP25.

End of training for JSA (C) claimants

38. If the participant is a JSA (C) claimant, you will need to remind them when their training is nearing its end date that they need to make a new claim on the next working day after training ends. Claims to JSA (C) can be made online or via telephone to a Contact Centre.

End of training review for JSA (IB) claimants

39. You must undertake an end of training review within five days of training ending to ensure a seamless transition of the participant's payments back to JSA from Training Allowance.

40. You are required to review a participant's circumstances and:

- where there has been a change of circumstance whilst the participant has been undertaking training, record this on a JSA3 form
- where there has not been a change of circumstance whilst the participant has been undertaking training record this (that there has not been a change of circumstance) on a JSA460 form.

41. The completed JSA3 or JSA460 form must be sent to the appropriate Benefit Delivery Centre (BDC).

42. You must then telephone the appropriate Jobcentre Plus office to obtain the time, date and place of the participants next Job search Review (in the majority of circumstances this contact will be with a Jobcentre Plus Assistant Work Coach).

43. Once these details have been obtained you must:

- enter these details on the WP26 / WP26W (Welsh Version) Jobsearch Review appointment form
- sign the form at part three
- give the form to the participant and inform them that failure to attend the interview may affect their entitlement to JSA.

Absences

44. Where a participant has ten days sickness or unauthorised absence which has prevented them from undertaking their training you must end the training and undertake the required actions to stop payment of the Training Allowance and move the participant back to JSA.

Special Customer Records

45. If the participant is identified as having a Special Customer Record (SCR), the process, contact and completion of all forms remains the same. However, the actions must be undertaken by your Nominated Officer.

46. Further information regarding Special Customer Records can be found in Generic Provider Guidance Chapter 2 – Delivering DWP Provision.

47. Further information regarding storage and management of SCRs can be found in Generic Provider Guidance Chapter 8 - Information Security.

Multi-Agency Public Protection Arrangements (MAPPA)

48. Information regarding MAPPA can be found in Generic Provider Guidance Chapter 2 – Delivering DWP Provision.

Ordering DWP forms

49. JSA460 and JSA3 forms should be ordered from iON. The order form and further information regarding DWP products can be found in the following link: DWP leaflets and how to order them.