



Department
for Work &
Pensions

Addendum - Funding Rules for the National Careers Service

April 2026, version 3

Contents

Summary	3
Who is this publication for?	3
Data sharing agreements	3
Vexatious customers – handling of enquiries from individuals by Prime Contractors.....	3
Privacy	4
Raising invoices	4
Funding report queries	5
Reporting templates	5
Complaints log	5
Contacting DWP – complaints, FOIs and subject access requests.....	6
Transferring customer satisfaction data samples	6
Submission of subcontractor and delivery venue returns	6
Jobs and learning declaration	6
Incident management.....	7
Calendar of returns	7

Summary

1. This publication sets out the additional guidance needed for the delivery of the National Careers Service Community Based Contracts and should be read in conjunction with the National Careers Service funding rules.

Who is this publication for?

2. This guidance is for Prime Contractor and Subcontracting staff delivering the National Careers Service

Data sharing agreements

3. Following a few queries around potential data sharing with local partners, please note, for the avoidance of doubt, that where prime/subcontractors are invited to enter information sharing agreements (ISA) with partners or stakeholders that involve either the *receipt* of or *to provide* local or regional sensitive customer data, they **do need** to seek permission from the Department of Education(DfE).
4. The UK GDPR draws a distinction between a **controller** and a **processor** to recognise that not all organisations involved in the processing of personal data have the same degree of responsibility. A controller has responsibility for compliance with UK GDPR, whereas a processor has more limited compliance responsibilities.
5. The Prime Contractor contracts clearly state that the Department of Education (DfE) acts as the **controller** of National Careers Service data, with Prime Contractors acting as the **processor**. This means that Prime Contractors **do not have the authority** to enter into data-sharing agreements; this authority sits with the Department of Education (DfE).
6. Any data shared by you as the prime or subcontractor should ensure that the data you provide is accurate, proportionate, appropriate, and transmitted securely. Unless there is a compelling reason, the preference must always be to share aggregated anonymised data rather than individual customer data.

Vexatious customers – handling of enquiries from individuals by Prime Contractors

7. Although infrequent, we are aware of occasions where:
 - a. A Prime Contractor is considering to refuse provision of the National Careers Service to an individual resident within their area of delivery.
 - b. An individual has approached a Prime Contractor that appears to have no obvious connection with the community-based contractor's geographical area.

- c. Individuals demand National Careers Service provision on the basis that the Prime Contractor relevant to their home residence has refused them provision.
8. When this situation arises:
- a. The legal obligations of a Prime Contractor are set out in the contract with the Department for Work and Pensions (DWP). The DWP has every expectation that you will fulfil these contractual obligations.
 - b. We expect you to deliver the service in accordance with the National Careers Service customer charter.
 - c. Where a Prime Contractor considers that it has grounds for refusing to provide careers advice and guidance, it should take its own legal advice regarding its obligations under the National Careers Service contract with the DWP.
 - d. We recommend that any decision to refuse provision of careers advice and guidance sought by an individual is taken after the Prime Contractor has referred to its contract with the DWP.
 - e. If a community-based contractor declines to provide National Careers Service provisions and a complaint is made, the contractor is responsible for addressing the complaint.
 - f. Where the individual has exhausted the complaint process with the community-based contractor and remains dissatisfied, the DWP could consider a complaint under its own procedure.

Privacy

9. The [National Careers Service privacy statement](#) is available on our website.

Raising invoices

10. All invoices must include the correct purchase order number.
11. A full description of the activity including details of the Prime Contractor, area and month it took place should be included in the description.
12. Invoices must be sent electronically to DWP's shared service provider, **Shared Services Connected Ltd (SSCL)**.
 - **E-mail Address:** APinvoices-DWP-U@gov.sscl.com
 - **Format:** Invoices must be attached as a **PDF**. Each PDF should contain only one invoice, though multiple PDFs can be sent in one e-mail.
 - **Requirements:** Every invoice **must** quote a valid **Purchase Order (PO) number**. Invoices without a PO number or those that do not match the PO details (e.g. price or quantity) will be returned or held.

