

## Topic 5

# Using Universal Jobmatch for Work Search







**V7.7**



# Aims and Objectives

This topic aims to provide you with the skills and knowledge to be able to discuss the use of Universal Jobmatch with a claimant and to be able to update WSP to show the claimant has set up a Universal Jobmatch account and, if so, if they have granted DWP access.

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

-  effectively advise and encourage claimants to set up and use Universal Jobmatch
-  encourage claimants to allow the Department access to their Universal Jobmatch account.
-  update WSP to show that the claimant has set up a Universal Jobmatch account.
-  update WSP to indicate whether or not access has been granted to a Universal Jobmatch account
-  explain to the claimant the benefits of allowing DWP access to their Universal Jobmatch account
-  explain the implications of not allowing DWP access to their Universal Jobmatch account

## Aims and Objectives (cont)



advise the claimant how to grant DWP access to their Universal Jobmatch account



determine if the claimant agrees, or not, to allow DWP access to their Universal Jobmatch account



explain the help and support available to claimants who do not have internet access and/or internet experience, including supported use of the Internet Access Device



set a task to review DWP access to the claimant's Universal Jobmatch account; and



update WSP with the claimant's Universal Jobmatch status.

# Initial Work Search Interview – Universal Jobmatch

Discuss Universal Jobmatch with the claimant at the Initial Work Search Interview.

Advise claimants who do not already hold a Universal Jobmatch account of the requirement to set one up

Issue the Cookies fact sheet to claimants so they are able to make an informed decision about their choices relating to cookies

# Universal Jobmatch

Universal Credit is available to all people looking for work whether they are claiming benefits or in work

As part of the work preparation requirement of the Claimant Commitment a claimant must create, where they are able, a profile and CV on Universal Jobmatch.

# Benefits of creating a profile and public CV in Universal Jobmatch

**The messages you should be including in your conversation with claimants are:**

Instruction regarding how to use Universal Jobmatch are available	Uses latest job search and matching technology to help find jobs that are right for you	Access 24 hrs a day, 7 days a week and it's free
Able to log on to your account from a home computer /anywhere with internet access	Universal Jobmatch will make job search quicker and easier	Create and manage Account Online, tailoring preferences to suit the job you are looking for

# Benefits of creating a profile and public CV in Universal Jobmatch (cont)

(cont)

Available in Welsh (if required).	Alerts notifying you when new jobs are posted that match your criteria	Help available via a help tool to create a CV, or you can upload one you already have.
Your CV will automatically be matched to suitable jobs and sent to the company.	Apply for most jobs online, giving more time to spend on the actual applications.	You can also record details about <b>other</b> job searches you do

# Benefits to claimants of allowing DWP access to view their account

Benefits of allowing DWP access to claimants Universal Jobmatch (UJ) accounts include:

- making it easier for the Work Coach/Assistant Work Coach to give claimants extra help to improve their chances of being matched to a job.

For example the Work Coach/ Assistant Work Coach can help claimants:

- improve the matches they get by reviewing their profile or public CV
- identify any skills gap and/or training needs
- discuss how they can refine their public CV
- with job search if they are identified as requiring additional support to enable them to use DWP services



## Benefits to claimants of allowing DWP access to view their account (Cont'd)

You can also tell the claimant:

- they will not have to provide evidence of their jobsearch activity on Universal Jobmatch when they attend their Work Search Review as DWP will be able to view all this activity online
- if they allow DWP access, they can change it back at any time to not allow DWP access

# Claimant Agrees to Create Universal Jobmatch Account

You should advise claimants who do not have a Universal Jobmatch account to register for a Government Gateway Account via GOV.UK and create a profile and CV on Universal Jobmatch.

If the jobseeker already has a Government Gateway account all they need to do is access [www.gov.uk/jobsearch](https://www.gov.uk/jobsearch) and select the 'Login to Universal Jobmatch' link which will launch the 'Universal Jobmatch Login' page. The jobseeker then simply enters their 'User ID' and 'Password' and selects 'Log in'.

Universal Jobmatch can be accessed via GOV.UK using an internet enabled computer or smart-phone although access via the mobile app will only enable claimants to run anonymous job searches.

## Next Steps – Agreeing a Target Date

You should agree with the claimant a target date for them to create their Universal Jobmatch account

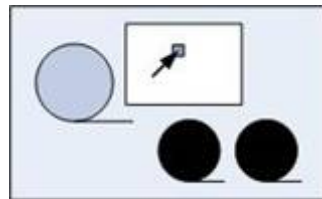
It is important that you explain to the claimant the consequences of not doing this – not doing so could lead to the claimant being sanctioned.

Once this date is agreed you should update WSP with the agreed date.

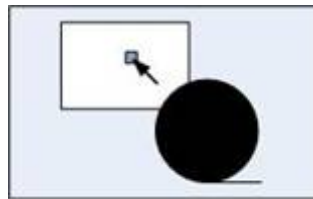
# Universal Jobmatch

You will now have the opportunity to practice Updating WSP with the agreed date . You are starting from the claimant's record within WSP.

