

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR2018

12 May 2014

Dear Sera Nabil,

Thank you for your Freedom of Information (Fol) request received on 29/04/2014. You asked:

*Dear Department for Work and Pensions,*

*I would like a copy of any transcript or guidance for use by your contact center staff for new JSA or UC claimants with regards their CV and Universal Jobmatch, together with a copy of guidance given to jobcentre staff with regards CVs and Jobmatch for new and existing claimants.*

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not provide that a public authority must create new information to answer questions; nor does it provide that a public authority give advice, opinion or explanation in relation to issues/policies under question.

In cases where a customer does ask a question, rather than request recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information or confirmed that no such recorded information is held, it has met its obligations under the Act. Interpretation of any information provided is left to the requestor.

The recorded information we hold that best answers your question about guidance provided to Jobcentre Staff concerning CV's and Jobmatch is contained in Chapter 03 of the Universal Jobmatch Toolkit, and it is attached to this reply.

There are eight separate pieces of recorded information we hold that best answers your question about guidance provided to Contact Centre staff for new JSA or UC claimants with regards to Universal Jobmatch and CV's, and they are also attached.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745

# **Jobcentre Staff Guidance**

## **Chapter 03 – Using Universal Jobmatch (UJ)**

### **About this guidance**

1. Universal Jobmatch (UJ) is available to all people who are looking for work whether they are claiming benefits or in work. However, this guidance uses the term claimants rather than jobseekers or customers (except where UJ functions specifically refer to jobseekers).

### **Benefits to DWP staff**

2. The benefits of using Universal Jobmatch (UJ) are detailed in Chapter 01 of this toolkit.

### **Accessing Universal Jobmatch**

3. Universal Jobmatch is accessed by selecting the icon on your desktop. The first time you access the service you will be required to set up your password by selecting the 'Create/Reset your password' link. You will be required to enter your Username which will be your usual login ID to your computer and the system sends you an email. Your login ID is the 8 digit DWP IT number which can be found when you remove your smartcard. You will then need to check your email and select the hyperlink within the email to 'Reset your Password'. Your password must be a:
  - Minimum of 8 and a maximum of 10 characters; and
  - Combination of upper and lower case letters and should contain at least one symbol and at least one number.
4. When you have entered your Username and password you will select the 'Login' button. The UJ homepage will then be displayed and from here you will be able to access various functions such as:
  - My profile.
  - Find jobseeker.
  - Caseloading folders.
  - GOV.UK job search.
5. However, you will have access to different functions depending on your job role so the homepage will only display the functions that are relevant to your access level.

### **My profile**

6. Selecting 'My profile' will allow you to change your password at any time. You will also be able to view from this screen/page the details used to create your profile on the UJ Application and these are your:
  - Email address.
  - Username.
  - First name.
  - Surname.
  - Manager email address.
  - Location.

- Role.

## Find jobseeker

7. You must select the 'Find jobseeker' link from the UJ Application Homepage and enter one of the following search types in the 'Enter search details' field:
  - Email address.
  - Phone number.
  - Jobseeker UJ ID (but see paragraph 9 below).
  - Surname.
  - First name.
8. You will then select 'Go'. Searching by the claimant's email address will return the specific claimant. It is not recommended you use either the surname or first name because this is likely to return multiple returns and it will be difficult to find the specific claimant. In particular, using a common surname (e.g. Smith) or any First name will lead to thousands of returns.
9. The claimant **will not know** their Jobseeker UJ ID number so you must not ask them for this. The number will only become known by DWP staff after using any of the other search types listed above to find the claimant.

## Claimant has given DWP access to their account

10. If the claimant has given DWP permission to access their account your search will open a page that includes the claimant's basic details they used to create their account. This includes their Jobseeker UJ ID number and using this number is the most accurate way to search for a claimant. From here, you will be able to select the 'Login' link to access their UJ account. However, you will only be able to do this if the claimant has given DWP permission to do so.

## Claimant has not given DWP access to their account

11. If the claimant has not given DWP permission to access their account your search will open a page that returns a message which says, *"User has not provided permissions to access account."* This also confirms that the claimant has completed their profile and therefore has created an account.

## Caseloading folders

12. You can save up to 12 caseloading folders and you can name each folder as you wish and rename these at any time. There is no limit on the number of claimants you can save in each folder. These folders can only be accessed by you and cannot be viewed by other DWP staff.
13. How you use these folders is up to you but you may use them to group claimants for example by:
  - Claimants who have not allowed DWP to access their account.
  - Client Group.
  - Type of work they are looking for.
  - Signing Day/Cycle.
14. To create a folder you must select 'Add folder' and give it a name. From here you must select 'Create folder'. You will then be able to click on the 'Select' link to access the folder. To add a claimant to the folder you will need to find the claimant and when you have done this, you must select the tickbox for the Caseloading folder you created.

