

Annex L: Supervised Jobsearch Pilots - Provider Mandation to Employment for JSA claimants

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Background and introduction

- L1. As part of your contract you, your employees and subcontractors have been designated as Employment Officers which enables the mandation of claimants to apply for and take up employment opportunities and refer claimants for higher level sanctions (13, 26 and 156 week sanctions) should they fail to apply or take up that employment opportunity.
- L2. Your employees are designated as Employment Officers (Emp O's) for the purposes of section 19(2)(c) of the Jobseekers Act 1995. This means that a failure can be a sanctionable failure at the higher level where a claimant without a good reason fails to apply for or accept if offered a situation in any employment which an Emp O has informed him is vacant or about to become vacant. An Emp O therefore means:

- Any person who is employed by you as a Prime Contractor (including e.g. contractors and temps) and who is employed to perform your obligations under your contract; and
 - Any person who is an employee of an Approved Sub-contractor (including e.g. contractors and temps) and who is employed by the Approved Sub-contractor to perform your (as the Prime Contractor's) obligations under your contract.
- L3. These powers mean you can mandate claimants to appropriate, suitable employment opportunities. This may include:
- Making an application for an advertised vacancy (this may include sending a letter/e-mail with an attached C.V.);
 - Contacting an employer in relation to an advertised vacancy;
 - Attending an interview.
- L4. Where you have mandated a claimant to apply for or take up suitable employment and where a claimant subsequently; refuses to apply for a job; fails to apply for a job; fails to attend an interview for that job; refuses to accept a job which was offered, or fails to be offered a job due to their inappropriate behaviour you will make a Refusal of Employment Decision Making and Appeals (RE DMA) referral direct to a DWP decision making team.
- L5. **Please Note:** Having Emp O status does **not** give you the power to decide whether a sanction applies and/or whether a claimant can show good reason for any failure. That decision is made by a decision maker of the DWP and this should be made clear to the claimant at all times.
- L6. If a DWP decision maker decides a sanction is appropriate the claimant's benefit will be stopped (or will be reduced, depending on their circumstances) for:
- 13 weeks; or
 - 26 weeks if DWP have previously decided on one occasion, that the claimants benefit should be sanctioned because they committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of their current failure; or
 - 156 weeks (3 years) if DWP have previously decided on two or more occasions, that the claimants benefit should be sanctioned because they committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of their current failure.
- L7. Please see [Appendix 1: JSA Escalation of Sanctions Scenarios](#) for worked examples of how sanction duration escalates.
- L8. The failures referred to above are, if, without good reason, the claimant:
- through misconduct, lost employment as an employed earner;

- voluntarily left such employment;
- refused or failed to apply for, or accept when offered, any employment notified to them by an employment officer;
- neglected to avail themselves of a reasonable opportunity of employment; or,
- failed to participate in the Mandatory Work Activity scheme if they had been required to do so.

L9. The following guidance **MUST** be followed where you choose to mandate claimants to apply for or take up employment opportunities. Failure to follow this guidance may result in no sanction action being taken.

Establishing suitable employment opportunities

L10. As part of the claimants referral information you will receive details of the types of employment the claimant has stated they are looking for. Through your delivery and discussions with the claimant you should also build up a picture of what types of employment will be suitable for them.

L11. When establishing if employment is appropriate and suitable you should manage claimants' expectations of available employment opportunities and wherever possible any mandated employment must be appropriate to the claimant's desired employment sector and/or occupation type, and local labour market.

L12. You should keep records of discussions with claimants regarding their desired employment sector and/or occupation type. This will assist future discussion with the claimant and will also allow you to provide this information should the claimant subsequently fail/ refuse to apply for or take up employment and state the 'type' of work they were mandated to undertake does not match their desired employment sector and/or occupation type.

L13. It is important that you ensure that any vacancy for which you are going to mandate claimants to apply for and take up is weighted to the specific claimant and their personal circumstances and any limitations or restrictions are identified.

L14. Where information is available you should consider if expenses that would be unavoidably incurred (e.g. childcare and travelling expenses) would amount to an unreasonably high proportion of the income the claimant would receive if an application was successful.

