**London Councils ESF Programme 2014-2020**

**Frequently Asked Questions –**

**Enrolment Forms**

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| Q1 | Can participants under 25 be enrolled on a programme? |
| A1 | On some programmes yes (please check your programme prospectus). Under 19s are not eligible on all programmes. Participants who are 25 and under can be enrolled but their INA must indicate significant reasons or barriers as to why they should be on the programme. Otherwise this questions whether a YEI would be more appropriate. |

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| Q2 | The proof of evidence submitted has changed from what was originally ticked on the enrolment form. Does the enrolment form need to be amended? |
| A2 | Yes, if the evidence submitted by participant changes, please amend on enrolment form so that it matches. |

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| Q3 | How should the enrolment form be filled out – by the participant or by the project? |
| A3 | The participant should be able to answer most of their questions on their own, but some questions should be done by the project staff and the participant together.  For the ‘highest level of education’ and the ‘basic skills’ section you should make sure the participant understands what to tick. It is very important that you discuss their employment status with them before they put it on the form. Also think about the barriers they have ticked on the form before ticking economically inactive or long term unemployed.  We advise that you make sure that the participant is ticking the right boxes as they go through. |

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| Q4 | A participant has made a mistake on the enrolment form and ticked the wrong box– what should I do? |
| A4 | If a box has been ticked and needs to be changed please clearly cross out the first box and tick the correct box. Don’t submit an enrolment form with two boxes ticked in response to one question. The evidence needs to match the boxes ticked so, for example, if a participant has ticked ‘utility bill’ and provided a Job Centre letter, the tick by ‘utility bill’ should be clearly crossed out and ‘JCP letter’ should be ticked instead.  If this change is made after the participant enrolled, then the participant must sign off the amendment and the date they changed the form by the tick that they have crossed out. |

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| Q5 | Do participants need to provide proof of NI number? |
| A5 | Yes. This can either be a scan of their card, the letter which was sent giving them their NI number; or any letters from the Job Centre with the NI number clearly visible on them. |
| Q6 | What is the correct way to fill in the Basic Skills section of the enrolment form? |
| A6 | All three questions on the Basic Skills section must be answered. They are about whether participants can carry out basic everyday tasks e.g. reading newspaper, counting change when shopping. ‘None’ would indicate participants aren’t able to do these tasks and ‘level 2 or above’ would suggest they can do them easily.  For the level of ESOL question participants may have already completed ESOL courses. If not then they should tick ‘none’ – even if they are fluent in English.  To find out what basic skills a participant has it is good practice to do an assessment when you enrol them. Some free basic skills assessments are listed below:  <http://smartt.me.uk/free-functional-skills-initial-assessment/>  <https://qualifications.pearson.com/en/qualifications/edexcel-functional-skills/teaching-support/initial-assessment-tool.html>  <https://www.forskills.co.uk/functional-skills-free-resources/> |

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| Q7 | How do we create Participant IDs? |
| A7 | It’s important that all participants have anonymous IDs. These can be created with any letters or numbers – you might want to use the first three letters of your project or the first three letters of the participant’s surname combined with a different number for each participant. The IDs have to be anonymous so don’t use full names of participants or projects. |

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| Q8 | What does the ‘No DWP’ section of the enrolment form mean? |
| A8 | This is on the form because the DWP may want to contact participants to find out about their progression. The ‘no DWP’ box should only be ticked if the participant has multiple and complex needs e.g. they have a mental health condition or are survivors of abuse. If you tick this box please provide the reason why the participant cannot be contacted. |

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| Q9 | When should the start date be? |
| A9 | This should be when the participant has enrolled and you have at least the evidence of right to live and work and evidence of address. You shouldn’t have done any hours or the initial needs assessment before this date as they won’t be counted. Participants **cannot** start before proof of address and live/work evidence has been collected. If the participant is waiting for a Third Party verification they can start. |

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| Q10 | What is the difference between start date and signature date? |
| A10 | Participants should sign the enrolment form as soon as they complete it. The signature date will always be the same day or earlier than the start date. |

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| Q11 | When should the project declaration be filled in and who by? |
| A11 | This should be completed by the staff of the project who has helped the participant with the enrolment form and looked at the evidence they have provided. |

**Enrolment form – education section**

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| Q1 | Can a participant be on an ESOL course and be enrolled on a programme? |
| A1 | Yes, but they must be actively available to seek and look for work. Please specify what type of course they are on and for how many hours a week. Participants who are studying 16 hours or more a week are not eligible. |

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| Q3 | A participant has no educational qualifications - what is the correct ‘highest level of education’ to tick on the enrolment form? |
| A3 | If a participant has no qualifications, they should tick ‘ISCED 0 – lacking foundation skills’. |

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| Q4 | A participant only has educational qualifications from a foreign country – what is the correct ‘highest level of education’ to tick on the enrolment form? |
| A4 | If a participant only has qualifications from another country they should tick ‘ISCED 4 – No UK equivalent’. |