15. To view the claimant in the folder, select the 'Manage caseloading folders' link, then click the 'Select' link for the folder in the main Caseloading folders screen/page.
16. You will also be able to see how many claimants you have in each folder from the main Caseloading folders screen/page and delete and rename folders from this screen/page.
17. Within each folder you will be able to send messages to all or a selected number of claimants. For example you may want to tell:
  - all claimants in a folder about a Jobsfair that will be held locally; or
  - one claimant to contact you about their public CV as you may be able to advise them on how it can be improved so that it returns more accurate matches to companies; or
  - a selected number of claimants who particularly match jobs posted by a local employer.
18. If the claimant does not give DWP access to their UJ account by not ticking the 'I authorise DWP to view my account, including job search activity, feedback and notes' box, any messages you send via this function will not be received by the claimant. However, UJ will tell you which claimant(s) in your caseload have not received any messages you send.
19. It is important you manage the claimants in each folder – for example, when a claimant finds work and no longer claims JSA you will need to remove them by selecting the relevant folder, then from the list of claimants you must mark the tickbox for the claimant and then select the 'Remove' link.
20. Scenario 14 in Learning Product 05 contains further details on Caseloading functionality.

## **GOV.UK job search**

21. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer/device or smartphone.
22. They will be able to search and view jobs, set up an account and build and upload their public CV. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in UJ. UJ will also search through their public CV and make a match back to the company. Therefore, you will no longer routinely submit claimants to jobs or undertake jobsearch.
23. However, this function allows you to search for a job on behalf of a claimant – for example, if they are not using UJ. In these cases you will select the 'GOV.UK job search' link from the UJ application and find a suitable job by:
  - entering data in the Search criteria fields and select 'Search'; or
  - selecting the 'Browse Jobs' link.
24. Scenario 18 in Learning Product 05 contains further details on how to search for a job on behalf of a claimant.
25. UJ brings a shift in the focus from helping claimants search for jobs, to looking instead at the claimant's activity on UJ. This also means you will suggest ways for them to improve the matches they receive from the information they have recorded about their skills and in their public CV. You will also support, motivate and/or challenge them to respond to these matches to help improve their chances of finding work.

## **'Skills I want to be matched against' field**

26. You will only be able to see this field if the claimant has given DWP permission to access their account. It is an important field for claimants because the information they record here will be used by UJ to automatically match them to jobs posted by companies which will be put into the claimant's 'Recommended Jobs' screen/page.

27. Therefore, it is important you understand the type of information that will return accurate matches so you can explain this to claimants and help them to understand the importance of including skills keywords within this field. For example, it **must not** be used to record things such as:
- Keen.
  - Reliable.
  - Eager.
  - Timely.
28. If the claimant is receiving little or no matches in 'Recommended Jobs' this will indicate that the information held in this field needs to be reviewed and updated.
29. You can help the claimant improve the matches they receive by telling them they can review their skills for the types of jobs they are looking for in UJ. To do this the claimant needs to select the 'Review your skills' link from within the 'Job Details' page for any job they were viewing.
30. This will take them to the 'Skills analysis' screen/page. This will provide a list of 'Recommended Skills' for the job they were viewing and compare them to the skills they have recorded in the 'Skills I want to be matched against' field from within their profile.
31. The claimant can then look at the list of 'Recommended Skills' for the job and add any they have to the 'Your Skills' list by entering the skill in the free text field and selecting 'Add Skills'.
32. They can also find 'Recommended Skills' for a different type of job by entering the Job Title in the free text field and selecting 'Find Skills'. Any skills the claimant has can then be added to their skills by again entering the skill in the free text field in the 'Your Skills' list and selecting 'Add Skills'.

## CVs

33. You will only be able see a claimant's CV(s) if the claimant has given DWP permission to access their account. Further information about how a claimant can use this function can be found in Chapter 2 of this toolkit. Scenario 16 in Learning Product 05 contains further details on how a claimant can create a CV.
34. You will need to explain to claimants the importance of including skills keywords in the 'Duties, achievements and related skills field' within their CV when using the 'Build CV' function and that having a public CV improves their chances of finding a job because information in their CV will be used to return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. The company may then invite those jobseekers with the closest matches to apply for the job via the jobseeker's Messages page.

## Explaining the benefits to claimants of creating a profile and public CV in Universal Jobmatch

35. Advisory Services Teams will play a crucial role in promoting and encouraging take up of Universal Jobmatch. Therefore, it is important that personal advisers and assistant advisers understand the key features and benefits of using the service so they can tell claimants about this. The messages you should be including in your conversations with claimants are:
- The service will make your job search quicker and easier.
  - Use the service at a time to suit you, 24 hours a day, seven days a week and it's free (but your usual internet provider's charges will apply).

- You will be able to log on to your account from a home computer/device, smartphone or anywhere with internet access.
- It uses the latest job search and matching technology to help find jobs that are right for you.
- Create and manage your own account online, and tailor your preferences to suit the job you are looking for.
- You can apply for most jobs online, giving you more time to spend on the actual applications.
- There is help available via a help tool within UJ to create a public CV, or you can upload one you already have.
- Information recorded on your public CV will be used to return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. The company can then invite jobseekers to apply for their job and will only see the public CV if the jobseeker agrees after being invited to apply.
- You have the option to create and attach a cover letter with your CV when applying for a job online.
- You can receive alerts to notify you when new jobs are posted that match your job search.
- You can also record details about other job searches you do, so that all your job search activity will be held in one place.
- The service is available in Welsh (if required).

