

## Refusal of Employment (RE)

Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer/device or smartphone.

They will be able to search and view jobs, set up an account, build and upload their public CV and if they wish, create a Cover letter. Claimants will receive automatic matches to employers' jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in Universal Jobmatch.

However, this does not mean you will no longer be able to notify claimants of suitable jobs and where appropriate take RE action. Universal Jobmatch will change how you identify suitable jobs for claimants and identify where RE action may need to be taken.

How you will find, notify, follow up a job and where appropriate refer to a decision maker if the claimant has not applied, will depend on whether the claimant is using Universal Jobmatch and has given DWP access to their account.

Claimants must apply for any jobs you save for them unless the job is exempt from RE action.

### **Claimant has agreed a pattern of availability of 24 hours or more per week**

Where a claimant has agreed a pattern of availability on their JSAG of 24 hours or more per week and the hours recorded on the job are clearly less than 24 hours per week, you **cannot notify** the claimant to apply for the job.

However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as full time.

Where a claimant has agreed a pattern of availability on their JSAG of 30 hours per week and the hours recorded on the job are 40 hours per week, you **cannot notify** the claimant to apply for the job.

### **Claimant has agreed a pattern of availability of less than 24 hours per week**

Where a claimant has agreed a pattern of availability on their JSAG of less than 24 hours per week and the hours recorded on the job are clearly less than 16 hours per week, you **cannot notify** the claimant to apply for the job.

However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as part time.

Where a claimant has agreed a pattern of availability on their JSAG of 17 hours per week and the hours recorded on the job are 20 hours per week, you **cannot notify** the claimant to apply for the job.

### **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (DWP has access to their account)**

You will view the claimant's Homepage and find a suitable job by:

- selecting a job from the list in the 'Recommended Jobs' section; or
- entering data in the Search criteria fields and select 'Search'; or
- select the 'Browse Jobs' link.

Whichever way you choose, you must then select the 'Save' link from the 'Job Details' page. This will put the job in the claimant's 'Saved Jobs' page and place a blue circle next to the job, which tells the claimant it is a 'Job saved by your adviser'.

However, you must first check the expiry date of the job to make sure the claimant has enough time to apply. To view the expiry date of a UJ job you will need to select the 'Find company/recruiter/jobs' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'. The expiry date is shown under the 'Date expires' column. If the expiry date is the following day, you will need to find another job. If the expiry date is longer, you must formally notify the claimant of their obligation to apply for the job, and what the expiry date is, by either telling them:

- face to face; or
- by telephone; or
- by letter.

You must also record you have notified the claimant to apply for the job and the Job ID number in 'LMS Conversations' as follows – "NOTIFIED claimant by \*telephone/face to face/letter (\*delete as appropriate) to apply for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12." It is important you do this in case the claimant:

- decides to withdraw DWP access to their account before their next jobsearch review or advisory interview which means follow up action will be very problematic if you do not do this; or
- later indicates they were not informed of their obligation to apply after a sanction has been imposed for Refusal of Employment.

The Job ID number can be found in the 'Job summary' section from the 'Job Details' page. It is important you record this number because this will help DMA staff find the job if the claimant subsequently did not or refused to apply for the job.

It is also good practice to make clear to the claimant, that refusal or failure to apply for the job, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.

Additionally, if the method of application is not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone, then tell them they may wish to record details of their application by completing the ‘Job search notes’ free text box in UJ so that we can see they have applied for the job. Alternatively, suggest to the claimant they may supply other evidence to show they applied for the job such a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful.

NOTE: If the claimant wishes to use a DWP IAD to apply for the job, you must arrange an appointment for them to do so before the expiry date.

### **Following up a job - claimant using Universal Jobmatch (DWP has access to their account)**

You will do this by looking for any ‘Jobs saved by your adviser’ in the claimant’s ‘Saved Jobs’ page. You will then need to select the ‘View All’ link within the claimant’s ‘Saved jobs’ section. You can then select the Job Title link to find the job details/description.

#### **Claimant says they have applied for the job**

If they have applied for the job, the ‘Application History’ page will show they have applied if the method of application was to select a CV in UJ and send it online through the service.

If the saved job is not shown in the ‘Application History’ page you will need to check if the claimant has:

- recorded that they applied for the job by completing the ‘Job search notes’ free text box in UJ, if the method of application was not online through the service as detailed in paragraph 106. If so, an Icon identifies all notes created this way and refers to them as ‘My Notes’ in ‘Activity History’; **or**
- supplied other evidence that they applied for the job – i.e. a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful. In this case you must record in ‘LMS Conversations’ - e.g. “Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12.”

The follow up questions you ask will depend on the information recorded in all these pages or any additional information the claimant supplies.

