



# **WS017 Topic 7 Capturing Information on WSP and Producing the Claimant Commitment**

**Facilitator Led Brief  
V7.7**

# Contents

<b>Contents.....</b>	<b>2</b>
<i>Important Information: .....</i>	<i>4</i>
<b>Topic 7 – Capturing Information on WSP and Producing the Claimant Commitment.....</b>	<b>5</b>
<i>Aims.....</i>	<i>5</i>
<i>Objectives.....</i>	<i>5</i>
<i>Simulation – Capturing Information - WSP Action.....</i>	<i>15</i>
<i>Simulation – Create Claimant Commitment.....</i>	<i>16</i>
<i>Simulation – Cooling Off Period Ended.....</i>	<i>44</i>
<b>Topic Summary .....</b>	<b>46</b>

Topic	Topic title	Duration
7	Capturing Information on WSP and Producing the Claimant Commitment	60 minutes
<b>Total duration of all topics</b>		<b>60 minutes</b>

## Important Information:



**Please note that not all job roles are required to complete every topic within this module.**

**The next page has full details of which topics are required by each Job Role.**

**The Universal Credit Learning Journey has a full list of all the learning modules required for each Job Role and the order in which they should be delivered/completed.**

**This can be viewed on the LDO Support Site.**

<b>Job Role</b>	<b>Learning Required</b>	<b>Duration</b>
Work Coach Work Services Manager	Topic 7	<b>60 minutes</b>

## Topic 7 – Capturing Information on WSP and Producing the Claimant Commitment



**Show Slide 01 – Capturing Information on WSP and Producing the Claimant Commitment**



**Show Slide 02 – Topic Aims and Objectives**

### Aims

This topic aims to explain how to capture information on WSP and then produce the Claimant Commitment.

### Objectives

By the end of this topic, with the aid of any reference material, you will be able to:

- introduce the Claimant Commitment purpose and use
- explain how the Claimant Commitment affects eligibility to Universal Credit
- explain the need for committing to the steps on the Claimant Commitment
- explain the sanctions that may be applied if the claimant fails to complete any of their requirements and how this

will affect their Universal Credit payments.

- record the required information on WSP
- preview and print the Claimant Commitment
- establish whether the claimant accepts the Claimant Commitment or not.



### **Show Slide 03 – Claimant Commitment**

The Claimant Commitment is the output document produced after the diagnosis and planning. You will capture the required information from the interview in the appropriate screens on WSP. Some of this information will populate the individually tailored Claimant Commitment when it is produced.

Three variations of a Claimant Commitment for the AWRR group can be produced on WSP:

- Full Claimant Commitment
- Claimant Commitment with limitations
- Suspended Work Related Activities Claimant Commitment

When the Claimant Commitment is produced you will need to go through it with the claimant. This can be done at either

the preview stage (when the Claimant Commitment is on screen) or after it has been printed.

The following are the types of Claimant Commitments that can be created:

- UC Claimant Commitment - Work Programme
- UC Claimant Commitment - Work Prep
- UC Claimant Commitment - Self Employed Start Up
- UC Claimant Commitment - WFI only



**It is not necessary to go through the Claimant Commitment line by line. However, the claimant must be clear that failure to complete or undertake agreed activities outlined on the Claimant Commitment will have consequences and may lead to sanctions.**



For use in the delivery of this topic you may find it useful to have a copy of a Claimant Commitment.

A blank example of an AWRR Claimant Commitment can be found in About Universal Credit as follows:

Internal Knowledge Base (About Universal Credit) >>  
Search >> Supporting document(s) for Claimant  
Commitment >> AWRR – Full Conditionality



The 3 types of Claimant Commitment which can be produced on WSP for claimants in the Work Related Requirements group:

- Full Claimant Commitment (the claimant is fully available)
- Claimant Commitment with limitations (there are limitations on the claimants hours, availability or wage)
- Suspended Work Related Activities Claimant Commitment (The Claimant Commitment requirements are temporarily switched off – for example for 7 day sickness period).

The next slides cover the learning for producing the Claimant Commitment and include the cooling off period and 2nd Opinion requests and Interview.