## **Explaining the benefits to claimants of allowing DWP access to view their account**

36. In terms of the benefits of allowing DWP access to view their account, you will need to explain that if they do so, it will make it easier for their personal adviser (because they will be able to view their account information directly) to give them extra help to improve their chances of being matched to a job – for example, their personal adviser can help them:
- 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.
37. You can also tell the claimant:
- they will not have to provide evidence of their jobsearch activity on Universal Jobmatch each time they attend the Jobcentre at their jobsearch reviews or advisory interviews as we will be able to view all this activity online; and
  - if they allow DWP access, they can change it back at any time to not allow DWP access.

## **Issuing a Jobseeker's Direction to mandate JSA claimants to create a profile and public CV in Universal Jobmatch**

38. When you have explained the benefits to claimants of creating a profile and public CV in Universal Jobmatch, they can be mandated to create a profile and public CV.
39. However, for legal reasons, you **cannot issue** a Jobseeker's Direction to mandate a claimant to create a profile and public CV unless a DWP IAD service is reasonably available to them should they need to use one - for example, because they do not want to

accept cookies and therefore need to have access to a device on which cookies have already been accepted.

40. You also **cannot issue** a Jobseeker's Direction to mandate a claimant to give us access to their account – this is their decision not ours.

### **What to consider before issuing a Direction**

41. The Jobseeker's Direction guidance explains the factors that must be considered before a Jobseeker's Direction is issued. In particular, a Jobseeker's Direction mandating claimants to create a profile and public CV in Universal Jobmatch must be reasonable in terms of:
- improving the claimant's employment prospects; **and**
  - the claimant being able to use the service.
42. For the majority of claimants, creating a profile and public CV in Universal Jobmatch will be an important part of improving employment prospects. However, actually creating a profile and public CV and using the service may be less than straightforward for some claimants if they are not reasonably able to use the service, for example those:
- with a learning or other health-related condition; or
  - for whom English is their second language; or
  - who lack appropriate literacy and/or numeracy skills; or
  - who are not reasonably able to access their own computer/device (for example, because they do not have such a device or cannot afford to access the internet) and are not reasonably able to access an alternative internet access device in their area (for example, because of their personal circumstances, poor internet service in the area or lack of access to affordable internet access).
43. Before issuing a Direction, you must also take into account whether the claimant can reasonably access a DWP IAD should they either not have reasonable access to the internet or should they wish to exercise their right not to accept cookies. You will need to take into account all of the claimant's circumstances (for example, their health, any restrictions on their availability, whether they have childcare available) and the availability of IADs in your office. For example, if your office has:
- not yet installed any IADs; or
  - a high number of claimants who need access to a DWP IAD. For example because they:
    - do not have access to the internet; or
    - are required to use UJ and wish to exercise their choices relating to cookies.
44. All these considerations must be taken into account before deciding to issue a Jobseeker's Direction. If one or more of the circumstances in the previous paragraphs apply and you deem it is unreasonable for the claimant to use Universal Jobmatch, you must:
- record why it is not reasonable to issue a Direction, for example, "Claimant not using Universal Jobmatch – English as a second language" or "Claimant not using Universal Jobmatch – does not wish to accept cookies and claimant has no reasonable access to an IAD" in the 'Additional Notes' field within the 'More' hotspot on LMS; and
  - select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select '*No UJ account*' from the dropdown menu list and select the [Save] button.
45. Both these actions are required so you do not keep asking the claimant each time they attend at the office.
46. In cases where a direction is not reasonable you will need to review the claimant's jobsearch activity using other means.



47. However, where a claimant may not be required to use Universal Jobmatch but subsequently their circumstances change (for example, they move house to an area where there is a good broadband service and are able to afford internet access) you must take the action described in paragraphs 35 to 74 as appropriate.
48. A Direction must not be issued to 'credits only' claimants because a referral to a Decision Maker for an 'opinion only' decision must not be made for 'credits only' claimants who refuse or fail to comply with a Jobseeker's Direction.

### **Action required if you consider a Jobseeker's Direction is appropriate**

49. If you have decided that it would be reasonable to issue the claimant with a Jobseeker's Direction, after taking into account the considerations tell the claimant they must create a UJ profile and public CV.

### **Cookies Factsheet**

50. It is vital the Cookies factsheet is issued to the claimant so they are able to make a fully informed decision about their choices relating to cookies and you explain that they can use one of the IADs in the Jobcentre should they not wish to accept cookies on their own computer/device. The factsheet is available in English and Welsh.

### **Recording the Direction on LMS**

51. You must record the Direction on LMS as follows:
- [Direction Reason] field: *"Universal Jobmatch will improve the claimant's prospects of finding work"*
  - [Details & Method of Achieving] field: *"You will create a profile and public CV within Universal Jobmatch by --/--/--."*
52. You must take the action described in paragraph 60 when setting the 'by date' in the Direction.