L15. There are no rules for deciding whether expenses would be an unreasonably high proportion of pay. Each case must be considered on its own facts.

Employment expense considerations

L16. When establishing suitability you should consider whether the level of pay is suitable for the claimant and does not place the claimant or claimants family unit at risk of hardship or when considered with the travelling costs and length

of travel to and from the vacancy it extinguishes the level of pay - for example where information is available you may wish to consider any expenses which:

- claimants have to meet only for the purpose of the employment and
- would be an unreasonably high proportion of the expected pay from the employment.

L17. Expenses you may wish to consider include:

- travelling expenses to and from the place of employment by a route and means appropriate to the claimant's circumstances
- the cost of tools or equipment which the claimant has to provide
- the cost of essential protective clothing, not provided by the employer
- the cost of a criminal record check (known as a disclosure).

L18. **Please Note:** Deductions from wages of tax, NI and occupational pension contributions shouldn't be considered. This is because they are not expenses incurred for the purposes of the employment.

Child care expense considerations

L19. When establishing suitability you should also consider any child care expenses which:

- would be necessarily incurred as a result of the claimant being in the employment and
- would represent an unreasonably high proportion of the remuneration which it is reasonable to expect that the claimant would receive from the employment.

Claimant availability and employment restrictions

L20. Any job for which a claimant is notified to apply for or take up must fit within a claimant's agreed pattern of availability and any agreed employment restrictions must be taken into account when considering whether it is appropriate to mandate a claimant to a particular vacancy.

L21. JCP will notify you of any claimant availability and or employment restrictions.

L22. You must not mandate claimants to apply for or take up employment where:

- The number of **hours** advertised on the vacancy conflict with the employment hours that the claimant is required to look for (e.g. the number of hours advertised are 40 but the maximum number of hours the claimant is available to work is 20); or,
- A claimant has an agreed **pattern of availability** e.g. where there is an agreement requiring employment of:
 - 24 hours or more per week and the hours recorded on the job are less than 24 hours per week; or
 - 24 hours or more per week and there are no hours recorded on the job but the vacancy is shown as part-time; or

- less than 24 hours per week and the hours recorded on the job are less than 16 hours per week; or
 - less than 24 hours per week and there are no hours recorded on the job but the vacancy is shown as full time.
- L23. You must not mandate claimants to apply for or take up employment where the claimant has agreed (with their Jobcentre Plus Work Coach) employment restrictions. Employment restrictions **may** include:
- Particular religious or conscientious beliefs impacting on the type of work the claimant can carry out; or,
 - Where a claimant is unable to do heavy lifting due to a health condition or disability.
- L24. Therefore, if the vacancy does not meet the claimant's availability or employment restrictions and the claimant does not wish to apply for or pursue the vacancy you must not mandate them to do so.
- L25. **Please Note:** If a claimant states they will not apply for or take up a vacancy due to availability or employment restrictions for which JCP have not notified you, you must contact your jobcentre Single Point of Contact (SPoC) to confirm any restrictions and clarify whether the vacancy remains appropriate.
- L26. You must also ensure that you do not mandate claimants to specific types/areas of work that a claimant is not allowed to carry out (e.g. due to a court judgement the claimant is not permitted to work in certain locations or undertake certain types of work).
- L27. Where JCP are aware that such restrictions apply they will highlight this to you. Within the information sent to you as part of the claimants PRaP referral it will state '**Employment Restrictions Apply**'. The specific nature of the restriction will not be detailed as this information will be sensitive, therefore where you are notified that employment restrictions apply you must contact your JCP single point of contact (SPoC) for further information in relation to the restriction.

Working time regulations

- L28. When establishing suitability and where information is available you must also ensure that employment opportunities for which you are mandating claimants to apply for and take up abide by The Working Time Regulations 1998.
- L29. The Working Time Regulations 1998 provide that a worker's working time, including overtime, shall not exceed an average of 48 hours for each seven days (the average being calculated over a 17 week period) except where a worker has agreed with his employer in writing that this limit should not apply in his case.

National minimum wage

- L30. You must also ensure that employment for which you are mandating claimants to apply for and take up pays at least the national minimum wage that applies to the claimant.

Travel

- L31. You must not mandate claimants to apply for or take up paid work in any location which would normally take the claimant more than 90 minutes to travel to or from their home.