#### **Claimant says they do not intend to apply or failed to apply for the job**

If the claimant says they do not intend to apply or failed to apply for the job they may have also given a reason why from the drop down menu in the 'Job Details' page in UJ. However, selecting a reason why from this drop down menu is optional.

Whether they have recorded a reason from the drop down menu or not, you must continue to ask the claimant for a full explanation of why they do not intend or failed to apply and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and record this information in DART before making the RE referral to a Decision Maker.

Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.

**Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies**

If the claimant says they do not intend to apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

**Claimant says they were offered the job but decided not to start**

If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

**Claimant says they have not yet applied for the job but still intends to**

If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

If the expiry date has not yet been reached see the Refusal of Employment guidance.

It is important you carry out all the action described in paragraphs 107 to 118 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

### **Referral to a Decision Maker required - claimant using Universal Jobmatch (DWP has access to their account)**

If a referral is required, you will do this in the usual way. The only difference is you will need to:

- Record “Job ID 133234 – see Conversation dated 26/11/12.” in the ‘Notes’ field in the ‘New Referral/Decision Details’ window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
- Select ‘Yes’ to the ‘New Referral/Decision Details’ prompt which will appear after you have saved the referral in LMS.

### **Action required by Decision Maker - claimant using Universal Jobmatch (DWP has access to their account)**

You will make your decision in the usual way. However, you will need to view the job. To enable you to do this you will access Universal Jobmatch and you will use the Job ID number and Job Details recorded in DART to help you find the job.

To view the job you will need to login to the UJ Application and find the claimant. From the claimant's Homepage you will then need to select the ‘View All’ link within the claimant's ‘Saved jobs’ section. You can then select the Job Title link to find the job details/description.

### **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (No DWP access to their account)**

You will select the ‘GOV.UK job search’ link from the UJ application homepage and find a suitable job by:

- entering data in the Search criteria fields and select ‘Search’; or
- select the ‘Browse Jobs’ link.

Scenario 18 in Learning Product 05 contains further details on how to search for a job on behalf of a claimant.

When you have found a suitable job you will select ‘Print’ from the ‘Job Details’ page and give the print of this page to the claimant so they know the details and how to apply for the job. You must tell the claimant they can easily find the job later by entering the Job ID number shown in the ‘Job summary’ section on the print in the:

- 'Skills or keywords' Search criteria field from their UJ Homepage and select 'Search' or
- 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch'.

You must also take the action described in paragraphs 102 to 106.

You must also explain to the claimant that because they have not given us access to view their account, they will need to provide evidence that they applied for the job at their next jobsearch review. To help them do this suggest this may take the form of:

- prints from their 'Saved Jobs'; 'Activity History' and/or 'Application History' screens/pages from their Universal Jobmatch account. However, this will not possible for claimants who do not have access to a printer or cannot afford to print out copies of these screens/pages; or
- showing us these screens/pages if they have access to the internet on a smartphone. Districts will need to consider the guidance on Restricted Use of Electronic Media in Jobcentres although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.

If it is not possible for the claimant to do any of the above, advise the claimant that they can login to their UJ account from an available IAD in your office and print off the relevant screens/pages.

However, the onus is on the claimant to provide evidence that they have applied for the job by whatever means they choose.

Therefore, if the claimant does not wish to do this, you will need to decide whether they have applied for the job based on the evidence they have provided.

### **Following up a job - claimant using Universal Jobmatch (No DWP access to their account)**

You will do this by checking 'LMS Conversations' for any jobs we have required the claimant to apply for.

#### **Claimant says they applied for the job**

Ask the claimant to show you they have applied for the job by one of the methods described in paragraphs 127 or 130. If you are satisfied from the evidence they show you that they have applied for the job, you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."

However, if the evidence provided by the claimant is insufficient and you are not completely satisfied they have applied for the job, you must refer the doubt to a Decision Maker.

### **Claimant says they do not intend to apply or failed to apply for the job**

Any reason(s) given by the claimant for not applying or failing to apply will need to be included in the RE referral to a Decision Maker, unless the job is exempt from RE action.

Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and record this information in DART before making the RE referral to a Decision Maker.

Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.

### **Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies**

If the claimant says they do not intend apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

### **Claimant says they were offered the job but decided not to start**

If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

### **Claimant says they have not yet applied for the job but still intends to**

If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

If the expiry date has not yet been reached see the Refusal of Employment guidance.

It is important you carry out all the action described in paragraphs 131 to 140 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

### **Referral to a Decision Maker required - claimant using Universal Jobmatch (No DWP access to their account)**

If a referral is required, you will do this in the usual way. The only difference is you will need to:

- Record “Job ID 1332348 – see Conversation dated 26/11/12.” in the ‘Notes’ field in the ‘New Referral/Decision Details’ window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
- Select ‘Yes’ to the ‘New Referral/Decision Details’ prompt which will appear after you have saved the referral in LMS.