There are many benefits to the Claimant Commitment. It:

- focuses on what the claimant intends to do
- captures key information in one place
- enables regular steps and one off actions to be captured in one place

- captures the claimants skills and qualifications; and
- sets out the consequences of non compliance.

The Claimant Commitment mirrors the kind of output document that people will sign when they start work. In exchange for undertaking certain activities, the employee/claimant will receive a form of wage and other services.



### **Show Slide 04 – About the Claimant Commitment**



Select enter to reveal information about the Claimant Commitment.



### **Show Slide 05 – About the Claimant Commitment**

The Claimant Commitment details the steps the claimant will follow in order to receive Universal Credit. This Claimant Commitment focuses on the actions the claimant will take to increase their chances of finding work, more work or better paid work and supporting the taking up of work.

The Claimant Commitment should be a clear, short summary of the discussion that occurs between the claimant and Work Coach. In line with legislation, the Claimant Commitment will detail the Work Related Requirements to

be carried out by the claimant, normally for 35 hours per week, based upon their capability and personal circumstances.

The Claimant Commitment will be updated to reflect any change of circumstances or life events or when old requirements on the Claimant Commitment expire or when work search is proving ineffective.



**When a Claimant Commitment is posted to the claimant it must have been accepted prior to being posted out.**



**Show Slide 06 – About the Claimant Commitment**

When discussing the Claimant Commitment the Work Coach must ensure the claimant understands the implications of not complying with any part of the Claimant Commitment.

The Work Coach must explain that work related requirements sanctions will apply if the claimant fails without good reason to meet a requirement notified to them. The amount their Universal Credit will be reduced by is set out and explained on the Claimant Commitment. The Commitment Pack includes more information on the length of sanctions.

The requirements placed on the claimant should be reasonable and the Work Coach will work with the claimant to ensure they are capable of meeting those requirements.

It is important therefore that the claimant is encouraged to share all relevant information (to ensure that the requirements are suitable to them) and encouraged to ask if they are not clear about any of the requirements.



### **Show Slide 07 – About the Claimant Commitment**

Ensure that claimants understand:

- they will normally be expected to look for work for 35 hours per week
- their Job will be to get paid work
- they will only be paid if they can prove they are looking for work
- the longer they are unemployed the more flexible the claimant will have to be in respect of job type/hours/location and wage

It is recognised that some claimants will find it difficult or be

unable to accept a Claimant Commitment. In these exceptional circumstances claimants will be supported by:

- lifting the requirement to accept a Claimant Commitment; or
- deferring the requirement to accept a Claimant Commitment, without affecting the date of claim



### Facilitator Note

**Examples of exceptional circumstances may include: where a claimant has an established long term severe learning disability or has developed a temporary or progressive mental health illness affecting their ability to recognise the responsibility involved, and subsequent implications of, accepting a CC; claimants who have an appointee or someone acting on their behalf; claimants who are incapacitated in hospital and exceptional emergency situations.**

**Further examples can be found in the 'Vulnerability hub' located through a search on the intranet.**

**You will now walk through completing WSP to produce the Claimant Commitment.**



### Show Slide 08 – Work Services Platform (WSP) Action

The **Claimant Record** screen in WSP is populated with the claimant's details.

The screen contains the 12 sections each populated with specific information:

- General
- Claim
- Personal
- Contact Details
- Child Information
- Job Goals
- Availability
- Employment History
- Intervention Regime
- Appointment History
- Notes
- Administration

Each of these sections in WSP is opened by selecting from

the list on the left hand side of the screen.



**Explain to the learners that each screen is visited and populated from the information gathered at the Initial Work Services Interview.**

**The simulation will not visit each screen, but when a screen is not visited the content will be explained.**

### Simulation – Capturing Information - WSP Action



#### **Show Slide 09 – Simulation – Capturing Information WSP Action**



**To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.**

**[http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp\\_t750753.asp](http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp)**

**The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the Capturing Information simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.**

**Allow the learners 10 minutes to complete this simulation**



### Show Slide 10 – Related Menu on WSP

You have now populated previously unpopulated sections of the **Claimant Record** screen.

The next step is to populate the Claimant Commitment related fields, view and print a Claimant Commitment, and record the Claimant Commitment Status as 'Accepted'

The Claimant Commitment related screens are expanded when selected from the **Common** menu on the left hand side **Claimant Record** screen.

