

Overview

The Claimant Commitment is where key information will be recorded about the claimant's availability for work, the types of work they are most suited to do and the high level regular work search activities the claimant will do to help them find and keep a job.

The claimant should build on the regular work search activities within their Claimant Commitment by turning these into individual, personalised plans and specific actions about what they are going to do to look for work and how, when and where they are going to do it. The My Work Plan booklet should be used to help the claimant plan and record these specific actions. The Work Coach should discuss how to make effective plans with the claimant using the skills described below.

The expectation is that Work Coaches and Assistant Work Coaches will work with their claimants to actively use the My Work Plan booklet. The Work Coach and Assistant Work Coach should actively encourage the claimant to use their My Work Plan booklet to record their plans as it will help them to better plan, manage and review their work search activity. It will also provide a strong basis upon which the Work Coach can determine whether the claimant is meeting their requirements for actively seeking work and make it easy for the claimant to provide evidence that they are undertaking reasonable steps to secure employment.

There may be times when the claimant has recorded their activities to the same standard in a different format. In cases like these, the Work Coach and Assistant Work Coach should then encourage the claimant to revert to use of the My Work Plan booklet. However, this booklet is not a mandatory product for demonstrating evidence of work search and claimants have the right to demonstrate what they have done to look for work through whichever means they deem suitable and most effective.

For example, the claimant may prefer to use Universal Jobmatch to record their activities and their plans for what they will do to look for work or may bring in a CV that they have developed to demonstrate that they have undertaken this activity. Claimants can use their Universal Jobmatch account to show details of saved jobs; saved searches; CVs created and saved; their application history and activity history. There is also a free text area that the claimant can use to record their plans and any specific actions they will undertake. Claimants should still use their planning skills even if they are not using the My Work Plan booklet, and the Work Coach should be encouraging and checking the claimant's planning skills.

During every Work Search Review, these specific actions will be reviewed alongside the Claimant Commitment and evidence provided by the claimant to ensure they remain entitled to benefit. It is therefore crucial that all of the documents – the Claimant Commitment and the My Work Plan booklet - are viewed alongside any the other information the claimant provides to show us what they have done.