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CPA 18 Work Programme Provider Guidance

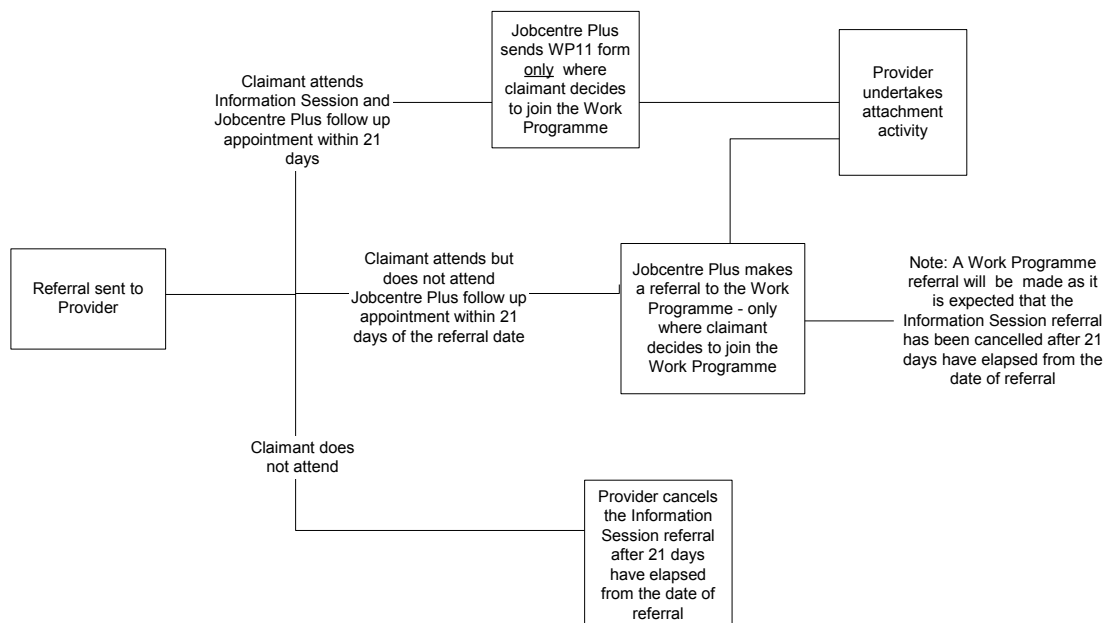
Chapter 19: Delivering Work Programme Information Sessions

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High Level Must Do's



Referral to a Work Programme Information Session

1. Participants will be referred electronically to you by Jobcentre Plus via PRaP. You will then follow your locally agreed process to make contact with them to arrange the Information Session.
2. Jobcentre Plus will annotate the Action Plan so you know that the claimant has been referred for an Information Session. If the participant has been mandated to attend, it will be annotated 'Work Programme Information Session-Mandatory'. If attendance is voluntary, it will be marked 'Work Programme Information Session-Voluntary'.

Actions

- The Information Session must be completed within 15 calendar days of the referral.
- Participants who have been granted Special Customer Records (SCR) status will be referred clerically. For further information see [Generic Provider Guidance Chapter 2 - Delivering DWP Provision](#) and [Generic Provider Guidance Chapter 8 – Information Security](#).

Acknowledgement and acceptance of referral

3. Acknowledge and accept the referral on PRaP in the usual way.



Actions

- See [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting referrals, initial participant engagement and registering an attachment](#) for details on undertaking acknowledgment and acceptance activity.

Background

4. Further detail is provided in the [Detailed background and further information section](#).

Please Note: All references in this chapter about cancelling a referral on PRAP only relate to Information Session referrals. They do not apply to Work Programme referrals.

Mandatory or Voluntary participant attends Information Session

5. Once the participant has attended, no further activity should be taken until either:
 - you receive [WP11 form](#) from Jobcentre Plus to undertake attachment activity
 - 21 days have elapsed from the date of referral.

Actions

- Where you receive form [WP11 form](#) from Jobcentre Plus, you should undertake attachment activity in the usual way. See [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting Referrals, initial participant engagement and registering an attachment](#).

Please Note: Jobcentre Plus will only issue a [WP11 form](#) if the participant attends the follow up interview at Jobcentre Plus within 21 days of the Information Session referral and they want to join the Work Programme.

- If you have not received a [WP11 form](#) after 21 days have elapsed from the date of referral, you should cancel the Information Session referral on PRaP by recording a cancellation reason of 'Did Not Start'.