Travel Expenses

- L32. You are responsible for funding the claimant's travel costs to attend job interviews for which you are mandating them to attend and/ or any interviews secured as a result of being mandated to apply for a vacancy.
- L33. You are required to keep auditable records of travel cost payments with evidence of the expense incurred by claimants. You must also ensure that you do not place undue financial hardship on claimants e.g. do not leave claimants to fund travel to multiple interviews and reimburse them at the end of the week.

Allowing claimants time to apply/attend

- L34. You should allow a maximum period of four weeks for the claimant to apply. In setting this date, you should use your discretion and take into account:
- Whether the vacancy has an actual closing date of less than four weeks (in which case, the earlier date should be the one set);
 - The complexity of the application process (if known);
 - The steps you are already requiring the claimant to undertake which, where undertaken, may make it difficult for the claimant to apply in time;
 - The individual circumstances of the claimant.
- L35. When mandating claimants to attend interviews you must ensure you give 48 hours notice of the interview (this does not include delivery time through posting mandation letters). **Please Note:** A person with notified caring responsibilities for a child must be given 1 week's notice to attend interviews.
- L36. In all cases claimants **must** be clearly informed of what is expected of them and when (or by when) they have to do it on a Mandatory Employment Notification (MEN). A MEN to be used when mandating claimants to employment can be found in Annex M.

Unsuitable employment opportunities

- L37. You must ensure you only mandate claimants to employment opportunities that are legal and meet National Minimum Wage requirements. You must also ensure you do not mandate claimants to apply for or take up the following types of employment opportunities.

Work Trials

- L38. It is fundamental to the concept of Work Trials that they offer the claimant the opportunity to test the suitability of a job, as well as for the employer to test the suitability of the claimant.
- L39. If the claimant does not wish to apply for or pursue a Work Trial vacancy you must not mandate them to do so.

Zero Hours Contract

- L40. Claimants cannot be mandated to apply for vacancies which include a zero-hours contract. Therefore, if the claimant does not wish to apply for or pursue a zero-hours contract vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is zero-hours.

Employee Shareholder Contracts

- L41. Employee Shareholder Contract jobs are entirely voluntary. Therefore, if the claimant does not wish to apply for or pursue such a vacancy you must not mandate them to do so.
- L42. It may not be obvious from the details available whether the vacancy is actually an Employee Shareholder job or not. It will be dependent on the employer stating this when they advertise the vacancy, so may only become apparent during the interview stage, or when the individual and employer are discussing the terms and conditions of the job. If it becomes apparent at any stage of the application that the vacancy is an Employee Shareholder job, and the claimant no longer wishes to pursue the vacancy you **must not** make a RE DMA referral.

Apprenticeships

- L43. Claimants must not be mandated to apply for a government-funded apprenticeship vacancy where that vacancy has been advertised by the National Apprenticeship Service in England, by Careers Wales in Wales or is a Modern Apprenticeship in Scotland. Therefore, if the claimant does not wish to apply for or pursue such a vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is as detailed above.
- L44. Claimants can still be mandated to apply for other non government-funded apprenticeship vacancies which are **not** advertised by the above named organisations with a RE DMA referral to be made if the claimant fails to apply.

Self employed work

- L45. For the purposes of RE DMA, employment relates to employed earners employment (i.e. paid work). It excludes self-employed work. Therefore, if the claimant does not wish to apply for or pursue a self-employed vacancy you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the vacancy is self-employed work.

Trade disputes

L46. A claimant cannot be sanctioned if they refuse a job that is vacant because of a stoppage of work due to a Trade Dispute. Therefore, if the claimant does not wish to apply for or pursue a job that is vacant because of a stoppage of work due to a Trade Dispute you must not mandate them to do so and **must not** make a RE DMA referral if it becomes apparent at any stage of the application that the job is vacant because of a stoppage of work due to a Trade Dispute.

Mandating the claimant to apply and take up suitable employment.

L47. Mandation involves notifying the claimant in writing of the specific action that they are required to undertake and only mandated actions have sanctionable consequences.

L48. You must ensure that there is a clear link between cause and consequence (that failing to apply for or take up mandated employment will result in a sanction being imposed if there is no good reason for non-compliance).

