Proposed Process – Overview  (Full Time Provision)

**Provider**
- Proactively ‘recruits’ customer
- Obtains customer personal details (inc. NI No.)
- Phone JCP*

**nextstep**
- Annotate forms as appropriate*
- Send forms to JCP*
- Send customer to provider

**Customer**
- Customer attends PEI
- Customer starts provision

**JCP Advisor**
- JCP check 6 month eligibility
- JCP set up Pre entry Interview^ 1

**Meetings /Visits**

1. Pre-entry Interview. Will be in line with next ‘signing’ date where possible. A proposed start date for provision must also be provided (a date later than the PEI date), therefore appropriate processes (e.g. forward/backward signing) can be undertaken.

   * The phone call may be undertaken in front of customer or at a later date, subject to obtaining informed consent of the customer. Conversation between provider and JCP would need to verify eligibility and provider would need to return available start dates.

   ^ Pre-Entry Interview scheduled in line with next signing day. The proposed start date for provision must be after this date.

   * Where customer has been referred to nextstep from JCP. This could be REF2 or SL2 depending on local JCP practice.

**KEY**

- Obtains customer personal details (inc. NI No.)
- Phone JCP*
- Send forms to JCP*
- Send customer to provider
- Customer attends PEI
- Customer starts provision
- JCP check 6 month eligibility
- JCP set up Pre entry Interview^ 1

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Training Offer for those Unemployed for 6 months: Provider Guidance
Annex A v1.0 - Agreed Referral Process with Jobcentre Plus

Issue Date: 24/04/2009