

Claimant Commitment (JSA Regime)

Topic 06: Skills Practice

October 2013

Time

3 hours

Objectives

At the end of this topic learners will be have:

- demonstrated the enhanced skills for working with claimants to produce a Claimant Commitment and Work Plan.

Learning Points

This topic will cover the following learning points:

- Interviewing the claimant
- Drafting the Claimant Commitment
- Reviewing the claimant's worksearch
- Reviewing the claimant's evidence of worksearch

Support Material

- Case Study 06.01
- Case Study 06.02
- Exercise 06.01a – David Hewitt (Claimant Commitment)
- Exercise 06.01b – David Hewitt (Work Plan)
- Exercise 06.02a – Alan Bloom (Claimant Commitment)
- Exercise 06.02b – Alan Bloom (Work Plan)
- Exercise 06.3b - Carol Griffin (Work Plan)
- Blank JSA Claimant Commitment
- Handout 06.01

Validation

Successful completion of this topic will be measured by participation in the skills practice exercises

Method of Delivery

This event is facilitator led. It uses:

- case study exercises and discussion.

Introduction

In this topic we are going to practise everything that you have learned over the last two days with the aid of case studies.

Skills Practice



So far in this event the learners have participated in all of the activities regardless of their job role to give them a full understanding of how the roles relate to each other. It should also have provided the 'claimant' view of the process.

For the purposes of this topic, there are distinct activities for Work Coaches and Assistant Work Coaches.

However, you may find it useful for all of the learners to do at least one exercise aimed at the Coach role and Assistant Coach role in order to get a full understanding of both roles.

Learners with other roles, such as Work Services Managers or HEO coaches should spend some time participating in both groups in order to gain the full picture of how the knowledge and skills are applied.

Work Coaches



For this activity, the learners should work in groups of three or four. They will be provided with a case study and should complete the following activity within their group.

(If time allows, you may prefer to arrange the first part of the activity as a role play exercise with one learner playing the role of the claimant and another being the 'coach' while the others observe and offer feedback.)



Issue:

- Case Study 06.01: David Hewitt
- HO 06.01.

Read through the case study and discuss:

- How you would ensure the claimant understands their responsibilities and the consequences of not meeting them

- How you would coach them to ensure they will take personal responsibility and become self sufficient in their worksearch. For example, what questions would you ask?
- How you will coach them to plan ahead to complete their 'My Work Plan' booklet and provide suitable evidence of their worksearch.
- At the end of the discussion, write down how you would complete the section of the Claimant Commitment which records the claimant's worksearch activities. Give at least four examples.
- What sort of plans, outcomes and evidence would you expect the claimant to provide? Record these as you would expect the claimant to do in their 'My Work Plan' booklet.



When the Work Coaches have finished this activity, encourage them to share any good practice and suggestions.



Issue:

- Case Study 06.02: Alan Bloom.



The learners should carry out the same activity as before, using the new case study.

Assistant Work Coaches



For this activity, the learners should work in groups of three or four.

(If time allows, you may prefer to arrange the 'challenging' part of the activity as a role play exercise with one learner playing the role of the claimant and another being the 'coach' while the others observe and offer feedback.)



Issue:

- Ex 06.01a – David Hewitt Claimant Commitment
- Ex 06.01b – David Hewitt My Work Plan.
- Handout 06.02

Read through the Claimant Commitment, the extract from the 'My Work Plan' booklet and the list of evidence that the claimant has provided.

Discuss your responses to the following:

- Consider the 'I will (what I am going to do, including how, when and where)' section of the My Workplan booklet:
 - Does the content of the section of their Work Plan reflect the Claimant Commitment?
 - Has the claimant completed this section appropriately?
- Has the claimant completed the appropriate amount of worksearch?
- Has the claimant shown how they plan to progress their worksearch following this review?
- Has the claimant provided sufficient and appropriate evidence of their worksearch?
- If the answer to any of the above is 'no', how are you going to challenge the claimant?
- What will be your next steps? (Should you refer the claimant to the Coach?)



In order to bring out some of the learning points, the facilitator may want to 'play' the role of the claimant when the Assistant Coaches practise asking the claimant about their worksearch. For example, asking closed questions is unlikely to glean the type of detailed information the Assistant Coach is looking for.



When the Work Coaches and Assistant Work Coaches have finished this activity, encourage them to share any good practice and suggestions.



Issue:

- Ex 06.02a – Alan Bloom Claimant Commitment
- Ex 06.02b – Alan Bloom My Work Plan.
- Ex 06.03b – Carol Griffin My Work Plan.



The learners should carry out the same activity as before, using the new case studies.



When the learners have completed these exercises, bring the whole group back together to share what they have learned from the activities.

Allow time for them to note any further development needs on their Action Plan.

Summary

In this topic we have practised the skills to work with the claimant throughout the Claimant Commitment (JSA) process.

End of Topic 06