### **Claimant says they do not want to accept cookies on their own computer/device**

53. In these cases you must also arrange a date and time for the claimant to use the IAD so they are able to carry out the direction. The amount of time you allow for a claimant to carry out the direction will vary and you must consider this on a case by case basis – i.e. some claimants may need 1 hour but others may need much longer (there is no specific time limit on this) and if so, a longer time slot to use the IAD must be arranged. Claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

### **Issuing the Jobseeker's Direction letter and Cookies Factsheet**

54. You must:
- attach the Cookies factsheet to the Jobseeker's Direction letter and give both to the claimant; and
  - record in LMS Conversations *"Cookies Factsheet issued."*

### **What you must make clear to the claimant**

55. You will need to make sure the claimant understands how to register for a Government Gateway Account (this will not be necessary if the claimant tells you they already have a Government Gateway Account) and create a profile and public CV within Universal

Jobmatch. Scenario 15 in Learning Product 05 contains full details on how a claimant creates a profile and Scenario 16 contains further details on how a claimant creates a public CV;

NOTE: You may also issue the 'How to Use Universal Jobmatch' leaflet, which is available in English and Welsh if you think it will help the claimant understand how to register and login to their account. If so, you will need to select either the English or Welsh link in this paragraph and print the leaflet. Alternatively, advise the claimant to access the 'How to - Universal Jobmatch Guide' on the 'learnmyway' website. From a transformed site follow <http://www.learnmyway.com/learn-more/jobhunting-online> - from a legacy site copy this link and paste it into Mozilla Firefox. Explain to the claimant this guide will take around 30-35 minutes to complete and will take them through the steps to:

- Register with Universal Jobmatch;
- Do a simple search;
- Apply for a job; and
- Record their activity.

56. You must also explain they will need to provide evidence that they have complied with the Direction. In doing so, explain that if they allow DWP to access their UJ account suggest that they only need to bring in the e-mail address they used to create their UJ profile and public CV as we will be able to check their account using these details. However, if the claimant does not wish to allow DWP access to their account (and this is their decision not ours) suggest this may take the form of:

- Prints of their CV screens/pages from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
- Showing us these CV screens/pages from their Universal Jobmatch account if they have access to the internet on a smartphone. Districts will need to consider the guidance on Restricted Use of Electronic Media in Jobcentres although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.

57. If it is not possible for the claimant to do any of the above, or the claimant does not wish to accept cookies and so needs to use a DWP IAD, advise the claimant that they can login to their UJ account from an available IAD in your office and print off the relevant CV screens/pages.

58. However, the onus is on the claimant to provide evidence that they have created a profile and public CV by whatever means they choose.

59. Therefore, if the claimant does not wish to do this, you will need to decide whether they have complied with the Direction based on the evidence they have provided.

NOTE: You must not record any activity in relation to the creation of a profile and public CV and/or the use of Universal Jobmatch anywhere on the Jobseeker's Agreement or JSA Claimant Commitment until the claimant has created their profile and public CV in Universal Jobmatch.

### **Setting the date by which the direction must be carried out**

60. You must take into account a claimant's experience and ability to use the internet and access to the internet (in particular if they need to use an IAD) when setting the date by which the claimant must have carried out the direction. For example, more time will need to be given:

- for somebody who has very little or no experience of the internet because a referral to local provision on how to use on-line channels may be necessary; or

- where your office has a high number of claimants who need access to an IAD.

### **Cancelling the Direction**

61. If the claimant contacts the Jobcentre before the date when the Direction must be carried out because they decided not to accept cookies on their computer/device and therefore wish to use an IAD in the Jobcentre to create a profile and public CV you must arrange a date and time for the claimant to use the IAD.
62. However, if you cannot arrange this by the date on which the Direction must be carried out you must cancel the original Direction and issue a new Direction to the claimant which takes account of the new appointment date.
63. If the claimant attends on their allocated day and time to carry out the Direction but subsequently cannot complete their profile and public CV within the time allowed on the IAD, then you must tell them to save their public CV in UJ by selecting the 'Save for later' link at the bottom of the web page they have completed.
64. You must then cancel the original Direction make a new IAD appointment and issue a new Direction to the claimant which takes account of the new appointment date.

### **Following up the Direction**

65. The Direction will be followed up at the claimant's next attendance at the Jobcentre after the date set in the Jobseeker's Direction whether it is a jobsearch review or advisory interview.

### **Claimant has created a profile and public CV in Universal Jobmatch and allowed DWP to access their account**

66. If the claimant created a profile and public CV in their Universal Jobmatch account and allowed DWP access, you will be able to check this by finding the claimant in the UJ application and logging into their account. You will then need to:
  - record the Jobseeker's UJ ID number in the 'Additional Notes' field within the 'More' hotspot on LMS so you can easily and accurately access their UJ account in future; and
  - select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select '*Man UJ – DWP access*' from the dropdown menu list and select the [Save] button. This is required so you do not keep asking the claimant each time they attend at the office.

### **Claimant agrees to create a profile and public CV in Universal Jobmatch but has not allowed DWP to access their account**

67. If the claimant created a profile and public CV in their Universal Jobmatch account but has not allowed DWP access you will be able to check they have created a profile by finding the claimant in the UJ application.
68. You will not be able to login to their account to check they have created a public CV - you will do this by looking at the evidence the claimant has provided by one of the methods in paragraphs 56 to 59. However, when you search for the claimant, in the UJ application it will tell you they have completed a profile and therefore has created an account because your search will open a page that returns a message which says, "*User has not provided permissions to access account* "

69. However, if the evidence provided by the claimant is insufficient and you are not completely satisfied they have created a profile and public CV, you must refer the doubt to a Decision Maker.
70. If you are satisfied that the claimant has created a profile and public CV you will then need to select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select '*Man UJ – no access*' from the dropdown menu list and select the [Save] button. This is required so you do not keep asking the claimant each time they attend at the office.