The simulation will also show you how to enter information about:

- basic skills screening
- qualifications
- challenges (eg Travel to Work Limitations – lack of public transport)

### Simulation – Create Claimant Commitment



### Show Slide 11 – Create Claimant Commitment



**To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.**

**[http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp\\_t750753.asp](http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp)**

**The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the Create Claimant Commitment simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.**

**Allow the learners 10 minutes to complete this simulation**



**Show Slide 12 – Accepting the Claimant Commitment**

Explain to the claimant that in order to be eligible for Universal Credit they must have accepted a Claimant Commitment and be committed to undertake the agreed steps detailed on the Claimant Commitment. A sanction regime may be applied if they fail to do so.

The Claimant is required to accept a Claimant Commitment as a Condition of Entitlement for Universal Credit.

Without an accepted Claimant Commitment Universal Credit will not be paid. At the Initial Work Search Interview, if agreement cannot be reached on the Claimant Commitment you explain the purpose of the seven calendar day cooling off period and 2nd Opinion Interview and how these can be requested and what will happen in these circumstances.



**The process around discussing and booking an appointment for a 2nd Opinion Interview is detailed later in this topic of the learning, Part 7b. Following a cooling off period or a second opinion, in which the claimant commitment has not been accepted, the claim will be closed and the claimant will need to make a further claim.**



### **Show Slide 13 – Switching Off Work Related Requirements**

There maybe times when a claimant's circumstances mean that their work search and work availability requirements can be switched off for a period of time. Examples of a temporary switch off include:

- Attending court or tribunal

- Bereavement
- Carrying out a public duty
- Domestic emergency
- Domestic violence
- Drug and alcohol dependency
- Jury service
- Taking part in part time education or training
- Temporary absence for medical treatment
- Temporary child care responsibilities

This list is not exhaustive

When these circumstances occur you will also need to amend the claimant general screen 'Available' field to 'No' and take WSP action to excuse attendance for Work Search Reviews. The claimant must provide any evidence required such as a solicitors letter, Court Summons or admission papers.



**Note WSP with the reason for switching off the work related requirements, the start and end dates and a review date. A more in-depth explanation of the WSP**

**action in these circumstances can be found in module CS006 – Universal Credit Impacting a Change of Circumstances on a Claimant Commitment**



### **Show Slide 14 – Preview Claimant Commitment Including Sanction Implications**

You have completed the five core elements of the interview.



#### **Item 1**

**Remind the learners of the five key elements (including Pre-Interview preparation and Claimant Commitment and Commitment Pack) of the Initial Work Search Interview,**

- 1. Pre-Interview preparation**
- 2. Introduction and Information Gather**
- 3. Claimant Commitment and Commitment Pack**
- 4. Diagnosis of Claimant Capability and Circumstances**
- 5. Setting Work Activities and Setting Work Preparation Actions (these two elements come together to form Work Related Requirements)**
- 6. Setting Intervention Regime.**

### **Item 2**

You have used the information provided and recorded to draw up the Claimant Commitment.

### **Item 3**

Your role will be to ensure that on conclusion of the interview the claimant fully understands the expectations of them in order to receive a Universal Credit payment.



### **Item 3**

**They should also explain that they and the departments partners will offer the claimant appropriate coaching and support to assist them in meeting their requirements.**

### **Item 4**

You will check the claimant understands the steps they must take to prepare for a return to work and the consequences of any failure to comply with work related requirements (sanctions).

### **Item 5**

The Claimant Commitment also outlines the sanctions applicable for not complying, without good reason, with the

availability the claimant has committed to. This should be explained to the claimant to ensure they understand the consequences of failing to comply with their responsibilities which have been set out.



### **Item 5**

**This should be explained to the claimant to ensure they understand the consequences of failing to comply with their responsibilities which have been set out.**



### **Show Slide 15 – Claimant Commitment Accepted**

### **Item 1**

The data gather is complete, diagnosis has been made, referrals have been made where appropriate, the claimant has accepted their Claimant Commitment, you have printed off 2 copies of the Claimant Commitment. Both copies of the Claimant Commitment need to be signed by the claimant.



