

# A Guide to the Jobcentre Plus

## For Educators



A photograph of a green sign with the text 'jobcentreplus' in white and yellow, mounted on a building facade. The sign is partially obscured by a diagonal white line and a light blue circular graphic in the top right corner of the slide.

# About Jobcentre Plus

It's important for young people to understand the services and support that is available to them as they transition from education into employment. The Jobcentre Plus is often (and incorrectly) assumed to deliver to adults only, when in fact they have lots of support and programmes specifically designed for young people.

This guide aims to explain what services the Jobcentre Plus provides for young people, and how educators can signpost this information to the young people they work with.



# What is Jobcentre Plus?

[Jobcentre Plus](#) is an organisation that helps people in the UK find work. Government-funded, it's part of the Department for Work and Pensions (DWP). In Northern Ireland, you can find employability support through their [Jobs & Benefits Offices](#).

## Who can use Jobcentre Plus?

Jobcentre Plus can be used by young people from the age of 18 who are claiming benefits of some kind, and must be looking for jobs, work or paid training.

Jobcentre Plus does also support young people from the age of 16 who are receiving benefits in exceptional circumstances, and more information about this can be found here [Claims by 16 and 17 year olds - Entitled to](#).

More information about claiming benefits can be found here: <https://www.gov.uk/universal-credit/how-to-claim>

A large, stylized graphic of the 'Jobcentre Plus' logo in white and yellow text on a green background, tilted at an angle.

# How can Jobcentre Plus help support young people?

Jobcentre Plus helps people prepare for, find and stay in work. They will:

- Help a young person identify their skills and strengths
- Help a young person find jobs and opportunities
- Provide support and advice
- Deliver or organise free training
- Offer financial support
- Help find training opportunities
- Share information about job fairs where young people can meet different employers



# Programmes for young people

The DWP has designed their [Youth Offer](#) to specifically help young people aged 16-24 years old (in England, Scotland and Wales).

The Youth Offer has 3 different types of support for young people, including their:

1. [Youth Employment Programme](#)
2. [Youth Hubs](#)
3. [Youth Employability Coaches](#)



In Northern Ireland they have developed a [JobStart Scheme](#) for 16-24 year olds who are unemployed and finding it hard to get a job.

They have also designed a [Skills for Life and Work programme](#) to equip young people for the world of work.

## How does a young person register with the Jobcentre Plus?

A person who is 18 or older can apply for Job Seeker's Allowance (JSA) online [here](#). Within 14 days of applying, they will receive a letter either inviting them for an interview at their local Jobcentre Plus office or explaining why they are not eligible for JSA.

If a young person is 16 or 17, they must contact their local Jobcentre Plus. More information can be found [here](#).

If they are in Northern Ireland, information about contacting their local Jobs & Benefits Office can be found [here](#).

# Sharing this information with students and young people

Youth Employment UK's [2023 Youth Voice Census](#) found that 86.3% young people had never learned about how to access Jobcentre Plus provisions whilst in school.

To help support young people in understanding the services available to them, we recommend:

- Sharing our designated [Jobcentre Plus Help & Support for Young People](#) page with the young people you work with
- Share information about Jobcentre Plus services with parents in your Reception foyer - this could include Youth Employment UK's [Parent Zone School Poster with QR Code](#)
- Share information and contact details with students about their local Jobcentre Plus office

