

# My Work Plan

jobcentreplus

Department for  
Work and Pensions

## What I will do to search for and get work

### My details

Title

Initials

Surname

National  
Insurance  
number

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### My statement

- I have read and understood my Claimant Commitment.
- I will do everything I reasonably can to get work.
- Getting work is my responsibility; and taking the actions in my Claimant Commitment will help me find work sooner.
- I understand Jobcentre Plus will give me help and advice to do the things set out in my Claimant Commitment.
- I understand I must attend the Jobcentre when required to do so.
- I understand my Coach may require me to take other specific actions to improve my chances of finding work.

### My Work Plan contains:

- A toolkit to help me plan my progress
- Guidance and support for my job search
- Examples to show me how to effectively record my activities
- Templates to help me plan and monitor my progress
- Information on stopping my claim once I have found a job or started training
- Information on sanctions if I do not meet my requirements
- My appointments

Signature

Date

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# My work search journey

## Starting off

### I have:

- ☐ completed my benefit claim.
- ☐ agreed jobs that I can do with my Coach.
- ☐ created a profile and public CV in Universal Jobmatch.
- ☐ agreed my Claimant Commitment.

### I can find jobs through:

- ☐ employer websites.
- ☐ newspapers/magazines and online newspaper websites.
- ☐ job/recruitment websites including Universal Jobmatch.
- ☐ Jobcentre online services.

## Getting going

### I have:

- ☐ an appropriate email account.
- ☐ access to the internet and the skills needed to use it to look for work on a regular basis.
- ☐ a contact telephone number and appropriate voicemail.
- ☐ established a job searching routine.
- ☐ registered with a wide range of recruitment agencies and job websites.
- ☐ identified and contacted local employers.
- ☐ researched local transport.
- ☐ a good up to date CV.
- ☐ a good covering letter that can be tailored for each job.
- ☐ the names and addresses of two contacts who can provide references.

### Remember –

Jobcentre Plus may be able to help you to establish a work search routine and create a CV.

# My work search journey

## Keeping going

**I have:**

- ☐ practised completing application forms and my interview skills and will continue to do so.
  - ☐ completed a skills assessment and understand what I am good at.
  - ☐ done some volunteering / work experience / training.
  - ☐ had my first job interview.
  - ☐ asked for feedback on my previous applications and interviews and will continue to do so.
- 

## Moving on

- I have got a job, or am starting training, or wish to stop my claim for another reason (go to stopping your claim on page 21).

Please tell us about your success!

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## Preparing for my work search reviews

In line with my responsibility to do everything I reasonably can to look for work, I will provide evidence to show what I have done. This can include:

- letters or documents about jobs I have asked about or applied for
- online job applications
- responses or feedback from employers
- letters, emails or documents from job agencies.

I will keep a record of other things I have done to prepare for work. This can include:

- CVs I have written for different jobs
- training and courses I have started or researched.

# What I will do and record

This booklet will help you plan and structure your activities to give you the best chance of finding work quickly.

It will also help confirm your ongoing entitlement to Jobseeker's Allowance, by demonstrating you have done all you could reasonably be expected to do, each week, to get a job.

At your first meeting, you will have agreed with your Coach a Claimant Commitment. Your Coach will work with you to develop a detailed plan of how you will do the activities agreed in your Claimant Commitment which you will then record in this booklet. Each time you attend, we will review what you have done then discuss and agree what you plan to do next.

Before each attendance, complete the booklet with information about what you have done and set out your next set of activities. Remember, you can also bring any other information about your job search activity.

Please be as specific as possible, describing what you will do and when, where and how. Try to link this to something you would do anyway as part of your daily routine. Also include how you will demonstrate what you have done.

## Some good examples

From:	<div>2</div>	/	<div>9</div>	/	<div>2013</div>	Coach initials	<div>BJ</div>
<div><b>I will:</b> (what I am going to do, including how, when and where)</div> <div>To look for jobs online I will, after taking the children to school, spend every weekday morning searching for vacancies, for example, on Universal Jobmatch, Indeed and Reed. I will keep a record of any jobs I find and bring this with me when I attend the Jobcentre.</div>							
<div><b>What I did and what was the result:</b></div> <div>Looked on job web sites Universal Jobmatch, Indeed and Reed for retail and admin jobs. Searched for other job sites to register with.</div> <div>Registered with Total Jobs, LinkedIn, In Retail and searched for jobs.</div> <div>Found 6 jobs that I have applied for.</div>							
						Completed	<div>✓</div>
						Coach initials	<div>AB</div>

From: **2** / **9** / **2013**

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initials**

**JG**

**I will:** (what I am going to do, including how, when and where)

I am going to apply for all the jobs I am capable of doing each day after finishing my job search. After improving my CV, I will adapt it to each vacancy I apply for to make sure it is relevant to each job.

