Appendix 2

Common Service Standards between LSC contracted providers and Jobcentre Plus¹ for the delivery of the Employability Skills Programme

- The provision is available on a part-time and a full time basis and therefore utilises the flexibilities in the 16 hour rule and should be agreed in advance.

- Regular (monthly at least) contact with Jobcentre Plus at local level should be maintained in order to review the offer, and respond to existing and anticipated demand.

- Provision should be available continuously throughout the year. Jobcentre Plus benefit regulations for full-time JSA customers cover a one week break in provision, but cannot cover a two week close down period (such as that taken by some providers at Easter or Christmas). Where a provider closure will be for more than one week, customers will need to notify JCP of a holiday period in their claim (up to 2 weeks) in order to continue to receive a Training Allowance.

- Jobcentre Plus customers should be seen by the provider within 7 working days of the date of referral to provision.

- Where the initial provider interview poses questions about the suitability of the training offer for an individual, providers should inform Jobcentre Plus immediately.

- There should be a single point of contact within the provider organisation for Jobcentre Plus to send referrals to and to raise issues about the service. The provider should also agree a single point of contact within Jobcentre Plus.

- Providers must return Jobcentre Plus SL2 notifications of the start, type and duration of provision within 48 hours of receipt.

- Wherever possible, provision should be available for start within 10 working days of the customer Pre Entry Interview that takes place in Jobcentre Plus and is required to set up a training allowance for full time learners. Providers should not be operating waiting lists that are any longer than 10 days.

- Information on learner starts from referrals need to be submitted to

¹ The Jobcentre Plus representative responsible for partnership arrangements for this provision offer is the District External Relationship Manager (DERM). In certain cases this may be delegated to the Third Party Provision Manager (TPPM).
Jobcentre Plus on a weekly basis.

- The provider should review demand on a weekly basis – if referrals suggest an unsatisfactory performance profile the provider should immediately put in place actions to boost awareness with Jobcentre Plus advisers.

- Providers should work with other contracted providers (including the voluntary and community sector) in the area, where this would help meet the needs of learners and provide for the agreed number of learners. Jobcentre Plus must approve a customer’s start on any other provision in line with benefit conditionality.

- Providers are encouraged to use and share with Jobcentre Plus and the LSC provision success studies that may help boost awareness of the programme.

- Providers should seek to resolve any local issues or problems with processes with their local Jobcentre Plus contact before escalating to the LSC.