

Referral Agency Information and Guidance

Smart Works is a Women's employment charity whose aim is to support women to gain employment by providing interview clothing and one to one interview coaching, via the 'Interview Preparation' service'. All clothing is free for the client and theirs to keep.

For women who are currently looking for work but have not yet secured an interview, we also offer a 'Career Coaching' service.

Referral Agencies can refer clients to either of these services. If a client has visited Smart Works for Career Coaching, she is encouraged to come back for Interview Preparation when she secures an interview.

On successfully securing a role after an Interview Preparation appointment, the client is invited to return to Smart Works for a 'Second Dressing' appointment, where she will receive a capsule working wardrobe. She does not need to be referred again to access this appointment.

Please read this guidance carefully to make sure that you are aware of the conditions and processes involved when referring to Smart Works.

For the purpose of this information document, "Client" shall mean the Smart Works client, referred by the Referral Agency and "Appointment" shall mean a Smart Works First dressing and Interview Preparation appointment or Career Coaching session. All references to a confirmed job interview in this Agreement will not apply in the case of an Appointment for a Career Coaching session.

The Referral Agency must be aware that in order to be eligible for a Smart Works Appointment, a Client must:

(i) identify as a woman, this includes transgender women, and non-binary people who feel their gender expression connects with the Smart Works service and wardrobe.

(ii) be currently unemployed or on a zero hour contract.

If the client would like an Interview Dressing and Preparation appointment, then they must also:

(iii) have a confirmed upcoming interview for a job, apprenticeship or paid training opportunity.

If a client would like a Second Dressing appointment once they have secured a job, then they must:

(iiii) have been seen by Smart Works for a previous appointment.

The Referral Agency must be aware that clients who are more than 30 minutes late for their appointment may not be seen.

The Referral Agency will refer Clients subject to the following conditions:

1. It is the duty of the Referral Agency to ensure the Client has provided consent for their full name, phone number and email address to be shared with Smart Works for the purpose of arranging their appointment.
2. The Referral Agency shall provide Smart Works with accurate and up to date contact information of each client that is referred.
3. The Referral Agency shall refer to Smart Works on the occasion that the Client has a confirmed job interview or is otherwise unemployed. If referring ahead of a confirmed job interview, the Referral Agency shall endeavour to give Smart Works as much prior notice as possible to schedule the Client's appointment.
4. The Referral Agency shall inform Smart Works if they become aware of any change in circumstances of the Client which would cause the Client to miss their Appointment. Smart Works shall not be held responsible for any failure to deliver an Appointment as a result of any fault on part of the Client or the Referral Agency
5. Smart Works shall not be required to cover any out of pocket expenses incurred by the Client for getting to the Appointment.
6. To the extent that they are informed by the Client, the Referral Agency shall notify Smart Works of the outcome of the Client's job interview or job search.
7. Any aggregate data shared by Smart Works with the Referral Agency shall be treated confidentially and for internal use only. Data shared by Smart Works shall be subject to any conditions attached to it at the time of sharing.