**Communication Support at Interviews (CSI)**

21.To be eligible for support employed customers must:   have a contract of employment; be paid at least the National Minimum Wage; or where a customer is going for a job interview or has just started a job  and payslips / contracts are not yet available, you may accept the job offer letter or letter confirming the interview or job start date as evidence.

**Communication Support at Interview**

198. Communication Support at Interview (CSI) helps with the costs of employing an interpreter or communicator to accompany a customer attending a job interview, where the customer would experience difficulties in understanding or making themselves understood.

199. This element is used primarily by hearing-impaired customers, but is open to anyone with a disability affecting their ability to communicate.

200. CSI is available for all job interviews, including a new job with a new employer and internal promotion. Assistance is available irrespective of whether the vacancy is Jobcentre Plus notified or not.

201. CSI cannot be used for:

* communication support within the job such as induction and job reviews, see the section on Support Workers for these cases;
* support for customers attending interviews with Disability Employment Advisers or other Jobcentre Plus staff;
* support for people attending other Jobcentre Plus programmes. More information about how to recruit CSI support can be found in the

202. Assessment CSI section.

**Type of support**

262. Interpreters or communicators should be employed to interpret in a format understood by the customer, for example British Sign Language or Lipspeaking.

263. Other types of communication support, for example Advocacy, can be provided for people with learning difficulties or mental health problems.

264. Approval is usually for up to two hours support. Applications for lengthier interviews can be approved in exceptional circumstances, for example where aptitude or trade tests form part of the interview. In these cases the employer should be asked to confirm details of the interview.

265. There is no limit to the number of interviews a customer can receive help for through Communication Support at Interview. However, to ensure value for money, if a customer has repeated interviews that do not result in employment you should consider whether other help is required, for example referral to a Disability Employment Adviser.

**Application procedure**

270. All applications for communication support must be made before the interview takes place.

**271. As interviews are often arranged at short notice it is important that applications are dealt with quickly and the customer given a decision at the time of application.**

**272. Access to Work pays 100% of all costs under Communication Support at Interview (CSI). There is no cost sharing.**

273. If this is the first time the customer has applied for CSI help you must complete an Access to Work (AtW) application form AtW1 as well as the application for an interpreter or communicator to attend a job interview form DP221JP .

274. All subsequent applications within the three-year AtW period can be made on form DP221JP. 275. Advisers must:

 complete applicant and interview details in Part 1, including reasons if support is to last more than two hours;

 obtain approval for support at Part 2;  where possible complete interpreter/communicator details in Part 3,

including agreed rates of pay and other charges;  enter the AtW mileage rate at Part 4.

236. The speed of response required to put Communicator Support at Interview (CSI) support in place means that there is not time to independently assess the need.

**Communications Support at Interview**

637. The adviser and customer should agree between themselves how a communicator is to be recruited. In many cases it will be the Disability Employment Adviser (DEA) rather than the AtW adviser who will work with the customer to employ suitable support.

638. When engaging a BSL or Lipspeaking interpreter preference must be given to qualified interpreters registered with SIGNATURE or SASLI. BSL or Lipspeaking interpreters who are not registered with either SIGNATURE or SASLI should not be engaged.