### **Agreeing how often the claimant will check their Universal Jobmatch account for jobs on the Jobseeker's Agreement**

71. When the claimant has created a profile and public CV, you must also agree with them and record within the *What I will do to identify and apply for jobs* part of the Jobseeker's Agreement how often the claimant will check their UJ account for jobs. In doing so, for those claimants using the DWP IAD, take into account all of their circumstances, including:
- the availability of IADs;
  - the ability of the claimant to get into the Jobcentre on a regular basis (for example their childcare/caring responsibilities or other restrictions agreed on their Jobseeker's Agreement. If the claimant has childcare responsibilities, you must make clear to the claimant that they do not need to make any extra childcare arrangements, i.e. they will only be required to use a DWP IAD during periods covered by existing childcare arrangements); and
  - claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

### **Referral to a Decision Maker required**

72. If the claimant has not carried out the direction by the date they were required to do so or you are not satisfied from the evidence presented by the claimant that they have complied, the case must be referred to a Decision Maker selecting the 'Refuse/Fail Jobseeker Direction (UJ)' option from the drop down menu in LMS for AR Code JSA/718UJ.

**NOTE IMPORTANT:** Before you make the referral, you must first check LMS Conversations to make sure that the Cookies Factsheet was recorded as issued. If this is not recorded, you cannot refer the doubt to the Decision Maker. Instead, you must cancel the original Direction and issue a new Direction to the claimant.

### **Action required by Decision Maker**

73. The Decision Maker will make their decision in the usual way using DMAS AR Code JSA/718UJ.

### **JSA Work Programme (WP) participants**

74. You **must not mandate** JSA WP participants to create a profile and public CV in Universal Jobmatch. This is because it is for WP Providers to determine and provide the support their participants need to find work including (where appropriate) mandatory requirements.

## **Universal Jobmatch and benefit conditionality**

75. Universal Jobmatch will be a key performance enabler in terms of making sure benefit is only paid to claimants who are entitled to receive it.

## **Actively Seeking Employment**

76. We cannot specify to a JSA claimant how they provide us with records of their jobsearch activity and Universal Jobmatch will not change this – it is not therefore possible to require JSA claimants to give DWP access to their Universal Jobmatch account.
77. Personal advisers and assistant advisers will continue to review jobsearch activity and record the outcome on LMS in the usual way for JSA claimants and look at all the evidence provided by claimants to determine if there is an ASE doubt. This may be in various forms and these are explained in the Labour Market Conditions Guide.
78. However, Universal Jobmatch will be a key tool you can use in appropriate cases to review whether a claimant has taken all reasonable steps to have the best prospects of finding work.
79. How you review jobsearch activity will depend on whether the claimant is using Universal Jobmatch and if so, has given DWP access to their account.

### **Reviewing jobsearch activity - claimant using Universal Jobmatch (DWP has access to their account)**

80. You will look at any number or all of the following screens/pages from the claimant's Universal Jobmatch account:
- Activity History.
  - Application History.
  - Alerts.
  - Messages.
  - Saved Jobs.
  - Recommended Jobs.
  - Saved Searches.

### **Reviewing jobsearch activity - claimant using Universal Jobmatch (No DWP access to their account)**

81. To help assess that a claimant is actively seeking work you may suggest that they show you:
- prints of any number or all of the screens/pages detailed in paragraph 80 from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
  - any number or all of the screens/pages detailed in paragraph 80 from their Universal Jobmatch account if they have access to the internet on a smartphone. Districts will need to consider the guidance on Restricted Use of Electronic Media in Jobcentres although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.
82. If it is not possible for the claimant to do any of the above, or the claimant does not wish to accept cookies and so needs to use a DWP IAD, advise the claimant that they can login to their UJ account and print off copies of the relevant screens/pages from an available IAD in your office.
83. However, the onus is on the claimant to provide evidence of their jobsearch activity (by whatever means they choose).

84. Therefore if a claimant does not wish to do this, you will need to base your assessment on the evidence they have provided. If this is insufficient and you are not completely satisfied they have met the requirements to actively seek work, raise a labour market doubt in the usual way.

### **Reviewing jobsearch activity - claimant not using Universal Jobmatch**

85. In cases where a claimant is not using Universal Jobmatch, they will show the steps they can be reasonably expected to take to actively seek work that can give them the best prospects of employment, through other means.

86. In these cases, you will review a claimant's jobsearch activity using the evidence they provide as described in paragraph 77.

### **Referral to a Decision Maker required**

87. Any doubts identified as a result of the evidence provided (however presented) will need to be referred to a Decision Maker in the usual way.

### **Action required by Decision Maker**

88. You will make your decision in the usual way.

## **Refusal of Employment (RE)**

89. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer/device or smartphone.

90. They will be able to search and view jobs, set up an account, build and upload their public CV and if they wish, create a Cover letter. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in Universal Jobmatch.

91. However, this does not mean you will no longer be able to notify claimants of suitable jobs and where appropriate take RE action. Universal Jobmatch will change how you identify suitable jobs for claimants and identify where RE action may need to be taken.