**What I did and what was the result:**

I applied for retail jobs at Waitrose, Subway, Sports World and New Look. I applied for an admin job in the Finance Department of Barnet Council. I telephoned Greggs and Barnet Council on the 2/9/13 to send me application forms. I completed online application forms for the other 4 jobs.

I completed and posted the application forms for Greggs on 4/9/13 and for Barnet Council on 7/9/13 and attached my updated CVs. I completed online application forms for the other 4 jobs. I've received email acknowledgement receipts from Waitrose, Subway, Sports World and New Look.

**Completed**



**Coach  
initials**

**JP**

# My actions for getting work

Be as specific as possible, describing what you will do, how, when and where. Also include how you will demonstrate what you have done.

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Coach initials

**I will:** (what I am going to do, including how, when and where)

**What I did and what was the result:**

Completed

Coach initials

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# Stopping your claim

Tell us why you are stopping your claim, then sign **section 4 Declaration**.

- If you have found a job, go to **section 1 Starting work**.
- If you are starting full-time training, go to **section 2 Starting full-time training**.
- If you are stopping for any other reason, go to **section 3 Any other reason**.

## 1 Starting work

If you are starting work of less than 16 hours a week (or less than 24 hours a week if you are part of a joint claim), please call the phone number **on page 42 of this booklet**.

If you have started work of 16 hours or more a week (or 24 hours or more a week if you are part of a joint claim), call us on:

If you have been claiming Jobseeker's Allowance as part of a joint claim, and you start work of 24 hours a week or more, your partner may still be able to claim. Ask your Jobcentre for advice.

If you are unable to phone us for any reason you can tell us your employment details on the next page and send this booklet to your Jobcentre.

# 1 Starting work continued

**I am starting work on**

Day and date

/

/

**I expect the job to last**

More than 5 weeks

☐

Less than 5 weeks

☐

Job title

Employer's name

Employer's address

Postcode

Phone number

**Did you find the job through a recruitment agency?**

No

☐

Go to **section 4 Declaration**.

Yes

☐

Please tell us about them.

Agency name

Agency address

Postcode

Phone number

We may contact your employer or agency to confirm the date you started work.

Now go to **section 4 Declaration**.

## 2 Starting full-time training

**I am starting full-time training on**

Day and date

 /  / 

**The course was arranged by**

Jobcentre

Now go to **section 4 Declaration**.

## 3 Any other reason

If you are stopping your claim for any other reason, please tell us why here:

Now go to **section 4 Declaration**.

## 4 Declaration

**I want the last day of my claim to be**

 /  / 

**Please read this carefully before signing the declaration**

**I declare that** since I made my claim or last provided a signed declaration (if later), unless I have told you otherwise:

- there has been no change in circumstances which might affect the award of Jobseeker's Allowance, or the amount payable
- I have been available for employment, or have satisfied the rules for being treated as available for employment\*, and
- I have been actively seeking employment to the extent necessary to give me the best prospects of securing employment, or have satisfied the rules to be treated as available for employment.

4 Declaration continued

I also declare that since I made my claim or last provided a signed declaration (if later):

- I have done no work, paid or unpaid, unless I have told you otherwise
- I have reported any changes in the circumstances of my dependants, if I claim Jobseeker’s Allowance for them, and
- the information I have given is correct and complete.

If my declarations include a period in advance:

- I have no offer of work for the advance period
- I will continue to seek and accept any offer of work\*, and
- I will tell the Jobcentre at once if I get work in the advance period, or about any change I am required to report.

\*A member of a joint claim couple who is excused from being required to be available for employment and to actively seek employment does not have to make a declaration to this effect.

I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution and other action.

Signed

Date

/

/

Print name

NI number

Now please remove these blue pages and send them to your Jobcentre.

Please do not write below this line. For Jobcentre use only

LMS updated	Initials				
JSAPS updated	Initials				
Signature checked	Initials				



From:

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**Coach  
initials**

**I will:** (what I am going to do, including how, when and where)

**What I did and what was the result:**

**Completed**

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Coach initials

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**What I did and what was the result:**

Completed

Coach initials

# Your responsibilities

There are certain things you must do to keep getting Jobseeker's Allowance.

## Here is a summary:

You will no longer receive benefit and your claim for Jobseeker's Allowance will end if it is decided that you are not:

- available for work; or
- actively seeking work.

If you make a new claim within 13 weeks of such a failure, you may not get paid benefit for up to 4 weeks. If there has been more than one such failure in the last 52 weeks, you may not be paid benefit for up to 13 weeks.

You will lose your benefit for up to 13 weeks, 26 weeks or 156 weeks (3 years), if you:

- leave a job voluntarily, without good reason
- lose your job because of misconduct
- fail to take part in the mandatory work activity programme, without good reason
- fail to take on a suitable employment opportunity, without good reason, or
- refuse or fail to apply for or accept a job which your Coach has notified to you, without good reason.