**Signing of the Claimant Commitment encourages the claimant to take ownership of their tailored Claimant Commitment.**

**When both copies of the Claimant Commitment are signed. One copy is given to the claimant for their**

records, the second copy is retained by the Department.

**Record the WSP Claimant Commitment Status as 'Accepted' following the process shown in the simulation.**

**On WSP the specific Claimant Commitment Status categories 'Accepted' 'Not Accepted' Claim not pursued' 'Claim Closed' or 'Not Accepted – in cooling off period' do not display until the Claimant Commitment has been printed.**

### **Item 2**

Before the claimant leaves the office take the opportunity to remind them of their obligations outlined in their Claimant Commitment. Remind the claimant of the consequences of not adhering to their Claimant Commitment.



**For example: The consequence of failing to create a profile and CV in Universal Jobmatch by the required date could lead to the claimant being sanctioned.**

**The consequences (sanctions) of not complying with the work related requirements in the Claimant Commitment should be explained to the claimant.**

***The consequence of failing to create a profile and CV in Universal Jobmatch could lead to the claimant being***

***sanctioned*** - This is only if it has been specified as a Work Related Activity and is only where reasonable and appropriate actions have been taken.

A cookies factsheet must be issued to the claimant so they are able to make an informed decision about their choices relating to cookies. (The claimant will usually be expected to use a DWP IAD if they do not want to accept cookies on their own device or other non DWP IAD.)

If the claimant mentions something new which changes the Claimant Commitment – amend the required section of the WSP data gather field.

Send a signed copy of the Claimant Commitment to the Mail Opening Unit (MOU) by secure post for scanning into DRS. The MOU Document Referral Form is pre-populated with '06' in the 'Batch Type' field to prevent a task being raised in CAMLite and duplicate actions being created.

The 'My Work Search and Work Preparation Action' of the Claimant Commitment section should not be included. Explain to the learners that the 'My Work Search and Work Preparation Action' are not sent as this section is available to view on WSP.

### **Item 3**

You have now updated the Claimant Commitment status on WSP.

The 'ID Verified' marker must be set to 'Yes' once the Claimant Commitment status is shown as accepted.

After closing the claimant's WSP record you will need to update Claim Admin in Universal Credit Core (via the Agent Portal) to show that the Claimant Commitment has been accepted.



### **Item 3**

**It is vital that the claimant's Universal Credit Account is updated when the initial Claimant Commitment has been accepted. If the Universal Credit Account is not updated the claimant's payment will not be generated.**

**To generate payment Universal Credit only needs to be updated when the Initial Claimant Commitment is accepted. This action will be done by a Work Coach. Once Universal Credit holds that a Claimant Commitment has been accepted payments will continue automatically.**



**Refer the learners to ID Verified – refer learners to acceptance criteria available in Topic 3.**

**Depending on local arrangements the actual ID Verified field update may be done either by the Work Coach as part of their Initial Work Search interview, or when collating the WSI bundles at the end of each day.**



**Show Slide 16 – Next Steps - Claimant Commitment Accepted**

After closing the Universal Credit record you will send the signed copy of the Claimant Commitment to the Mail Opening Unit by secure post.

The Claimant Commitment will be scanned by the Mail Opening Unit into the Document Repository Service (DRS).



**The learning now looks at explaining to the claimant the consequence of not accepting their Claimant Commitment. The learning also demonstrates how to update WSP to show the claimant has entered the seven day cooling off period or requested a 2nd opinion.**



### **Show Slide 17 – Consequences of Not Accepting Claimant Commitment**

When the data gather has been completed and the Claimant Commitment has been viewed, there may be occasions when a claimant does not accept their Claimant Commitment.

The claimant's objections should be discussed with them. If the issues cannot be resolved you should explain to the claimant the consequences of not accepting their Claimant Commitment.

When a Claimant Commitment is not accepted the claimant will not be able to receive Universal Credit.



### **Show Slide 18 – Options Available to Claimant**

#### **Item 1**

Seven Calendar Day 'Cooling Off' Period

#### **Item 2**

Claimant Requests Second Opinion within the 7 calendar

day period



**The term ‘Cooling Off’ Period should not be used with the claimant**



**Show Slide 19 – Seven Calendar Day Cooling Off Period**

If a claimant does not accept their Claimant Commitment but does not request a second opinion, or ends the interview without accepting the Claimant Commitment, they enter the ‘cooling off’ period which lasts for up to 7 calendar days starting from the day they refuse to accept their Claimant Commitment.