L49. You must ensure a separate specific notification is given to the claimant for each employment opportunity for which they are required to apply or take up and it must be clear on the notification that the activity is mandatory (e.g. you **must not** notify a claimant to apply for multiple vacancies on one notification - you must issue a separate notification for each vacancy).

L50. The following steps must be taken on every occasion you want to mandate a claimant to apply for, attend an interview for or take up employment:

- Consider the suitability of the vacancy
- Ensure the vacancy does not conflict with any agreed claimant availability or employment restrictions
- Consider if the vacancy is within a 90 minute journey for the claimant (to or from their home)
- Ensure there is enough time for the claimant to apply/attend
- Ensure you provide the claimant with an adequate opportunity to make representations as to the suitability of the employment they are required to apply for or take up before they are mandated to do so and give proper consideration to those representations. **Please Note:** You must also ensure that any representations are recorded and the reasons why the claimant is nonetheless required to apply or take up employment are explained
- Ensure that the claimant is aware of the sanctions consequences of failing to apply for or take up the notified employment
- Notify the claimant in writing on a Mandatory Employment Notification (MEN):
 - The specific action that they are required to undertake e.g. attending an interview, make an application by submitting their CV or complete an online application etc.
 - When or by when they must undertake it
 - That the action is mandatory

- What evidence, if any, they must supply to demonstrate completion
 - The potential consequences should the participant fail to comply
- Ensure the MEN is either handed direct to the claimant or sent by 1st class post. You may also choose to use registered post to ensure delivery.
 - Record the information in relation to the employment that the claimant is required to apply for or take up (the details of the MEN) along with **all other** (activity etc) on-going mandatory requirements in a single document.
- L51. **Please Note:** You are required to use the MEN template within this guidance when mandating claimants to employment. The MEN to be used when mandating claimants to employment can be found in Annex M.
- L52. **Please Note:** You must retain copies of the MENs or have a mechanism to create a copy and are obligated to provide DWP with a copy promptly on request. You may also choose for the claimant to sign for any mandation correspondence issued to them. If a claimant refuses to sign you should note this and reference in any subsequent RE DMA referral.

Following up mandated employment

- L53. Where you have mandated claimants to apply for or take up an employment opportunity you must ensure you follow-up the mandation.
- L54. When following-up mandation it may not be necessary to contact the employer to obtain feedback, for example, where you require a claimant to apply for a vacancy by submitting an online application and alternative evidence is available e.g. screenshots of application sent, e-mail confirmation or visible online evidence etc.
- L55. **Please Note:** The method you require a claimant to evidence compliance, must be stated on the MEN.
- L56. Where you will be following up employment by contacting the employer, as part of your delivery DWP has arranged for a designation order that provides express legal authority to request information from an employer about a claimant's job application or interview performance in relation to employment opportunities that you have mandated the claimant to.
- L57. Where alternative evidence is not provided you may wish to contact the employer so they can confirm whether a claimant undertook the action you required of them (applied for a job, attended an interview, started work etc.).

Claimant behaviour

- L58. Claimants may behave in such a way that they lose the chance of employment. In such cases, an RE DMA referral can be made even though the claimant applied for the job. For example, if the claimant:

- arrives late for an interview or goes to the wrong place through their own negligence;
- imposes unreasonable conditions on acceptance of the job so that the employer withdraws the offer;
- behaves in such a manner at an interview that the employer decides not to offer them the job; or
- refuses to give references or allow references to be taken up.

L59. If a prospective employer makes it known that such conduct has occurred, the claimant's behaviour may amount to refusal or failure to apply. If it is identified that a claimant has avoided the chance of a job, you must make an RE DMA referral. It should be made clear to claimants that whilst any failure will be referred to DWP by yourselves it will be a decision maker who makes the decision based on all the facts and evidence.

Making the Refusal of Employment DMA referral

L60. Once it has been determined that a claimant has refused/ failed to apply for or take up employment, you must:

- Ensure the suitability of the vacancy (you will have undertaken this action as part of your original considerations prior to mandation - but should ensure nothing has changed).
- Ensure the vacancy is not exempt from RE action, such as a Work Trial, or a self employed vacancy. And,
- Ensure the vacancy is in line with any agreed availability or employment restrictions on the claimant's availability (as notified by JCP).

