

# Work Trial Guide

## Introduction

1. Payment of Work Trial travel expenses are funded from the Flexible Support Fund (FSF).
2. This guidance is intended to help you decide whether a vacancy is suitable, whether a Work Trial is appropriate and provide guidance on the action to be taken before, during and after a trial.
3. The [Travel Expenses for Work Trials](#) guidance tells you:
  - how to make a payment for expenses
  - the forms to complete
  - the Labour Market System (LMS) action to take
  - the overpayment action to take.
4. Work Trial gives those at greatest disadvantage in the labour market the opportunity to demonstrate to an employer that they are suitable for, and capable of doing, the job they are applying for.
5. Their purpose is to overcome any remaining suitability doubts an employer and/or disadvantaged group claimant may have following a formal interview for a vacant post. In simple terms, for both claimants and employers, it is an opportunity to 'try before you buy'.
6. A Work Trial must relate to a specific vacancy that an employer is actively trying to fill and be offered to a claimant on a strictly non-competitive basis. This means that for the duration of the trial, the person taking part is the only person under consideration for the vacancy in question i.e. the job is theirs if **both** they and the employer are satisfied following a trial period.
7. It is imperative that Jobcentre Plus effectively manage employer expectations and treat each Work Trial on its individual merits, not least because jobseeker participation is entirely voluntary.
8. DWP Ministers have been assured that Jobcentre Plus staff will do all they can to ensure the integrity of Work Trial. Ministers have, in turn, given the same assurance to external organisations such as the Trades Union Congress (TUC).
9. As participation in Work Trials is voluntary, there are no National benchmarks for 2010/11.

## Promoting Work Trial

### Promoting Work Trial to claimants

10. As claimant participation is entirely voluntary, [eligible claimants](#) should be encouraged to embrace Work Trial and use their willingness to undertake a 'free' trial period as a means of overcoming any doubts an employer might have about their suitability for a particular job.
11. A common reaction from claimants is that they are not prepared to 'work for nothing'. You should attempt to overcome this, and other objections, by promoting the benefits of Work Trial, for example:
  - it provides the claimant with an opportunity to prove themselves to an employer over a period of time rather than just relying on a short interview
  - it gives the claimant time to decide if the type of work, hours, employer etc. is right for them

- participation is entirely voluntary and the claimant's benefit is safe even if they leave the trial early or turn down the job if offered
- the claimant has an equal say in how long the trial period should be,
- the claimant will not be out of pocket, in addition to receiving their usual rate of benefit they will also be able to claim [expenses](#)
- Jobcentre Plus will [monitor](#) the trial to protect the claimant's interests and address any problems that might arise.

12. Claimants who are [eligible](#) and willing to undertake a Work Trial should be issued with leaflet [EMP.WT01](#) and [EMP.WT01W](#) 'Work Trials - Try it for yourself'. You can email these to eligible claimants to attach to online job applications.

## **Promoting Work Trial to employers**

13. Everyone in Jobcentre Plus that has contact with employers must be aware of the features and benefits of Work Trial and take appropriate steps to promote the initiative in the interests of our most disadvantaged claimants.

14. The key selling points are:

- no cost to the employer as we still pay the person's benefit
- allows the employer a chance to test out an employee's aptitude for the job
- allows the employer the opportunity to overcome any misconceptions or stereotypes they may have about disadvantaged claimants
- gives the employer an opportunity to check whether the person fits in with their existing workforce
- saves the employer time as they don't have to fill in tax and insurance paperwork until they are sure they have the right person.

15. The employer leaflet 'Work Trials - Give you time to decide' (EMP.WT02) is now obsolete. If an employer wants more information, the claimant leaflet EMP.WT01 could be issued to them.

16. Partner organisations, for example Providers, might also mention Work Trial to employers but they cannot enter in to [Work Trial Agreements](#) on our behalf. Only Jobcentre Plus can sign agreements and sanction individual trials under that agreement.