**Reminder: If the ID Verified field is not completed a task will automatically be generated to inform the Work Coach that this must be followed up.**

**The ID Verified field must be completed within 4 weeks of the claim start date.**

**Updating the Claimant Commitment Status is the same process as recording the Status as ‘Accepted’ – select the ‘Not Accepted – in cooling off period’ option instead.**



### **Show Slide 20 – Seven Calendar Day Cooling Off Period**

#### **Item 1**

accesses the Claimant Commitment screen in WSP.



**This action must be completed on the day of the interview as WSP automatically calculates the cooling off period and sets a task for action to be taken.**

#### **Item 2**

Accesses the Claimant Commitment screen in WSP.

#### **Item 3**

Populates claimant notification letter template regarding the cooling off period.

#### **Item 4**

Issues the claimant with the letter about the cooling off period which will be located within the suite of letters and notifications within KM.

#### **Item 5**

Makes a note on the claimant's WSP record to say the letter has been issued.



### **Show Slide 21 – Seven Calendar Day Cooling Off Period**

If a claimant wishes to accept the Claimant Commitment during the 'cooling off' period, the Claimant Commitment Status should be updated and the claim continues from the original date of claim.

The Work Coach follows the steps in the Initial Work Search Interview process to record the claimant has accepted the Claimant Commitment.

You should explain the 7 calendar day period to the claimant.

It is the claimant's responsibility to make contact with you during this period if they want to accept or discuss their Claimant Commitment.

If no contact is made or contact is made after the expiry of the 7 calendar days they will be advised they will now need to make a new claim to Universal Credit.

You will receive a task from WSP stating the cooling-off period has expired. You then need to notify Universal Credit core of the non-acceptance using the Universal Credit Portal.



### **Show Slide 22 – Second Opinion Requested**

The claimant is able to request a 2nd opinion on their Claimant Commitment. This will be carried out by a different Work Coach.

If at the Initial Work Search interview or during the 7 calendar day cooling off period, the claimant requests a 2nd opinion, the following should be explained to the claimant:

- if the Work Coach carrying out the 2nd opinion interview does not change the original Claimant Commitment the claim will be terminated and the claimant will have to make a new claim to Universal Credit the next day.
- an appointment will be arranged to enable the claimant to discuss the Claimant Commitment with the independent Work Coach, this will include a review of the information previously provided.
- once the 2nd opinion interview has been booked the right to a cooling off period ends, i.e. the claimant cannot sign their Claimant Commitment whilst waiting for their 2nd opinion interview.



**The 2nd opinion interview must be conducted on the same day the request is made or exceptionally on the next day.**



### **Show Slide 23 – Second Opinion Requested**

The claimant will be notified of the decision of the 2nd opinion interview.

If after the 2nd opinion interview a decision is made that the original Claimant Commitment does not change the claimant will be required to re-apply for Universal Credit. The claimant cannot decide to accept the original Claimant Commitment. They will be required to make a new claim. The earliest the new claim can be made is on the following day. The original Universal Credit claim will be closed.

The claimant has no right of appeal.

If after the 2nd opinion interview a new Claimant Commitment is created the claimant will need to accept this one. If they refuse, their claim will be closed, they cannot enter a cooling off period for this Claimant Commitment. The claimant must wait until the following day if they wish to submit a new claim for Universal Credit.



**The scenario above relates to one updating in respect of the circumstances presented at that time which is being resolved and is not 2 separate instances**

**Note: Only one cooling off period and/or 2nd opinion interview is allowed per Initial Work Search Interview Claimant Commitment.**



**Show Slide 24 – Claimant Accepts and Signs Their Claimant Commitment**

Once you have explained all the options available to the claimant you should give the claimant the opportunity to accept and sign their Claimant Commitment before leaving the Initial WSI.



**Accepting the Claimant Commitment and updating WSP and Universal Credit was covered earlier in this learning.**



**Show Slide 25 – Is Second Opinion Request Made within Cooling Off Period?**

If the request for a 2nd opinion is not received during the Initial Work Search Interview you should check if the request has been received during the seven calendar day cooling off period.