13. For Outcome-Based invoices following the 5th working day of the month, please e-mail nationalcareersservice.returns@education.gov.uk who will confirm the amounts due for payment that month. This will make sure that correct invoices are sent through, and payments are not delayed.
14. For Service Fee invoices, the Operations Team will inform Prime Contractors by e-mail on the 12th working day of the month, the payment due for that month. The Prime Contractor will then invoice as above.

Funding report queries

15. Any queries relating to the Occupancy Summary report or DSS must be sent through to the DSS Mailbox at NationalCareersService.DSS@education.gov.uk

Reporting templates

16. As set out in the Funding Rules, table 8, under Appendix C confirms the reporting date for each return. These templates will be provided separately.
17. The timing for each of these returns is set out below.

Report	Frequency of Submission
MI01	Monthly
MI04	Monthly
Volumes and Costs Return	Quarterly, in July
Complaints	Ad hoc

Complaints log

18. Prime Contractors should provide details of any complaints received, through the MS forms link you have been provided separately.
19. The complaints log should be completed once the complaint has been resolved.
20. Where no complaints are received in month, Prime Contractors should provide a nil return email to nationalcareersservice.returns@education.gov.uk by 4pm on the 5th working day of each month.

Contacting DWP – complaints, FOIs and subject access requests

21. See the [Complaints procedure - Department for Work and Pensions - GOV.UK](#)
This guidance sets out the routes that citizens are able to contact the DWP.
22. Complaints should be managed at Prime Contractor level in the first instance and escalated to the DWP as appropriate.
23. SARs and FOIs received by the Prime Contractor should be escalated to the DWP for co-ordination.

Transferring customer satisfaction data samples

24. National Careers Service advisers should ask customers if they are willing to take part in market research to feedback about their experience and contribute to improvements of the service.
25. The requirement is for at least 40 submissions to be provided per month, per region.
26. At the beginning of the month the customer details of those who agreed to participate in market research are retrieved from the Prime Contractor CRMs
27. All IA/ IAG must be transferred securely via Galaxkey by the 6th working day of each month.
28. Please contact nationalcareersservice.returns@education.gov.uk for any issues accessing Galaxkey.

Submission of subcontractor and delivery venue returns

29. Prime Contractors are required to complete a subcontractor declaration and delivery venue return on 30th April 2026.
30. These returns should be sent to nationalcareersservice.returns@education.gov.uk by close of play of the 5th working day.
31. The latest templates have been provided separately.

Jobs and learning declaration

32. As set out in paragraph 98 of the Funding Rules, the Prime Contractor must document the organisation's approach to follow-up and the associated processes in the collection of evidence for jobs or learning outcomes. The templates for all required documents will be provided separately.
33. This should be done through a declaration to be signed by a senior manager within the Prime Contractor's organisation, submitted annually to the DWP at the start of

each financial year. This should be signed in compliance with the National Careers Service Funding Rules for Community Based Contractors.

34. The DWP National Careers Service Operations Team will provide a copy of the updated declaration to Prime Contractors in advance of the deadline. This return should be sent to nationalcareersservice.returns@education.gov.uk

Incident management

35. The incident management process for the National Careers Service is set out in the slide deck that you have been provided separately. Please refer to for any technical issues affecting the service.

Calendar of returns

Return	Frequency	Timescales
Workforce Development Survey	Annual	May
Jobs and Learning Declaration	Annual	April
Delivery Venues Return	6 monthly	April
Subcontractor Declarations	6 monthly	April
Code of Connection	Annually	September

Verifying Identity for Subject Access and Right to Erasure Requests:

36. Please follow the GOV.UK guidance on [how to prove and verify someone's identity](#).



Department
for Work &
Pensions

© Crown copyright 2024

This publication is licensed under the terms of the Open Government Licence v3.0, except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3.

Where we have identified any third-party copyright information, you will need to obtain permission from the copyright holders concerned.

About this publication:

enquiries <https://www.gov.uk/contact-DWP>

download www.gov.uk/government/publications