Training Offer for those Unemployed for Six Months: Provider Guidance

Annex A - Agreed Referral process with Jobcentre Plus

Proposed Process – Overview (Full Time Provision)

**Provider**

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

**Customer**

- Customer attends Pre-entry Interview
- Customer starts provision

**JCP Advisor**

- JCP check 6 month eligibility
- JCP set up Pre-entry Interview

**Meetings/Visits**

- Pre-entry Interview: Will be in line with next ‘signing’ date where possible. A proposed start date for provision must also be provided which should be no later than 7 working days after the PEI date, therefore appropriate processes (e.g. forward/backward signing) can be undertaken.

- *JCP should be contacted for an eligibility check by phone whilst the customer is still with the Provider, 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 no later than 10 working days after the PEI date.

- The Ref2/SL2 should be returned to JCP within 48 hours of the customer attending

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