At the Initial Work Search Interview the Claimant Commitment status would have been updated to show 'Not accepted – in cooling off period'.

WSP automatically sets a system task 7 calendar days from the day the Claimant Commitment was created. This system task is generated when, at the Initial Work Search Interview, the Claimant Commitment status is updated to 'Not accepted – in cooling off period'.



**When calculating the 7 calendar day cooling off period you should take account of the fact that bank holidays and week ends are included in the 7 calendar days.**



**Show Slide 26 – Second Opinion Requested Within Cooling Off Period**

The WSP steps to take when the claimant requests a 2nd opinion on their Claimant Commitment:

- update the Claimant Commitment Status field to show the 'Not Accepted – sent for second opinion' option

- book a second opinion appointment for the claimant selecting interview type 'Claimant Commitment Reconsideration Interview'.



**Updating the CC Status field was covered earlier in this topic**



**Refer the learners to Booking a Specific Work Related Interview is covered in the WS006 - Diary Management on WSP.**

You have completed the learning to demonstrate the actions required when a request for a Claimant Commitment second opinion is made by the claimant within the seven calendar day cooling off period.

You will now complete the learning to demonstrate the actions required when a request for a Claimant Commitment second opinion is made outside of the seven calendar day cooling off period.



**Show Slide 27 – Second Opinion Requested Outside Cooling Off Period**

You should advise the claimant that their request for a Claimant Commitment second opinion has been received outside of the 7 calendar day cooling off period.

If the claimant wishes to pursue a claim to Universal Credit advise them that their original claim has been closed and they must make a new application and accept a new Claimant Commitment.

Your next step is to save and close the claimant's WSP record.



**The Universal Credit claim will close at the end of the seven calendar day cooling off period. You will receive a WSP system generated Task to advise that follow up action is required.**

**The action the Work Coach takes to close the claim is covered later in this learning.**

**The learning will now cover undertaking the 2nd Opinion Interview.**



**Show Slide 28 – Overview of the Second Opinion Interview**

A claimant is attending for a Claimant Commitment second opinion interview.

You have already taken the following action:

- You have confirmed the claimants identity
- You have accessed the 'not accepted' claimant commitment on the Work Services Platform (WSP).
- You have selected 'Preview' from the ribbon to display the Claimant Commitment in word form.

You are now ready to conduct the review of their Claimant Commitment.



**Working through this learning you are in an interview with a claimant who has requested a 2nd Opinion of their Claimant Commitment.**



**Show Slide 29 – Conducting Second Opinion Interview**

Select the process steps below to reveal further information:



**Show Slide 30 – Conducting Second Opinion Interview**

Select the process steps below to reveal further information:

### **Step 1**

During this interview you will review the original Claimant Commitment with the claimant and discuss with them the aspects they do not agree with and their reasons for this.

Some of this information may have been gathered in the previous interview but this interview will go into more detail with the claimant in order to be able to decide whether the Claimant Commitment can be amended.

The Claimant Commitment should only be changed, if in your opinion the work related requirements (including availability) were unreasonable.



**Advise the learners that separate Adviser Skills learning is available on conducting this type of interview.**



**Show Slide 31 – Conducting Second Opinion Interview**

Select the process steps below to reveal further information:

### **Step 2**

Where appropriate you should challenge the reasons given by the claimant for them not accepting the content of the original Claimant Commitment.



**Show Slide 32 – Conducting Second Opinion Interview**

Select the process steps below to reveal further information:

### **Step 3**

You should evaluate the information provided by the claimant taking into account the following factors:

- the claimant's objections.
- any additional information provided.
- the work readiness of the claimant.
- any personal circumstances/life event/ health condition making it more difficult for the claimant to find and take work.
- Any special arrangements in place /additional support and provision available to tackle these circumstances.



### **Show Slide 33 – Conducting Second Opinion Interview**

Select the process steps below to reveal further information:

### **Step 4**

You will decide on the outcome of the second opinion review and advise the claimant accordingly.

The outcome of this review will either be the Claimant Commitment has been updated/ changed or the original Claimant Commitment is upheld.