## **Is a Work Trial appropriate**

### **Eligibility**

17. The following claimants, aged 18 or over, are automatically eligible for a Work Trial:

- Claimants on:
  - Jobseeker's Allowance for 6 months or more
  - Jobseeker's Allowance for less than 6 months who have been fast tracked to a programme, including voluntarily (e.g. young person not in employment, education or training)
  - Income Support
  - Employment and Support Allowance
  - Incapacity Benefit
  - Severe Disability Allowance
  - Carer's Allowance

- Bereavement Benefit
  - Pension credit
  - other unemployed claimants with a person with disability marker
  - disadvantaged claimants (ex-offenders, refugees, drug or alcohol mis-users and homeless)
  - JSA claimants age 50+ where an adviser thinks they would benefit from a Work Trial.
18. At adviser discretion, people aged 18 or over who have been on Jobseeker's Allowance for less than 6 months, or are unemployed and not receiving benefits, may also be given access to Work Trial if they are:
- a claimant identified as potentially being below the Basic Skills Standard Level 1,
  - a claimant whose first language is not English,
  - a claimant who has recently (within last 6 months) left H.M Forces and been unable to find civilian employment,
  - a claimant who, for domestic reasons only, has been away from the labour market for a period of two years or more,
  - a claimant who has recently (within last 6 months) been made redundant from a company that has laid off 20 or more workers locally, and
  - a claimant aged between 18 and 24 with less than 6 months post-education work experience.

### **Claimants participating in Work Programme or Work Choice**

19. All [eligible](#) claimants have access to Work Trials, however only those **not** participating in the Work Programme or Work Choice can have [allowable expenses](#) paid from the Flexible Support Fund (FSF).
20. Claimants participating in the Work Programme or Work Choice **cannot** receive payments from the FSF and will need to discuss the potential payment of Work Trial expenses with their provider. Apart from expenses, all other Work Trial processes contained in this guidance continue to apply to these claimants.
21. Providers can discuss Work Trials with claimants and employers but they cannot enter in to Work Trial Agreements on our behalf. Only Jobcentre Plus can sign agreements and sanction individual trials under that agreement.
22. Providers must refer any claimants wishing to participate in a Work Trial to Jobcentre Plus at the appropriate point, that is, after an interview for a vacant post where suitability doubts remain. Any claimant contacting Jobcentre Plus directly must be advised to speak to their Provider, who will refer them to us.
23. Providers cannot use Jobcentre Plus' Work Trial forms when making any payment of expenses.

### **'Access to Work' and Work Trial**

24. Disabled people taking part in a Work trial can apply for advice and support from Access to Work (AtW). This should encourage more disabled people to take up the opportunity to try out work.

25. When a Work Trial claimant is identified as potentially needing AtW support, the adviser must:

Step	Action
1	Explain to the claimant that they need to make an application for AtW and that their application needs to be made promptly.
2	Explain that they must inform the Operational Support Unit that they are starting a Work Trial rather than starting paid employment.
3	Explain that travelling costs will be paid as normal (locally) and <b>NOT</b> by Access to Work.
4	Provide the claimant with the appropriate AtW Operational support Unit <a href="#">phone number</a> .
5	<p>E-mail the appropriate AtW <a href="#">Operational Support Unit</a> immediately. As personal information is being sent, the subject box <b>must</b> state 'Restricted: Personal Data - Work Trial'.</p> <p>The email must provide the following details:</p> <ul style="list-style-type: none"><li>• claimant name and national insurance number,</li><li>• a named contact at the company/organisation the Work Trial is to take place, and</li><li>• Adviser/Work Trial coordinator details.</li></ul>

26. For further details refer to [Access to Work guidance](#).

### Eligible vacancies

27. Employers that have entered into a [Work Trial Agreement](#) can subsequently use the initiative to assist in their recruitment for any vacancies, including Apprenticeships, which meet the following criteria:

- the employer has an actual vacancy that they are looking to fill,
- the vacancy is for 16 hours per week or more,
- the vacancy is expected to last at least 13 weeks, and
- the vacancy is in United Kingdom.
- It is not covered by the [vacancies you must not service](#) criteria

28. Before each Work Trial begins you must ring the employer to confirm that the above criteria are met.

29. Work Trials must not be agreed retrospectively.

30. Assuming that is the case, ask the employer to send you a brief email stating the job title and confirming that it satisfies Work Trial eligibility criteria. This email should be printed and filed appropriately (perhaps with the Work Trial Agreement if held locally). If the employer does not have email facilities, the information should be recorded as a conversation on the employer's LMS record.