92. How you will find, notify, follow up a job and where appropriate refer to a decision maker if the claimant has not applied, will depend on whether the claimant is using Universal Jobmatch and has given DWP access to their account.

93. Claimants must apply for any jobs you save for them unless the job is exempt from RE action.

### **Claimant has agreed a pattern of availability of 24 hours or more per week**

94. Where a claimant has agreed a pattern of availability on their JSAg of 24 hours or more per week and the hours recorded on the job are clearly less than 24 hours per week, you **cannot notify** the claimant to apply for the job.

95. However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as full time.

96. Where a claimant has agreed a pattern of availability on their JSAg of 30 hours per week and the hours recorded on the job are 40 hours per week, you **cannot notify** the claimant to apply for the job.

### **Claimant has agreed a pattern of availability of less than 24 hours per week**

97. Where a claimant has agreed a pattern of availability on their JSAg of less than 24 hours per week and the hours recorded on the job are clearly less than 16 hours per week, you **cannot notify** the claimant to apply for the job.
98. However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as part time.
99. Where a claimant has agreed a pattern of availability on their JSAg of 17 hours per week and the hours recorded on the job are 20 hours per week, you **cannot notify** the claimant to apply for the job.

### **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (DWP has access to their account)**

100. You will view the claimant's Homepage and find a suitable job by:
- selecting a job from the list in the 'Recommended Jobs' section; or
  - entering data in the Search criteria fields and select 'Search'; or
  - select the 'Browse Jobs' link.
101. Whichever way you choose, you must then select the 'Save' link from the 'Job Details' page. This will put the job in the claimant's 'Saved Jobs' page and place a blue circle next to the job, which tells the claimant it is a *'Job saved by your adviser'*.
102. However, you must first check the expiry date of the job to make sure the claimant has enough time to apply. To view the expiry date of a UJ job you will need to select the 'Find company/recruiter' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'. The expiry date is shown under the 'Date expires' column. If the expiry date is the following day, you will need to find another job. If the expiry date is longer, you must formally notify the claimant of their obligation to apply for the job, and what the expiry date is, by either telling them:
- face to face; or
  - by telephone; or
  - by letter.
103. You must also record you have notified the claimant to apply for the job and the Job ID number in 'LMS Conversations' as follows – "NOTIFIED claimant by *\*telephone/face to face/letter (\*delete as appropriate)* to apply for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12." It is important you do this in case the claimant:
- decides to withdraw DWP access to their account before their next jobsearch review or advisory interview which means follow up action will be very problematic if you do not do this; or
  - later indicates they were not informed of their obligation to apply after a sanction has been imposed for Refusal of Employment.
104. The Job ID number can be found in the 'Job summary' section from the 'Job Details' page. It is important you record this number because this will help DMA staff find the job if the claimant subsequently did not or refused to apply for the job.
105. It is also good practice to make clear to the claimant, that refusal or failure to apply for the job, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.
106. Additionally, if the method of application is not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone, then tell them

they may wish to record details of their application by completing the 'Job search notes' free text box in UJ so that we can see they have applied for the job. Alternatively, suggest to the claimant they may supply other evidence to show they applied for the job such a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful.

NOTE: If the claimant wishes to use a DWP IAD to apply for the job, you must arrange an appointment for them to do so before the expiry date.

### **Following up a job - claimant using Universal Jobmatch (DWP has access to their account)**

107. You will do this by looking for any '*Jobs saved by your adviser*' in the claimant's 'Saved Jobs' page. You will then need to select the 'View All' link within the claimant's 'Saved jobs' section. You can then select the Job Title link to find the job details/description.

### **Claimant says they have applied for the job**

108. If they have applied for the job, the 'Application History' page will show they have applied if the method of application was to select a CV in UJ and send it online through the service.

109. If the saved job is not shown in the 'Application History' page you will need to check if the claimant has:

- recorded that they applied for the job by completing the 'Job search notes' free text box in UJ, if the method of application was not online through the service as detailed in paragraph 106. If so, an Icon identifies all notes created this way and refers to them as 'My Notes' in 'Activity History'; **or**
- supplied other evidence that they applied for the job – i.e. a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful. In this case you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."

110. The follow up questions you ask will depend on the information recorded in all these pages or any additional information the claimant supplies.

### **Claimant says they do not intend to apply or failed to apply for the job**

111. If the claimant says they do not intend to apply or failed to apply for the job they may have also given a reason why from the drop down menu in the 'Job Details' page in UJ. However, selecting a reason why from this drop down menu is optional.

112. Whether they have recorded a reason from the drop down menu or not, you must continue to ask the claimant for a full explanation of why they do not intend or failed to apply and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

113. Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and record this information in DART before making the RE referral to a Decision Maker.

114. Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.



### **Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies**

115. If the claimant says they do not intend to apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

### **Claimant says they were offered the job but decided not to start**

116. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

### **Claimant says they have not yet applied for the job but still intends to**

117. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.
118. If the expiry date has not yet been reached see the Refusal of Employment guidance.
119. It is important you carry out all the action described in paragraphs 107 to 118 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

### **Referral to a Decision Maker required - claimant using Universal Jobmatch (DWP has access to their account)**

120. If a referral is required, you will do this in the usual way. The only difference is you will need to:
- Record "*Job ID 133234 – see Conversation dated 26/11/12.*" in the 'Notes' field in the 'New Referral/Decision Details' window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
  - Select 'Yes' to the 'New Referral/Decision Details' prompt which will appear after you have saved the referral in LMS.