If the Claimant Commitment is changed and the claimant signs (accepts) the revised one, their original date of claim will stand and their claim will proceed.

If the Claimant Commitment is not changed the Universal Credit claim will become a claim not pursued and the claimant will not have the option to sign (accept) the original Claimant Commitment.



**The claimant cannot decide to accept the original Claimant Commitment once they have asked for a second opinion. The cooling off period ends once a second opinion has been requested.**

**If the claimant decides they can accept the original Claimant Commitment at this stage it will be too late, they will have to make a new claim for Universal Credit the following day.**



**Show Slide 34 – Accepted Original Claimant Commitment Needs Amending**

You have accepted that the original Claimant Commitment

needs amending.

The Claimant Commitment is updated by amending the Claimant Commitment data gather in the Claimant Record. You should not edit the word version of the document Claimant Commitment that is being viewed.

You will now have the opportunity to view how to access the Claimant Record from the Claimant Commitment Preview screen.



### **Show Slide 35 – Claimant Commitment Screen: Amending Personal Record**

We are currently looking at Finbar Saunder's record in the **Claimant Commitment Preview** screen

To amend Mr Saunder's Claimant Commitment details, you must first select the live Hyperlink (single click). His full claimant record will now be displayed.



### **Show Slide 36 – Accepted Original Claimant Commitment Needs Amending**

Regarding updating the original Claimant Commitment you should refer to previous learning in this module on how to

create a Claimant Commitment.

If the claimant accepts the updated Claimant Commitment you should refer to the previous topic in this module about when a claimant accepts their Claimant Commitment at the Initial Work Search Interview.



### **Show Slide 37 – No Amendments Appropriate or Claimant Does Not Accept Revised Claimant Commitment**

#### **Item 1**

Inform the claimant that if they wish to make a claim for Universal Credit, they must submit a new claim to it online.

Advise the claimant that they need to wait until the following day before making the new claim.



**A system feature of Universal Credit Core during Live Service is that the date of claim cannot be amended. For Live Service the new claim will close and the claimant should be advised to make a new claim.**

**There is no right of appeal against the claim not continuing if the Claimant Commitment is not signed so there is no Decision Making and Appeals action needed.**

### **Item 2**

You should update the Claimant Commitment status to "Claim Not Pursued" on WSP. To take this action you should select "Claim Not Pursued" from the Claimant Commitment status dropdown list.

Taking this action on WSP is demonstrated in the previous learning in this module on how to create a Claimant Commitment.

### **Item 3**

You should "save and close" the WSP record from the ribbon.



### **Show Slide 38 – Claimant Commitment Not Accepted**

You have now updated the Claimant Commitment status on WSP.

After updating the claimant's WSP record you will access Universal Credit Core via the Agent Portal to update the claimant's Universal Credit account to show the Claimant Commitment has not been accepted.



**Learning on how to update the claimant's Universal Credit account is covered in the Universal Credit system learning.**



### **Show Slide 39 – No Contact during Cooling Off Period**

When the Claimant Commitment for a new claimant in the All Work Conditionality group has not been accepted and the cooling off period has expired, a WSP task is generated.

You will need to take the following action:

- update the Claimant Commitment Status field in the claimant record on WSP
- access the Universal Credit core system and update to show 'Claimant Commitment is not signed' and the Claimants Universal Credit claim is terminated.



**A simulation follows to demonstrate how to update WSP.**

### **Simulation – Cooling Off Period Ended**



### **Show Slide 40 – Cooling Off Period Ended**



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

[http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp\\_t750753.asp](http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp)

The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the Cooling Off Period Ended simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation



You have now completed the action required for completing the task to record the cooling off period ended and the claim is not pursued.

## Topic Summary



### Show Slide 41 – Topic Summary

In this topic you have learned to:

- introduce the Claimant Commitment purpose and use
- explain how the Claimant Commitment affects eligibility to Universal Credit
- explain the need for committing to the steps on the Claimant Commitment
- explain the sanctions that may be applied if the claimant fails to complete any of their requirements and how this will affect their Universal Credit payments.
- record the required information on WSP
- preview and print the Claimant Commitment
- establish whether the claimant accepts the Claimant Commitment or not



**The next area to be looked at is the Commitment Pack.**