31. Even if a vacancy meets the above criteria you must consider whether it is [appropriate](#) to proceed with Work Trial.

### Working with vulnerable groups

32. There is nothing to prevent Work Trial being used to fill vacancies that involve work with vulnerable groups; however a Criminal Records Bureau

(CRB) or Disclosure Scotland Protecting Vulnerable Groups (PVG) check may be required.

33. The Jobcentre Plus position is that employers and organisations should pay for these checks. However, in exceptional circumstances only, it may be possible to help certain claimants from the Flexible Support Fund budget.

34. See the ['Criminal Records Bureau and Protecting Vulnerable Groups checks'](#) guidance.

### Is Work Trial appropriate?

35. Even if an employer has signed a [Work Trial Agreement](#), the vacancy being offered meets the [eligibility criteria](#) and the proposed participant is [eligible](#) it does not necessarily mean that a Work Trial is appropriate. The following questions must be considered:

Step	Action
1	<p><b>Is a Work Trial actually necessary?</b> The need for a Work Trial must be judged on the merits of each individual case and be agreed by <b>both</b> the employer and the candidate.</p> <p>It is important to manage employer expectations in this regard and mitigate the risk that applicants view the requirement to undertake a Work Trial as mandatory to the recruitment process.</p> <p>If an employer has more than one vacancy, each potential Work Trial must be looked at on an individual basis in terms of both need and <a href="#">duration</a>.</p>
2	<p><b>Has the candidate been formally interviewed by the employer?</b> Work Trial is the final stage of an employer's recruitment process and must <b>always</b> take place after the employer has formally interviewed the candidate.</p>
3	<p><b>Do the terms and conditions of the Work Trial mirror those of the vacancy?</b> The candidate must be given a fair chance to experience the realities of the actual work and workplace environment. If the vacancy is 8 hours a day, 3 days a week working on a checkout, then the Work Trial must be 8 hours a day, 3 days a week working on a checkout.</p> <p>Whilst any Work Trial will naturally include a short induction period, i.e. to cover company domestics, fire drill / evacuation procedures, first aid arrangements etc and perhaps some basic on the job training, employers must not be allowed to use Work Trial simply as a cheap way of providing training.</p>
4	<p><b>Is the Work Trial non-competitive?</b> A trial is intended to give the candidate the chance to demonstrate and confirm their suitability as for the duration of a trial the person taking part must be the only person under consideration for a particular vacancy.</p> <p>Employers must not use Work Trial to judge who is the best from a group of candidates.</p> <p>If someone has undertaken a Work Trial but was considered unsuitable for the job, or rejected it, the employer can offer another candidate a Work Trial opportunity.</p>

5	Does the job involve working with <a href="#">vulnerable groups</a> ?
6	Is an <a href="#">employment agency</a> involved?
7	Is the job being offered on a <a href="#">self-employed</a> basis?
8	Has the vacancy not got a <a href="#">fixed location</a> ?

### Employment agencies

36. When considering Work Trial for employment agencies extra care needs to be taken.

37. If the agency is acting on behalf of a third party, Jobcentre Plus must be given access to the end employer as that is who we must enter into a Work Trial Agreement with.

38. If the agency is the end employer, Jobcentre Plus must establish on what basis the candidate would be employed if the trial proved successful. If, for example, the end job is on an 'as and when required' basis then Work Trial is probably not appropriate.

39. Also, if the agency is the end employer, Jobcentre Plus must check where the candidate will actually be working. If it is in another company with whom the agency has a contract to supply labour, Jobcentre Plus must seek assurance from the agency that they will not receive any payment from the host company in respect of the Work Trial participant.