L61. Where you have checked the above and a RE DMA referral remains appropriate, the claimant must be contacted to determine their reasons for refusing or failing to apply for employment. It is preferable that the contact is [face to face](#) or by [telephone](#). However, the claimant can also be contacted in [writing](#).

L62. **Please Note:** in all circumstances where you are gathering information from the claimant you must ensure the claimant is made aware that any information they give to you will be used by DWP to make a decision on whether the claimant had good reason to fail or refuse to apply for or take up employment.

Face to face contact

L63. If the claimant is present when it is established that they refused or failed to apply you must:

- Complete the PRE01 - Ensuring the reasons given by the claimant for their refusal or failure are fully covered and copied to the PRE01 at part 4
Please Note: The PRE01 Form can be found at Annex N (With information on how to complete the form at [Appendix 2](#) of this document).
- E-mail the PRE01 form to your linked BDC LMDM designated Administration Team e-mail address **Please Note:** Only one PRE01 form

is included per e-mail. You cannot, for example, include several PRE01 referrals for the same claimant in one e-mail.

Telephone contact

- L64. If the claimant is not present when it is established that they refused or failed to apply you should first attempt to contact the claimant by telephone. If telephone contact is made you must:
- Confirm the claimants' identity.
 - Complete the PRE01 - Ensuring the reasons given by the claimant over the telephone for their refusal or failure are fully covered and copied to the PRE01 at part 4 **Please Note:** The PRE01 Form can be found at Annex N (With information on how to complete the form at [Appendix 2](#) of this document).
 - E-mail the PRE01 form to your linked BDC LMDM designated Administration Team e-mail address **Please Note:** Only one PRE01 form is included per e-mail. You cannot, for example, include several PRE01 referrals for the same claimant in one e-mail.
- L65. **Please Note:** To ensure a reasonable chance of acquiring the necessary information, two attempts should be made to contact the claimant by telephone. However, if the claimant does not have a telephone number or despite the two attempts they cannot be contacted, the claimant should be contacted in writing to establish their reasons.

Written contact

- L66. It is preferable that claimants who refuse or fail to apply for employment are contacted either face to face or by telephone. However, if the claimant is not present when the refusal or failure arises or cannot be contacted by telephone, the claimant should be contacted in writing. You must:
- Complete sections 1, 2, 3 and 4 of the PRE02 form **Please Note:** The PRE02 Form can be found at Annex O (With information on how to complete the form at [Appendix 3](#) of this document).
 - Post (by 1st class post) the PRE02, and a pre-paid self addressed envelope to the claimant (and record the date this action takes place).
- L67. Claimants are allowed 7 calendar days (from the date posted) to return the completed PRE02.

Claimant returns PRE02 within 7 calendar days

- L68. On the claimants return of the PRE02 you must:
- Complete the PRE01 - Ensuring the reasons given by the claimant (at part 5 of the PRE02) for their refusal or failure are copied word for word to the PRE01 at part 4 **Please Note:** The PRE01 Form can be found at Annex N (With information on how to complete the form at [Appendix 2](#) of this document).
 - Retain the PRE02.

- E-mail the PRE01 form to your linked BDC LMDM designated Administration Team e-mail address **Please Note:** Only one PRE01 form is included per e-mail. You cannot, for example, include several PRE01 referrals for the same claimant in one e-mail.

Claimant does not return SJP PRE02 within 7 calendar days

L69. Where a claimant does not return the PRE02 within 7 calendar days you must:

- Complete the PRE01 - Ensuring that you note at '*Part 4 - Further information*' that the claimant has not returned the PRE02 within 7 calendar days **Please Note:** The PRE01 Form can be found at Annex N (With information on how to complete the form at [Appendix 2](#) of this document).
- E-mail the PRE01 form to your linked BDC LMDM designated Administration Team e-mail address **Please Note:** Only one PRE01 form is included per e-mail. You cannot, for example, include several PRE01 referrals for the same claimant in one e-mail.