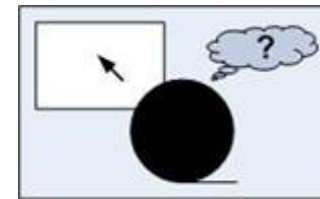
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



**See It**



**Try It**



**Know It**

# Booking Follow Up Appointment

Once you have agreed a date with the claimant and you have updated WSP, you need to make an appointment with the claimant to ensure all the agreed follow-up action has been taken.

You should explain to the claimant that if they fail to meet the requirements by the date specified a low level sanction will apply. This means the sanction will comprise of an open-ended period (which runs until they meet the requirement) followed by a fixed period of up to twenty eight days.

# Objections to Setting up Universal Jobmatch Account

For the majority of claimants, creating a profile and CV in Universal Jobmatch will be an important part of improving their employment prospects.

However, actually creating a profile and CV and using the service may be less than straightforward for some claimants

## Extra Support to Access and/or Use Universal Jobmatch

**When a claimant does not  
have regular access to the  
internet at home**

## Extra Support to Access and/or Use Universal Jobmatch (Cont'd)

Where the claimant is inexperienced in the use of the internet and requires extra support you will either:

Book the claimant onto suitable Universal Jobmatch support provision, where this is available

Discuss and agree mutually acceptable dates for the different actions to be completed with coaching on the IAD/at the Work Club.

You will need to set a task on Work Services Platform (WSP) to review the progress on the actions you set.

It is suggested that you book the first IAD appointment(s) clerically using local arrangements, making sure a member of staff will be available to coach the claimant.



## Discuss Objections with the Claimant

There may also be occasions where a claimant will not willingly create a profile and CV in Universal Jobmatch.

**Discuss the claimant's objections and where possible look for solutions.**

**A claimant may not be willing to create a profile and CV in Universal Jobmatch as they do not have their own computer**

**Explain to the claimant the consequences of not creating a profile and CV in Universal Jobmatch, could lead to the claimant being sanctioned**

## Universal Jobmatch not suitable for Claimant

After taking consideration of the reasons a claimant is unable to create a profile and CV on Universal Jobmatch you may make the decision that a Universal Jobmatch account is not suitable. In this case you must update the claimant's WSP record.

You may record for example, "Claimant not using Universal Jobmatch – English as a second language" on WSP.

# Implications of Not Allowing DWP Access

When a Universal Jobmatch account is suitable you should explain the implications of not allowing DWP access to their Universal Jobmatch account.

The consequences of not allowing DWP access to a Universal Jobmatch account may include consideration of More Frequent Attendance (MFA) and supplying clerical evidence of in-depth work search activity.

# Granting DWP Access and Notifying DWP

You need to explain to the claimant that if they wish to grant DWP access to their Universal Jobmatch account, how they can do so.

To grant DWP access to a claimant's Universal Jobmatch account the claimant must:

```
graph TD; A[Log on to their Universal Jobmatch account] --> B[Select profile from the top menu]; B --> C[Tick the check box against "I authorise DWP to view my accounts including my job search activity, feedback and notes"]; C --> D[Save the changes]; D --> E[ ]; style E fill:none,stroke:none
```

Log on to their Universal Jobmatch account

Select profile from the top menu

Tick the check box against "I authorise DWP to view my accounts including my job search activity, feedback and notes"

Save the changes

# Updating WSP with Universal Jobmatch Details

When a claimant has granted DWP access to their Universal Jobmatch account you must update WSP.

To update WSP you will need the claimants Universal Jobmatch ID Number (UJ ID Number).

You can find a claimants UJ ID Number by accessing their Universal Jobmatch Account and searching for the claimant's account using:

- Claimant's email address
- Claimant's Phone number
- Surname
- First name

Further guidance on Accessing Universal Jobmatch can be found in:

**Operational Guidance >>Universal Jobmatch Toolkit >>Chapter 03 – Using Universal Jobmatch**

# Updating WSP with Universal Jobmatch Details cont'd

To record that a claimant has granted DWP access to their Universal Jobmatch account you must update the TLMS field located in the Claimant screen, with the Personal tab expanded.

Claimant: John Harper - Microsoft Dynamics CRM - Windows Internet Explorer

https://amapptest.newcastle.direct.gov.uk.local/WSP/main.aspx?etc=28&extraqs=%3F\_gridType%3d2%26etc%3d2%26id%3d%257bE5852295-BAEC-E311-8272-005056B80957%257d%26pageMode%3dframe%26preloadCache%3d1

Microsoft Dynamics CRM

Test User10

File Claimant Add

Save Save & Close Deactivate Connect Assign Create Claimant Commitment Book Immediate Appointment Book Sequential Appointments Copy a Link E-mail a Link Run Workflow Start Dialog Process

Information

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

Related

- Common
  - Activities
  - Interventions
  - Rescheduled Interv...
  - Work Preparation A...
  - Work Search Activiti...
  - Other Work Related...
  - Skills Screening
  - Challenges
  - Initiatives
  - Claimant Commitm...
  - Doubt
  - Hardships
  - Signposts
  - Referrals
  - Qualifications
  - Part Time Working
  - Partners
  - Previous Claims
  - Closed Activities
  - Case Groups
  - Share History
- Processes
  - Workflows
  - Dialog Sessions