### Self-employed vacancies

40. Jobs that are offered on a self-employed basis are unlikely to be suitable for Work Trial. The decision on suitability should be taken by Jobcentre Plus at a local level after considering all the issues, including:

- Who will be signing the Work Trial agreement and taking responsibility for the candidate's health and safety?
- Is there an increased risk of exploitation? For example, someone engaged as a sales canvasser on a commission only basis may provide the employer with leads while they are on the trial, but end up with nothing in return.
- Who will supervise the candidate and decide upon suitability?
- Does the candidate clearly understand the terms on which they would be employed if successful?

### Vacancies with no fixed location

41. Work Trial can be used for vacancies that involve a candidate moving around from place to place, for example, delivery drivers, building trades or service engineers. In these cases Jobcentre Plus must make sure that:

- the candidate is supervised throughout the trial; for example, people who are driving should be accompanied to a sufficient extent that their performance can be effectively assessed, or
- special arrangements are made for [monitoring](#). It may be that Jobcentre Plus arrange for the candidate to be at a pre-arranged place during the trial.



## Duration of a Work Trial

42. It is strongly recommended that the initial trial period should just be for a few days. This can then be reviewed and, if all parties are in agreement, extended on an incremental basis.

43. In exceptional circumstances only, a trial can last up to a maximum of 30 working days (over a period not exceeding 6 calendar weeks)

44. The length of each Work Trial must be decided on a case by case basis between the claimant and the employer. Each has an equal say and you must remain impartial in brokering an agreement on the initial duration.

45. For jobs that are expected to last less than 6 months it would not usually be appropriate for a Work Trial to last longer than a total of 5 days. This limit should not be exceeded unless it is clearly in the best interests of the claimant to do so.

## Vacancies in other areas

46. If the employer, and therefore the Work Trial, is not in the candidate's home area you should, as a courtesy, liaise with the Employer Adviser in the area where the employer is based. Decide which of you is best placed to ensure all the employer aspects of Work Trial are dealt with.

47. If a candidate is lodging away from home to undertake the Work Trial, the employer must be advised of the need to allow the candidate reasonable time to:

- attend Jobcentre Plus to claim appropriate expenses
- commute at the start and/or end of each working week.

## Work Trial Agreement

48. Employers interested in making use of Work Trial as an aid to their recruitment process must enter into a formal agreement with Jobcentre Plus.

49. The agreement, 'Work Trial – Our agreement', sets out the terms and conditions under which Work Trials can be operated and the responsibilities of both the employer and Jobcentre Plus in the process. (**Note:** Partner organisations **cannot** enter in to Work Trial agreements on our behalf – responsibility sits firmly with Jobcentre Plus alone).

50. The agreements, [EMP.WT03](#) and [EMP.WT03W](#), are available here to email to employers to print, complete and return to the Jobcentre Plus office if they wish. Although these versions are protected, you must check any agreement that has been printed by an employer against the original copy held in guidance to confirm it has not been amended.

51. Employers must be given two copies of the agreement to sign and return to Jobcentre Plus. If they have been sent the agreement by email to print and complete then they must be informed to return two copies. (NB when issuing the agreements you must also issue a [health and safety questionnaire](#) as this is referred to in the agreement).

52. When the signed agreements are returned they must be co-signed by a Jobcentre Plus Band C, or above, who is fully conversant with the purpose and content of the Work Trial Agreement and HSQ1. You must check any agreement that has been printed by an employer against the original copy held in guidance to confirm it has not been amended

53. One copy of the agreement, signed by both parties, must be returned to the employer and the other, along with the HSQ1, retained by Jobcentre Plus.

The existence of the agreement must be recorded in the notepad field in the employer's record on LMS – the field should be noted 'Work Trial Agreement and HSQ1 held from (enter date)'. [Agreements with large employers entered into by the National Sales Team are recorded here.](#)

54. Jobcentre Plus must protect the integrity of the Work Trial initiative and ensure that the interests of jobseekers are protected. Any suspicion of [employer abuse](#) must be handled swiftly and sensitively.