Information volunteered after the RE DMA referral is made

L70. If you receive volunteered information from the claimant relating to their refusal or failure to apply for a vacancy after the PRE01 has been sent (e.g. they state they have subsequently applied) you must communicate this to your designated linked LMDM Administration Team. There is no specific form/template for this process. **Please Note:** Any additional information must be communicated to the LMDM by letter or telephone, as agreed locally.

Appendix 1: JSA Escalation of Sanctions Scenarios.

Scenario 1

- Mandation **1** - 08.12.14 Claimant mandated to apply for vacancy before closing date 06.01.15.
- Mandation **2** - 03.01.15 Claimant mandated to attend job interview 22.01.15.

L71. The claimant fails to undertake both activities and fails to provide good reason.

L72. A 13 week sanction is applied for failure **1** (date of failure 06.01.15).

L73. A 26 week sanction is applied for failure **2** (date of failure 22.01.15) because these failures are more than 2 weeks apart.

Scenario 2

- Mandation **1** - 03.02.15 Claimant mandated to attend job interview 12.02.15.
- Mandation **2** - 03.02.15 Claimant mandated to apply for a vacancy before 27.02.15.
- Mandation **3** - 03.02.15 Claimant mandated to apply for a vacancy before 28.02.15.

L74. The claimant fails to undertake all three activities and fails to provide good reason.

L75. A 13 week sanction is applied for failure **1** (date of failure 12.02.15).

L76. A 26 week sanction is applied for failure **2** (date of failure 27.02.15) as this is more than 2 weeks since the previous failure.

L77. A further 26 week sanction is applied for failure **3** (date of failure 28.02.15) as this is within 2 weeks of the previous failure on 27.02.15.

Scenario 3

- Mandation **1** - 18.02.15 Claimant mandated to attend job interview 03.03.15
- Mandation **2** - 25.02.15 Claimant mandated to apply for a vacancy before 18.03.15
- Mandation **3** - 04.03.15 Claimant mandated to apply for a vacancy before 02.04.15

L78. The claimant fails to undertake all three activities and fails to provide good reason.

L79. A 13 week sanction is applied for failure **1** (date of failure 03.03.15).

L80. A 26 week sanction is applied for failure **2** (date of failure 18.03.15) as this is more than 2 weeks since the previous failure.

L81. A 156 week (3 year) sanction is applied for failure **3** (date of failure 02.04.15) as this is more than 2 weeks since a 26 sanction was applied for the previous failure on 18.03.15.

Appendix 2: How to complete the PRE01.

Part 1: Claimant Details.

Please enter the participant's full name, National Insurance number, telephone number and address in the fields provided. (Please Note: The address field must detail the address to where any posted mandation notifications have been sent). You must also clearly detail which Employment Programme you are delivering for which the claimant is required to participate.

Part 2: Employment offer refused or failed to apply for.

You must ensure you give details of the employment opportunity for which the claimant is required to apply for as detailed on the MEN you issued to the claimant, please detail:

Job Title: The position for which the claimant was mandated to apply for.

Employer Name: The Name of the employer or organisation to which the vacancy relates.

Job Reference: (Where available) detail any vacancy reference codes/mnemonics'.

Employer Address: The address for the employer or organisation Please Note: In the absence of an employer address (and where available in its absence) you should detail the address which any interview or application was to be made (this may include website addresses or e-mail where applicable to the vacancy).

Employer Contact: (Where available) a named contact in relation to the vacancy.

Contact Phone: (where available) the telephone contact number for the vacancy.

Daily pattern of hours per week: (where available) the notified pattern of employment e.g.

Mon	<input type="text" value="8-5"/>	Tue	<input type="text" value="8-5"/>	Wed	<input type="text" value="8-5"/>	Thurs	<input type="text" value="N/A"/>
Fri	<input type="text" value="8-5"/>	Sat	<input type="text" value="8-5"/>	Sun	<input type="text" value="N/A"/>		

Basic Wage: (where available) the notified basic wage.

Bonus and Overtime: Where available you must also detail any information in relation to bonuses or overtime.

Was the job temporary: Please detail where it is apparent if the vacancy is temporary entering the dates for which the contract will run for.

What was the vacancy closing date: (where available) please enter the vacancy closing date.