However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 102

### **Job not expired**

To view the job details/description you need to enter the Job ID number recorded in ‘LMS Conversations’ in the:

- ‘Skills or keywords’ Search criteria field from the UJ Homepage and select ‘Search’ - you can then select the Job Title link to find the job; or
- ‘Skills (optional)’ field after accessing ‘www.gov.uk/jobsearch’ and select ‘Search’ - you can then select the Job Title link to find the job.

### **Job Expired**

You will be able to view the job details/description by selecting the ‘Find company/recruiter/jobs’ link from the UJ application homepage which will open the ‘Company and recruiter search’ screen/page. You will then enter the Job ID number in the ‘Enter search details’ field and select the ‘Job ID’ radio button and select ‘Go’ which will open a new page which displays a single row table with the relevant job. To view the job details/description select the Job ID link in the Job ID column.

### **Action required by Decision Maker - claimant using Universal Jobmatch (no DWP access to their account)**

You will make your decision in the usual way. However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 102

### **Job not expired**

To view the job details/description you need to enter the Job ID number recorded in ‘LMS Conversations’ or DART in the:

- ‘Skills or keywords’ Search criteria field from the UJ Homepage and select ‘Search’ - you can then select the Job Title link to find the job; or



- 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch' and select 'Search' - you can then select the Job Title link to find the job.

## **Job Expired**

You will be able to view the job details/description by selecting the 'Find company/recruiter/jobs' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go' which will open a new page which displays a single row table with the relevant job. To view the job details/description select the Job ID link in the Job ID column.

## **Finding and notifying the claimant of a job - claimant not using Universal Jobmatch**

You can still require JSA claimants who have chosen not to use Universal Jobmatch to apply for jobs unless the job is exempt from RE action. You will need to find these jobs through:

- other sources such as other job sites, newspapers or magazines; or
- using the 'GOV.UK jobsearch' link from the UJ application to find jobs that the customer can apply for outside of the service – i.e. the arrangements allow for applications to be made to an external website address or by post or by telephone.

In these cases you will use the Spec Sub functionality on LMS and record a submission.

However, if a Spec Sub is being used for a job you have found from the UJ application, and for these claimants the method of application must be not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone you may find all the information recorded in UJ about the job does not allow you to complete all the required Spec Sub fields in LMS. In these cases you must record the Spec Sub as follows:

Step	Field	Action
1	Employer	Insert details held in Universal Jobmatch
2	Address	Insert 'UJ VAC'
3	Postcode	Insert 'UJ VAC'
4	Notes	Insert the UJ Job ID number – e.g. 'UJ Job ID 254666'
5	Contact	Insert 'UJ VAC'
6	Tel No	Insert '0111 111111'
7	Job Title	Insert details held in Universal Jobmatch
8	SOC	Insert SOC 1111 (see NOTE)

9	SIC	Insert SIC 01.1 (see NOTE)
10	Type	Select 'Employment' option from the drop down list
11	Bus Proc	Select appropriate option from the drop down list

NOTE: You no longer need to look up the correct SOC/SIC code for spec subs so to save time you may simply enter the codes at Steps 8 and 9.

You will not need to print a Spec Letter from LMS as you will select 'Print' from the 'Job Details' page in UJ and give the print of this page to the claimant so they know the details and how to apply for the job.

You must also take the action described in paragraphs 102 to 106.

### **Following up a job - claimant not using Universal Jobmatch**

You will do this in the usual way – i.e. by looking at any Spec Subs recorded via the [Hist] button on LMS. You will then need to ask the claimant if they have applied for the job and record the outcome by selecting the [AmSub] button and then entering the details in the 'Notes' field within the 'Amend Spec Sub' details window unless the job is exempt from RE action. For example, if the claimant says they:

- applied for the job including the date and by what method.
- did not apply for the job including any reason(s) given for not applying .
- did not apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter)."
- were offered the job but decided not to start you must ask why and any reason(s) given will also need to be recorded.

### **Claimant says they have not yet applied for a Universal Jobmatch job but still intends to**

If the claimant says they have not yet applied for a Universal Jobmatch job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

If the expiry date has not yet been reached see the Refusal of Employment guidance.

It is important you carry out all the action described in paragraphs 154 to 156 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

**Referral to a Decision Maker required - claimant not using  
Universal Jobmatch**

If a referral is required, you will do this in the usual way.

**Action required by Decision Maker - claimant not using  
Universal Jobmatch**

You will make your decision in the usual way.