55. Work Trial Agreements remain in force forever unless either party notifies the other, in writing, of the intention to cancel the agreement.

### **Health & Safety Questionnaire (HSQ1)**

56. Although Work Trial participants are not actually employed by the employer they are treated as such under health and safety legislation.

Jobcentre Plus must therefore ensure that the employer is aware of, and discharges, their responsibilities in this regard.

57. This is achieved by asking the employer to complete a Health & Safety Questionnaire ([HSQ1](#)). Jobcentre Plus must not enter into a [Work Trial Agreement](#) or deliver any Work Trials unless the employer can confirm that they are meeting the requirements of health and safety legislation. Employers must also satisfy Jobcentre Plus that they will, where appropriate, check the same information with any sub-contractors.

58. Once completed, the HSQ1 must be checked closely by a Jobcentre Plus Band C, or above, who is fully conversant with the purpose and content of both the HSQ1 and the Work Trial Agreement to which it relates.

59. All questions on the HSQ1 must have been answered with either 'YES' or 'N/A' (where appropriate). The 'not applicable' (N/A) response can only be accepted where it is indicated as an option to a specific question.

60. If the employer has answered 'NO' (or used 'not applicable' inappropriately) you must contact them to double check the response as the employer may have misread the question or simply ticked the wrong box in error. Where issues cannot be resolved, you must inform the employer that Jobcentre Plus is unable to enter in to an agreement with them to deliver Work Trial. Additionally, the employer must be advised to check their responsibilities with the [Health & Safety Executive](#).

61. The Health and Safety Questionnaire is only valid for 12 months from the date of signature, (offices, including National Sales Team, may wish to have review systems in place). Prior to a Work Trial commencing you must check that we hold a valid HSQ1 for the employer. If not, the employer must be contacted, advised of the situation and sent an HSQ1 for completion.

62. On its return you must action the completed HSQ1 as above and, if accepted, record the new HSQ1 date in the notepad field in the employer's record on LMS.

### **Authorising the Work Trial**

63. All Work Trials must be authorised by Jobcentre Plus; authorisation is based upon you conducting specific checks / actions [prior to the claimant starting the trial.](#)

64. For trials taking place within daily traveling distance of the claimant's home, authorisation is given on form [WT Auth1](#), once signed the form must be retained. This same form is also used to authorise the rate at which the claimant's daily [expenses](#) will be paid.



65. If the Work Trial is taking place beyond daily traveling distance of the claimant's home, authorisation is given on form [WT Auth2](#). In these circumstances, a [WT Auth2a](#) detailing the expenses allowed must also be completed, attached to the WT Auth2 and retained. A copy of the WT Auth2a must be issued to the claimant.
66. If a Work Trial is authorised, the [Travel Expenses for Work Trials](#) chapter of the Flexible Support Fund guidance explains how to make a payment of expenses.

### Action prior to claimant starting a Work Trial

67. When setting up a Work Trial you must always take the following steps:

Step	Action
1	Check that the claimant is eligible.
2	Make sure the claimant understands that their participation is entirely voluntary and that their benefit will not be affected if they do not wish to take part or leave before the end of the trial period or decline a job offer at the end of the Work Trial.
3	Check that the employer has signed a <a href="#">Work Trial Agreement</a> and that a valid <a href="#">Health &amp; Safety declaration</a> (HSQ1) is held.  If no agreement is held and/or health and safety information is not current you must make the necessary arrangements before the trial can commence. If the Work Trial is based in another area the LMRA in that area should be contacted.
4	Check that the vacancy is Work Trial eligible and ensure the employer has provided the necessary confirmation.
5	Ensure that a Work Trial is appropriate in the circumstances.
6	Agree the start date and duration of the Work Trial; arrange a date, convenient to the employer and claimant, on which you will phone/visit to <a href="#">monitor progress</a> .
7	Discuss with the claimant the expenses they can claim and make appropriate arrangements for paying them – amounts/arrangements must be in line with Work Trial <a href="#">expenses</a> policy and guidance.
8	Complete the form(s) necessary to <a href="#">authorise</a> the Work Trial and related expenses.
9	Check that an appropriate Work Trial opportunity has been created on LMS. If it has not, ensure that one is created.
10	Refer the claimant to the Work Trial opportunity (if this has not already been done) and set a LMS workflow prompt for the first day of the trial to confirm, with the employer, that the claimant actually starts. A LMS workflow prompt for the monitoring call might also be appropriate depending upon local arrangements.
11	If the claimant is claiming JSA and their signing day falls while they are on the trial, you must make arrangements for them to be able to complete a signing declaration.