Claimant John Harper 2000002093

UNVERIFIED

Driving Licence ☒ Endorsements On Licence ☐

Type Of Driving Licence Access To A Vehicle ☐

Offender Status

Carer's Marker

Ex-HM Forces Partner Of (Ex-)HM Forces Member ☐

Homeless

Claimed Incapacity Benefit within Past 6 Months

Claimed Benefit For 22 Out Of Past 24 Months ☐

NEET NEET Date

TLMS

TLMS User ID

Refugee Status

Care Leaver

Has Special Needs ☒ No ☐ Yes

Health Barriers To Work ☒ No ☐ Yes

WCA Action ☒ No ☐ Yes

WCA Action Status

Contact Details

Child Information

Job Goals

Availability

Employment History

Intervention Regime

Appointment History

Record Status Active

100%

# Updating WSP with Universal Jobmatch Account Number

To record that a claimant has granted DWP access to their Universal Jobmatch account you must update the TLMS User ID field.

The screenshot shows the Microsoft Dynamics CRM interface for a claimant named John Harper. The interface is divided into several sections: Information, Related, and Processes. The Information section is currently selected, showing various fields for the claimant's details. The TLMS User ID field is highlighted with a red circle, and the value 12345 is entered into it. A red box highlights the TLMS User ID field, and a red arrow points from a text box to it.

Input the claimant's Universal Jobmatch account number in the TLMS ID box

# Universal Jobmatch Account Details Updated - Save

Once the claimant's WSP account has been updated with the claimant's Universal Jobmatch account number save and close the WSP account. The Save and Close button can be found at the top left hand side of the Claimant screen, with the Personal Tab Expanded.

The screenshot displays the Microsoft Dynamics CRM interface for a claimant record. The browser title is 'Claimant: John Harper - Microsoft Dynamics CRM - Windows Internet Explorer'. The URL bar shows a local address. The top navigation bar includes 'File', 'Claimant', and 'Add'. The 'File' menu is expanded, showing options like 'Save', 'Save & Close', 'Save & New', 'Activate', 'Connect', 'Assign', 'Create Claimant Commitment', 'Book Immediate Appointment', 'Book Sequential Appointments', 'Copy a Link', 'Email a Link', 'Run Workflow', and 'Start Dialog'. A red arrow points from the 'Save & Close' button to a text box on the right. The main content area shows the claimant's details for 'John Harper' (2000002093). The 'Information' tab is selected, showing fields for Driving Licence, Type Of Driving Licence, Offender Status, Career's Marker, Ex-HM Forces, Homeless, Claimed Incapacity Benefit Within Past 6 Months, NEET, TLMS, TLMS User ID, Refugee Status, Has Special Needs, Health Barriers To Work, WCA Action, WCA Action Status, Endorsements On Licence, Access To A Vehicle, Partner Of (Ex-)HM Forces Member, Claimed Benefit For 22 Out Of Past 24 Months, NEET Date, Care Leaver, and Employment/Training Restriction Applies. The 'Related' section on the left lists various activities and processes. The 'Appointment History' section at the bottom shows a record with status 'Active'.

Select **Save & Close** to save the Claimant record



# Access to Universal Jobmatch Account Not Given

There may be occasions when a claimant does not grant DWP access to their Universal Jobmatch account.

Explain that because the claimant does not wish to allow DWP access to their account, each time they attend in the future they will be required to produce evidence of their job search.

Remember - you cannot mandate a claimant to give us access to their account, this is their decision not ours.

**Update the WSP TLMS status drop down to  
“Has account but refuses to give access to DWP”  
and the reasons for refusal in Notes**

## Access to Universal Jobmatch Account Not Given (Cont'd)

The claimant has not  
given DWP access to  
their Universal Jobmatch  
account

# Summary

In this topic you have learned how to:

- effectively advise and encourage claimants to set up and use Universal Jobmatch
- encourage claimants to allow the Department access to their Universal Jobmatch account
- update WSP to show that the claimant has set up a Universal Jobmatch account
- update WSP to indicate whether or not access has been granted to a Universal Jobmatch account
- access the claimant's Universal Jobmatch account to review their Job search
- the benefits of allowing DWP access to their Universal Jobmatch account
- the implications of not allowing DWP access to their Universal Jobmatch account
- advise the claimant how to grant DWP access to their Universal Jobmatch account
- advise the claimant how to notify DWP of their Universal Jobmatch ID number when they grant DWP access to their Universal Jobmatch account
- determine if the claimant agrees, or not, to allow DWP access to their Universal Jobmatch account

## Summary (Cont'd)

It In this topic you have learned how to:

- explain the help and support available to claimants who do not have internet access and/or internet experience, including supported use of the Internet Access Device
- set a task to review DWP access to the claimant's Universal Jobmatch account
- update WSP with the claimant's Universal Jobmatch status