Mandatory participant does not attend Information Session

Actions

- You must tell Jobcentre Plus when a participant who has been mandated to attend a Work Programme Information Session fails to attend. This will be via your locally agreed communication route.

Consequence



Failure to notify Jobcentre Plus when a participant who has been mandated to attend an Information Session has failed to attend will result in Jobcentre Plus being unable to pursue sanction activity for non-attendance.

- Depending on your locally agreed arrangements, Jobcentre Plus may contact you to see if you are able to arrange an alternative Information Session. If you are unable to, you should cancel the Information Session referral in PRaP after 21 days have elapsed from the date of referral by recording a cancellation reason of 'Did Not Start'.

Voluntary participant does not attend Information Session

6. You are not required to tell Jobcentre Plus if a voluntary participant does not attend the Work Programme Information Session. This will be picked up at their follow-up interview.
7. You should cancel the Information Session referral on PRaP after 21 days have elapsed from the date of referral.

Please Note: Voluntary participants may not always attend an Information Session, but they may still volunteer to join the Work Programme. They may also choose to attend an Information Session at a later date.

Mandatory or Voluntary participant attends a rearranged Information Session

8. You should aim to offer an alternative date to the Information Session at the next available time. You will not receive a re-referral in PRaP.
9. The next course of action to take will depend upon the timing of the new appointment and when the participant attends the follow up interview at Jobcentre Plus to decide whether or not to join the Work Programme.

Actions

- Where the participant attends the new appointment and:
 - subsequently attends the follow up interview at Jobcentre Plus within 21 days of the original date of referral
 - they want to join the Work Programme
 - Jobcentre Plus will issue a [WP11 form](#) and you should undertake attachment activity in the usual way. See [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting referrals, initial participant engagement and registering an attachment](#).
- Where the participant attends the new appointment and:
 - does not attend the follow up interview at Jobcentre Plus within 21 days of the original date of referral



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- they want to join the Work Programme
- Jobcentre Plus will make a Work Programme referral following standard Work Programme referral procedures and you should undertake attachment activity in the usual way. See [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting referrals, initial participant engagement and registering an attachment.](#)

Please Note: A Work Programme referral will be made as you should already have cancelled the Information Session referral on PRaP after 21 days have elapsed from the original date of referral.

- Where the participant does not attend the new appointment and:
 - 21 days have elapsed from the original date of referral
 - you should cancel the referral on PRaP in the usual way by recording a cancellation reason of 'Did Not Start'.
10. See section '[Mandatory participant does not attend Information Session](#)' or section '[Voluntary participant does not attend Information Session](#)'.

Attachment and Cancellation

Mandatory or voluntary participant volunteers to join the Work Programme

11. Once the participant has attended the Information Session, do not undertake attachment activity until Jobcentre Plus has sent you the [WP11 form](#) to confirm that the participant has decided to volunteer to join the Work Programme.

Please Note: Jobcentre Plus will only issue a [WP11 form](#) if the participant attends the follow up interview within 21 days of the Information Session referral and they want to join the Work Programme.

12. Alternatively, where a participant decides to join the Work Programme after 21 days of the Information Session referral, Jobcentre Plus will make a Work Programme referral on PRaP following standard procedures.

Actions

- Where you receive a [WP11 form](#) from Jobcentre Plus you should undertake attachment activity in the usual way within 28 days of the initial referral.
- Where 21 days have elapsed from the date of referral and you have not received a [WP11 form](#), you should cancel the referral on PRaP in the usual way by recording a cancellation reason of 'Did Not Start'.
- Where a participant attends the Jobcentre Plus follow up interview after 21 days of the referral date (or makes contact later) and they want to



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join the Work Programme, a new referral to the Work Programme will be made by Jobcentre Plus following standard Work Programme referral procedures.

- To register the attachment on PRaP in the usual way, see [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting referrals, initial participant engagement and registering an attachment](#).

Mandatory or voluntary participant does not volunteer to join the Work Programme

13. When 21 days have elapsed from the date of referral and you have not received a [WP11 form](#), you should cancel the referral on PRaP in the usual way.

Actions

- Undertake cancellation activity on PRaP by recording a cancellation reason of 'Did Not Start'. [CPA18 Work Programme Provider Guidance Chapter 4 – Accepting referrals, initial participant engagement and registering an attachment](#) for details on undertaking cancellation activity.

Incorrect Attachments to the Work Programme

14. It is very important to ensure that attachments are only made to Work Programme referrals and not to Information Session referrals. If you have accepted an attachment to an Information Session referral, you must 'back out' the attachment using normal PRaP16 process instructions.