## Action on the first day of the Work Trial

68. On the first day of the Work Trial you must contact the employer to confirm that the claimant has started and, if so:

Step	Action
1	If the employer has agreed to reimburse the claimant's expenses (not applicable to Work Trials beyond daily traveling distance of the claimant's home), ensure that they have received claim form WT Exp3 and are aware of the daily rate at which expenses should be paid.
2	Record the start on the LMS Work Trial opportunity.
3	Record, as a 'conversation' on the claimant's LMS record that they have: <ul style="list-style-type: none"><li>• started Work Trial,</li><li>• the name of the employer, and</li><li>• the expected end date. If the trial is subsequently extended the conversation note must be updated accordingly.</li></ul>
4	For JSA claimants complete page 1 of form WT5JP (Notification of a Work Trial) and forward it to the Fortnightly Jobsearch Review (FJR) team who should file it on the front of the claimant's LMU.
5	For non-JSA claimants note the Work Trial details in the claimant record on the appropriate benefit payment system.
6	Set up Work Trial control sheet (WT Cont 1) and ensure that arrangements are in place to make the first <a href="#">monitoring</a> call/visit.

69. Any delay in completing actions 3, 4 & 5 could have an impact on the payment of the claimant's benefit or lead to unnecessary work for the Fraud Investigation Service.

70. If the claimant has not started the Work Trial their personal adviser must be notified. Although the claimant will not be sanctioned in any way, the adviser will probably wish to explore the reasons behind their non-attendance.

## Contact during a Work Trial

71. To ensure the smooth, effective running of each Work Trial Jobcentre Plus must have a nominated person (e.g. the candidate's personal adviser, LMRA) who will:

- address any issues arising during the trial
- maintain contact with both employer and candidate to [monitor progress](#)
- agree extensions, where appropriate, to the [duration](#) of the trial.

## Monitoring a Work Trial

72. Jobcentre Plus has a 'duty of care' to any claimant participating in one of our programmes. If you are responsible for arranging a claimant's Work Trial then that 'duty of care' rests with you. Along with colleagues (where appropriate) you must ensure that a system is in place to monitor the progress of each Work Trial you arrange. The logistics of monitoring the trial (i.e. who, when, how) must be decided locally on a case by case basis but it is not something that can be overlooked.

73. Arrangements for monitoring the Work Trial must, therefore, be established before the trial commences. The arrangements must be such that you can ensure:

- the trial is running smoothly and any emerging problems are identified
- the needs of the claimant are being met (the claimant should have the opportunity to relate any concerns they may have in private)
- the employer is living up to their responsibilities as detailed in the Work Trial agreement.
- the claimant is not working in an obviously unsafe environment. Should there be any concerns about this please refer to, [Health and Safety Guidance, Safety on programmes.](#)
- the duration of the trial is effectively managed. Any extensions must be recorded as a conversation on the claimant's LMS record.

74. If you are unable to agree appropriate monitoring arrangements a Work Trial must not be authorised.

75. Details of monitoring calls/visits must be recorded on the Control Sheet form [WT Cont1](#).

76. Action must be taken if there is any suggestion that the employer might be [abusing](#) the Work Trial programme in any way.

### **Signing and jobsearch arrangements for JSA claimants**

77. While on Work Trial, a JSA claimant is still required to satisfy the claim conditions. If the claimant's signing day falls while they are on the trial, you must make arrangements for them to be able to complete a signing declaration.