### **Action required by Decision Maker - claimant using Universal Jobmatch (DWP has access to their account)**

121. You will make your decision in the usual way. However, you will need to view the job. To enable you to do this you will access Universal Jobmatch and you will use the Job ID number and Job Details recorded in DART to help you find the job.
122. To view the job you will need to login to the UJ Application and find the claimant. From the claimant's Homepage you will then need to select the 'View All' link within the claimant's 'Saved jobs' section. You can then select the Job Title link to find the job details/description.

## **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (No DWP access to their account)**

123. You will select the 'GOV.UK job search' link from the UJ application homepage and find a suitable job by:
- entering data in the Search criteria fields and select 'Search'; or
  - select the 'Browse Jobs' link.
124. Scenario 18 in Learning Product 05 contains further details on how to search for a job on behalf of a claimant.
125. When you have found a suitable job you will select 'Print' from the 'Job Details' page and give the print of this page to the claimant so they know the details and how to apply for the job. You must tell the claimant they can easily find the job later by entering the Job ID number shown in the 'Job summary' section on the print in the:
- 'Any skills, keywords or Job ID' Search criteria field from their UJ Homepage and select 'Search' or
  - 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch'.
126. You must also take the action described in paragraphs 102 to 106.
127. You must also explain to the claimant that because they have not given us access to view their account, they will need to provide evidence that they applied for the job at their next jobsearch review. To help them do this suggest this may take the form of:
- prints from their 'Saved Jobs'; 'Activity History' and/or 'Application History' screens/pages from their Universal Jobmatch account. However, this will not possible for claimants who do not have access to a printer or cannot afford to print out copies of these screens/pages; or
  - showing us these screens/pages if they have access to the internet on a smartphone. Districts will need to consider the guidance on Restricted Use of Electronic Media in Jobcentres although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.
128. If it is not possible for the claimant to do any of the above, advise the claimant that they can login to their UJ account from an available IAD in your office and print off the relevant screens/pages.
129. However, the onus is on the claimant to provide evidence that they have applied for the job by whatever means they choose.
130. Therefore, if the claimant does not wish to do this, you will need to decide whether they have applied for the job based on the evidence they have provided.

## **Following up a job - claimant using Universal Jobmatch (No DWP access to their account)**

131. You will do this by checking 'LMS Conversations' for any jobs we have required the claimant to apply for.

## **Claimant says they applied for the job**

132. Ask the claimant to show you they have applied for the job by one of the methods described in paragraphs 127 or 130. If you are satisfied from the evidence they show you that they have applied for the job, you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."
133. However, if the evidence provided by the claimant is insufficient and you are not completely satisfied they have applied for the job, you must refer the doubt to a Decision Maker.

### **Claimant says they do not intend to apply or failed to apply for the job**

134. Any reason(s) given by the claimant for not applying or failing to apply will need to be included in the RE referral to a Decision Maker, unless the job is exempt from RE action.
135. Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and record this information in DART before making the RE referral to a Decision Maker.
136. Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.

### **Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies**

137. If the claimant says they do not intend apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

### **Claimant says they were offered the job but decided not to start**

138. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

### **Claimant says they have not yet applied for the job but still intends to**

139. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.
140. If the expiry date has not yet been reached see the Refusal of Employment guidance.
141. It is important you carry out all the action described in paragraphs 131 to 140 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

### **Referral to a Decision Maker required - claimant using Universal Jobmatch (No DWP access to their account)**

142. If a referral is required, you will do this in the usual way. The only difference is you will need to:
- Record "*Job ID 1332348 – see Conversation dated 26/11/12.*" in the 'Notes' field in the 'New Referral/Decision Details' window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
  - Select 'Yes' to the 'New Referral/Decision Details' prompt which will appear after you have saved the referral in LMS.
143. However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 102

## **Job not expired**

144. To view the job details/description you need to enter the Job ID number recorded in 'LMS Conversations' in the:
- 'Any skills, keywords or Job ID' Search criteria field from the UJ Homepage and select 'Search' - you can then select the Job Title link to find the job; or
  - 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch' and select 'Search' - you can then select the Job Title link to find the job.

## **Job Expired**

145. Until a change can be made to the UJ User Groups you must operate a workaround to enable you to view the job details/description of an expired job. This means you will need to ask the Employer Adviser (or somebody else in your office) who will have the 'Contact Centre' User Group to do this for you. They will be able to view the job details/description by selecting the 'Find company/recruiter' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. They will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'. To view the job details/description they will select the Job Title link.

## **Action required by Decision Maker - claimant using Universal Jobmatch (no DWP access to their account)**

146. You will make your decision in the usual way. However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 102

## **Job not expired**

147. To view the job details/description you need to enter the Job ID number recorded in 'LMS Conversations' or DART in the:
- 'Any skills, keywords or Job ID' Search criteria field from the UJ Homepage and select 'Search' - you can then select the Job Title link to find the job; or
  - 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch' and select 'Search' - you can then select the Job Title link to find the job.