Consequence

Any fees paid resulting from incorrect attachments will be recovered by DWP.

Background and further information

Background to Work Programme Information Sessions

15. To maximise the number of ESA claimants joining the Work Programme it has been decided that these claimants are to be referred to attend a Work Programme Information Session with you. This is to raise their awareness of the Work Programme and to give them an opportunity to volunteer to join the Programme.

Identifying participants who have been mandated to a Work Programme Information Session

16. We expect that the majority of referrals to the Work Programme Information Session will be voluntary. However, where a Jobcentre Plus Work Coach considers it appropriate in the participant's circumstances



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they can mandate participants to the Work Programme Information Session using the Work Related Activity (WRA) instructions.

17. It is important to remember that even though some participants can be mandated to the Work Programme Information Session, they cannot be mandated to take up a place on the Work Programme.
18. Likewise, not all participants who volunteer to attend an Information Session can be mandated to undertake an activity once they have joined the Work Programme.
19. Please see the table at [Annex A](#) which sets out the details of which claimant groups can and cannot be mandated to either an Information Session or participate on the Work Programme.

Referral to a Work Programme Information Session

20. Jobcentre Plus will randomly allocate referrals to you to ensure all providers within each CPA receive an equal share of participants to attend a Work Programme Information Session.

Content of the Work Programme Information Session

21. You can be as creative as you choose in the delivery of the Information Sessions but you must ensure all information delivered is accurate and appropriate.
22. Participants attending Work Programme Information Sessions will have had an interview with a Jobcentre Plus Work Coach and will understand the purpose of the session and the benefits in attending.
23. It is up to you to decide what types of products, activities and channels you want to use to promote your services to prospective participants, but all the products you produce must adhere to the standards, as per your contract.
24. We will require you to provide your DWP Performance Manager with clear details about how you plan to deliver the Information Sessions (including timings, whether you intend to see them individually or in groups, how large the groups will be etc).
25. You must also share any further materials/PR activity in regard to the Work Programme Information Sessions with Jobcentre Plus to ensure all communications materials are fit for purpose and contain consistent messages.



26. For detailed information on communicating with participants see the [Generic Provider Guidance Chapter 9 - Marketing and communications to participants](#)
27. Even if a participant fails to attend an Information Session, or if they attend an Information Session and decide not to volunteer for the Work Programme, you can still continue to engage with them as their circumstances may change.
28. However, please be aware that participants' circumstances may not always change for the better. You will need to decide with whom you wish to continue to communicate by taking all the available participant information into account to enable an informed decision. It is important not to overstep the barriers when encouraging a participant to engage with you as unwelcome/intrusive contact may be deemed as inappropriate and may result in a complaint being made against you.
29. Once a participant has been referred to undertake an Information Session, should they undergo a change of circumstances which causes them to move from being a voluntary participant to a mandatory participant; they will be referred to you on a mandatory basis at the appropriate time.

Payment of Expenses

30. It is Departmental policy to ensure that a participant is not out of pocket when attending a Work Programme Information Session. If your Information Session involves the need to travel to your premises or another location you specify, you will be responsible for reimbursement of the participant's travel, childcare, replacement caring costs and additional support costs. Details of the types of expenses you are expected to reimburse are specified in the Work Programme Terms and Conditions and Work Programme Invitation to Tender specification.



Annex A - ESA Claimants eligible to attend a Work Programme Information Session

Participant	Can they be mandated to an Information Session?	Participation once on the Work Programme
	Yes/No	Mandatory/Voluntary
ESA (IR) WRAG with more than 12 month prognosis *	Yes	Mandatory
ESA (C) WRAG *	Yes	Mandatory
ESA (IR) Lone Parent with youngest child aged 3 or 4	Yes	Mandatory
ESA (IR) WRAG Lone Parent with youngest child under 3 or full time carer	No**	Voluntary
ESA (IR) Ex-IB WRAG with youngest child under 3 or full time carer	No**	Voluntary
ESA (C) WRAG with youngest child under 3 or full time carer	No**	Voluntary
ESA (IR) Support Group	No**	Voluntary
ESA (IR) Ex-IB Support Group	No**	Voluntary
ESA (C) Support Group	No**	Voluntary
ESA (C) Ex-IB Support Group	No**	Voluntary



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ESA Credits Only	No**	Voluntary
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* Except Lone Parents with youngest child under 3

** These customers can request Work Programme Information Sessions but Jobcentre Plus will not be actively encouraging these customers to attend.