You will lose your benefit for 4 weeks or 13 weeks, if you:

- fail to attend an interview with your Coach, without good reason
- fail to comply with a Jobseeker's Direction, without good reason
- fail to take part in a particular employment programme that you have been referred to, without good reason
- do not take the opportunity of a place on an employment programme or training scheme, without good reason
- refuse or fail to apply for, or accept, a place on such a programme or scheme notified to you by your Coach, without good reason,
- fail to attend or give up a place on such a programme or scheme, without good reason; or
- through your own misconduct lose a place on such a programme or scheme.

The number of weeks your Jobseeker's Allowance payments will be stopped for will depend on how many times you have not met your requirements in the previous 12 months.

## Your responsibilities continued

### If we make a decision about your benefit

If there is a disagreement about your Claimant Commitment, you can ask for this to be reviewed.

If there is any dispute about your benefit, your case may be sent to a decision maker, which could result in the loss of your Jobseeker's Allowance. If this happens you will be told. If you are not satisfied with the decision you can ask for it to be explained or reconsidered. If you are still unhappy with the outcome you have the right to appeal.

## Looking for work

### Universal Jobmatch

Find a job using the Universal Jobmatch service and match your CV and skills to jobs posted by companies. To access Universal Jobmatch visit **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**

### Other ways to look for work

You can also search for jobs by calling Jobcentre Plus on **0845 606 0234** Monday to Friday 8am to 6pm to find out what jobs are available. There is a textphone service for people who find it hard to speak or hear clearly on **0845 605 5255**.

Textphones do not accept text messages from mobile phones.

You can look for work, find benefit information and make a claim without having to phone or visit the Jobcentre. Visit **[www.gov.uk](http://www.gov.uk)** to find out more.



# Attending the Jobcentre

**Please bring this booklet with you every time you come to see us.**

**Remember** – to get Jobseeker's Allowance you **must** come to the Jobcentre each time we tell you to. When you attend you will need to show what you have done to find work.

You should keep a record of what you have done to look for work, and bring it with you each time you come to the Jobcentre.

We will ask you to sign declarations that you:

- are available for employment
- are actively seeking employment
- have told us about any changes in your circumstances, and
- have reported anything which may affect your claim.

The back of this booklet tells you when and where to attend to sign your declarations or, if you are a postal claimant, when to sign and return your declarations.

## Changes you **must** tell us about

You must tell us **immediately** if your circumstances change, for example if you or your partner:

- do any paid, unpaid or voluntary work
- get a job or become self employed
- start living with someone, get married, form or dissolve a civil partnership, or separate
- get a place on a training programme or start full or part time education
- get a personal pension or a pension from a previous employer
- change your address or are going away from home, even if it is for a day
- are involved in a trade dispute
- change your account for your benefit payments
- are ill or have to take care of someone or cannot take a job for any other reason
- have a child that leaves school
- have someone come to live in your house or someone who was living in your house leaves, or
- change the amount of savings you have.

If the person you are claiming Jobseeker's Allowance for gets a job or goes into hospital or a nursing home, **you must tell us immediately.**

**Help** – if you are not sure whether a change may affect your benefit, contact us using the phone number below.

If you need to ask anything about your Jobseeker's Allowance, or tell us that your circumstances have changed, please call us on this phone number:

**Call charges** – As at April 2013, calls to **0845** numbers from BT land lines should cost no more than 5p a minute with a 13p call set-up charge. You may have to pay more if you use another phone company, or a mobile phone. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

# About your benefit

## How is Jobseeker's Allowance paid?

Jobseeker's Allowance is usually paid fortnightly in arrears by direct payment into a bank, building society or Post Office account.

Your first payment may take a little longer whilst your claim is being assessed.

**Important – you must tell us immediately if you change your account.**

## Tax

Jobseeker's Allowance is taken into account for tax purposes but we do not deduct tax from your payments. Any tax refund due to you will be paid when you stop claiming Jobseeker's Allowance or at the end of the tax year, whichever comes first.

## National Insurance contributions

Unless you are told otherwise, National Insurance contributions will be credited to you while you continue to satisfy the Jobseeker's Allowance entitlement conditions.

# My appointments

Please bring this booklet every time you come to see us.

## Work search reviews

I will go to regular work search reviews at: Cycle

My next work search review will be on  /  /  at  am/pm

After this I will go to work search reviews every week / 2 weeks on  at  am/pm

## Work search interviews

I will also attend appointments with my Coach when I am told to.

Day	Date	Time	Coach

## My coach

Name

Contact

If you cannot attend at the time and on the days shown:

- you may lose your Jobseeker’s Allowance, or
- any payment due may be delayed.

Phone us immediately on if you cannot attend.