Part 2: Employment offer refused or failed to apply for (continued).

What action was the claimant to carry out: Please select one of the two options. This must be what the claimant was required to do as detailed on the MEN. Where you have mandated the claimant to apply for a vacancy you must detail (in the box provided) how the claimant was required to apply e.g. submit their C.V, complete an online application, contact the employer directly, or detail any other method as stated in the vacancy advert. You must also state by what date you required the claimant to apply.

On what date did you notify the claimant of the vacancy: This **MUST** be the date you issued the MEN to the claimant **Please Note:** If the MEN was issued by post this must be the date you posted the notification.

MEN issued by: Please select the method you issued the MEN to the claimant (By hand or post).

Part 3: What did the claimant fail to do?

Did the claimant (please select one of the below): Please select one of the 6 options.

On what date did the above failure or refusal occur? Please detail the date the claimant failed to undertake what they were required. E.g. the date of the interview they failed to undertake, or the closing date of a vacancy which they were required to apply for.

Was industrial action taking place? Please select and detail dates where applicable.

Part 4: Further Information.

Please select Yes/ No to state if the claimant was issued with a PRE02 to complete. Also detailing if the claimant was issued the form by hand or if it was posted and on what date it was issued/ posted.

Please provide any further relevant information that may assist the decision maker in making the decision: In this section, you are asked to provide any additional information that may assist the decision maker in making their decision. In addition (where appropriate) you must include:

- An exact word for word transcription of any reasons the claimant gives when asked why they failed to undertake, apply or take up employment.
 - Where the claimant states their reasons face-to-face or over the phone you must ensure that the claimant understands that any information they give to you will be used by DWP to make a decision on whether the claimant had good reason to fail or refuse to apply or take up employment.
 - Where the claimant states their reasons in writing on the PRE02 you must ensure that the reasons are copied to the PRE01.
- Detail where the claimant has not returned the PRE02 within 7 calendar days.
- Where a claimant states the 'type' of work they were mandated to undertake does not match their desired employment sector and/or occupation type you should provide details as to why you deemed the job suitable and document any recorded information in relation to the 'type' of work the claimant is seeking that supports this.

Part 5: Provider Details and Declaration

Please enter the contact details of the person/provider completing the form and by so doing, you are confirming that the form has been completed fully and accurately.

Appendix 3: How to complete the PRE02.

Part 1: Our Details.

Please enter the name and telephone number of your employee who is gathering the information and your office address for which the claimant is to return the completed form. Please also detail the date which the form was issued/ posted.

Part 2: Your Details.

Please enter the participant's full name and National Insurance number.

Part 3: Employment offer refused or failed to apply for.

You were notified of the below vacancy on: This MUST be the date you issued the MEN to the claimant Please Note: If the MEN was issued by post this must be the date you posted the notification.

The Job was to be with: The Name of the employer or organisation to which the vacancy relates.

The Jobs was to start on: (Where available) detail the expected start date

The job was to be at: The employer/ organisation address where the employment was at.

The nature of the job was: brief description of the advertised vacancy. E.g. cleaner, marketing manager, brick layer etc.

The basic wage was to be: (where available) the notified basic wage.

Plus a bonus and overtime of: Where available you must also detail any information in relation to bonuses or overtime.

The daily pattern of hours to work each week was to be: (where available) the notified pattern of employment e.g.

Mon	<input type="text" value="8-5"/>	Tue	<input type="text" value="8-5"/>	Wed	<input type="text" value="8-5"/>	Thurs	<input type="text" value="N/A"/>
Fri	<input type="text" value="8-5"/>	Sat	<input type="text" value="8-5"/>	Sun	<input type="text" value="N/A"/>		

The job was: Please detail if the job was to be permanent or temporary and where it is apparent if the vacancy is temporary enter the expected end of contract.

Part 4: Why you failed to take up a job opportunity

In the space provided please detail if the claimant had previously given a reason for failing to apply or take up the detailed vacancy. If there is not any information available please state in the space provided 'No reason has been given'.

Part 5: Why you failed to take up a job opportunity (continued)

You must not enter anything in the space provided this is for the claimant to state the failure reasons.

Part 6: Your declaration

Again you must not enter anything this is for the claimant to sign and date.