78. This can be done in a number of ways:

- it can be arranged for the claimant to attend as normal on their signing day (the employer will need to be informed if this impacts on the claimant's attendance in the workplace),
- the claimant can be given a postal signing coupon, or
- local office procedure, check with your Business Manager.

### **Making a payment of Work Trial expenses**

79. To ensure they are not out of pocket when undertaking a Work Trial, claimants **not** participating in the Work Programme or Work Choice can claim travel and overnight subsistence expenses from the Flexible Support Fund (FSF).

80. See the [Travel Expenses for Work Trials](#) guidance. These are the **only** Work Trial expenses that can be paid from the FSF 'Work Trials – Travel Costs' account code.

81. Claimants participating in the Work Programme or Work Choice **cannot** receive payments from the FSF and will need to discuss the potential payment of expenses with their provider.

### **Action on completion of a Work Trial**

82. When the Work Trial ends, for whatever reason, you must take the following action:

Step	Action
1	Complete Part 3 of the control sheet WT Cont1

2	Update the LMS opportunity via the 'view follow-up' window: <ul style="list-style-type: none"> <li>Record the 'end date', and</li> <li>Record the 'end reason' as either <ul style="list-style-type: none"> <li><b>'Provision Complete Found Work'</b> (if the participant has been taken on by the employer offering the Work Trial), or</li> <li><b>'Provision Complete Other'</b> (for all other outcomes)</li> </ul> </li> </ul>
3	Check whether the claimant has received all appropriate <a href="#">expenses</a> and, if not, make the necessary arrangements for them to be paid.
4	For JSA claimants, complete page 2 of form WT5JP (Notification of a Work Trial) and forward it to the Fortnightly Jobsearch Review (FJR) team

83. Further actions will vary depending on whether the trial is successful (i.e. claimant starts work) or not.

### **Work Trial successful – claimant starts work**

84. You must help the claimant with claim closure action and offer in-work benefit advice.

### **Work Trial unsuccessful – claimant not engaged**

85. You must obtain feedback from both the claimant and the employer. The reasons for the trial not being successful may influence the claimant's future jobsearch or future Work Trials with the host employer, or both.

86. JSA claimants must be reminded that they need to resume normal signing arrangements and take the steps detailed in their Jobseeker's Agreement to find work.

## **Capturing performance**

87. To facilitate the accurate capture of Work Trial performance information the following processes **MUST** be followed on LMS:

Step	Action
1	A 'provider' record must be set up for the employer offering the Work Trial.
2	A 'Work Trial' opportunity type must be created against the 'provider' record.
3	Refer claimant to the 'Work Trial' opportunity promptly.
4	Claimant ' <b>start date</b> ' should be recorded promptly against the 'Work Trial' opportunity.
5	When the Work Trial ends the ' <b>end date</b> ' should be recorded promptly via the 'view follow-up' window within the opportunity.
6	The 'end reason' must be recorded as either ' <b>Provision Complete Found Work</b> ' (if the participant has been engaged by the employer offering the Work Trial and has moved off benefit) <b>or</b> ' <b>Provision Complete Other</b> ' (for all other outcomes)

## **Abuse of Work Trial**

88. The nature of the Work Trial initiative means that it could be open to abuse by an employer. Jobcentre Plus staff have a clear responsibility to ensure such abuse does not take place and protect the interests of those looking for work.

89. Although employers enter in to formal agreements to offer Work Trial and, in each case, give an assurance that a genuine vacancy exists, Jobcentre Plus must still [monitor](#) their operation to ensure that employers are living up to their obligations.

90. Any suspicion that an employer is not operating in the true spirit of the initiative must be fully investigated by Jobcentre Plus at a local level. If doubts remain about the employer's integrity then the Work Trial Agreement must be withdrawn and the employer notified accordingly in writing.

91. If a Work Trial Agreement is withdrawn because of doubts about the employer's integrity, details of the case must be passed to the [policy manager](#).

## **Forms**

92. [The forms required to support the Work Trial process are contained within the FSF Travel Expenses for Work Trials guidance.](#)