## **Job Expired**

148. Until a change can be made to the UJ User Groups you must operate a workaround to enable you to view the job details/description of an expired job. This means DM teams will need to allocate some DMs with the 'Contact Centre' User Group and others with the 'Jobseeker Facing' User Group.
149. DMs with 'Contact Centre' User Group access will then be able to view the job details/description by selecting the 'Find company/recruiter' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'. To view the job details/description details select the Job Title link.

## Finding and notifying the claimant of a job - claimant not using Universal Jobmatch

150. You can still require JSA claimants who have chosen not to use Universal Jobmatch to apply for jobs unless the job is exempt from RE action. You will need to find these jobs through:
- other sources such as other job sites, newspapers or magazines; or
  - using the 'GOV.UK jobsearch' link from the UJ application to find jobs that the customer can apply for outside of the service – i.e. the arrangements allow for applications to be made to an external website address or by post or by telephone.
151. In these cases you will use the Spec Sub functionality on LMS and record a submission.
152. However, if a Spec Sub is being used for a job you have found from the UJ application, and for these claimants the method of application must be not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone you may find all the information recorded in UJ about the job does not allow you to complete all the required Spec Sub fields in LMS. In these cases you must record the Spec Sub as follows:

Step	Field	Action
1	Employer	Insert details held in Universal Jobmatch
2	Address	Insert 'UJ VAC'
3	Postcode	Insert 'UJ VAC'
4	Notes	Insert the UJ Job ID number – e.g. 'UJ Job ID 254666'
5	Contact	Insert 'UJ VAC'
6	Tel No	Insert '0111 111111'
7	Job Title	Insert details held in Universal Jobmatch
8	SOC	Insert SOC 1111 (see NOTE)
9	SIC	Insert SIC 01.1 (see NOTE)
10	Type	Select 'Employment' option from the drop down list
11	Bus Proc	Select appropriate option from the drop down list

NOTE: You no longer need to look up the correct SOC/SIC code for spec subs so to save time you may simply enter the codes at Steps 8 and 9.

153. You will not need to print a Spec Letter from LMS as you will select 'Print' from the 'Job Details' page in UJ and give the print of this page to the claimant so they know the details and how to apply for the job.
154. You must also take the action described in paragraphs 102 to 106.

## Following up a job - claimant not using Universal Jobmatch

155. You will do this in the usual way – i.e. by looking at any Spec Subs recorded via the [Hist] button on LMS. You will then need to ask the claimant if they have applied for the job and record the outcome by selecting the [AmSub] button and then entering the details in the 'Notes' field within the 'Amend Spec Sub' details window unless the job is exempt from RE action. For example, if the claimant says they:
- applied for the job including the date and by what method.
  - did not apply for the job including any reason(s) given for not applying .
  - did not apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you

must record *“RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter).”*

- were offered the job but decided not to start you must ask why and any reason(s) given will also need to be recorded.

### **Claimant says they have not yet applied for a Universal Jobmatch job but still intends to**

156. If the claimant says they have not yet applied for a Universal Jobmatch job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 102. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.
157. If the expiry date has not yet been reached see the Refusal of Employment guidance.
158. It is important you carry out all the action described in paragraphs 155 to 157 as appropriate to ensure compliance with the Performance Measurement Labour Market Check.

### **Referral to a Decision Maker required - claimant not using Universal Jobmatch**

159. If a referral is required, you will do this in the usual way.

### **Action required by Decision Maker - claimant not using Universal Jobmatch**

160. You will make your decision in the usual way.

# **Contact Centre Staff Guidance**

## **Content item name**

**Work-related support**

## **Summary**

How to record and refer a claimant to work-related provision and the steps to take if a claimant refuses mandatory work-related provision

## **Content**

### **Relevant extract from content item**

#### **Matching a claimant to work-related provision**

During an interview a work coach (WC) helps the claimant move into work by reviewing their skills and work-related requirements.

The WC identifies any work-related provision which will help the claimant move into work and will record this activity on their Work Services Platform (WSP) claimant record and Claimant Commitment. These can be a single activity or several activities which address problems like debt, health or basic skills. These will be classed as either work-preparation or other work-related activities.

The WC may need to refer to the following applications during the interview:

- Work Services Platform
- District Provision Tool(DPT)
- Universal Jobmatch

All pertinent historical information from the Labour Market System (LMS) will have been transferred and recorded in general notes in WSP.

To review the claimant's job goals the WC opens 'Job Goals' in the 'Information' menu on the claimant's WSP record. With their permission, the WC can also get information about the claimant's job goals, skills and experience from their Universal Jobmatch account. See Looking for work – Universal Jobmatch.

The WC explores and establishes the claimant's needs by discussing things like:

- creating and maintaining a CV
- their ability to demonstrate skills to an employer in an interview
- completion of application forms and covering letters
- personal confidence levels
- basic skills
- IT skills
- skills gained from previous jobs

- gaps in qualifications

If no skills needs are identified the WC:

1. Selects 'Skills Screening' from the 'Related' menu.
2. Selects 'Add new skills screening' icon from the toolbar.
3. Selects the appropriate 'Screening type' (initial or in depth).
4. Selects 'No skills need' from the 'Result' look-up'.

If a skills need is identified the WC selects:

1. Selects 'Skills screening' from the 'Related' menu.
2. Selects the 'Add new skills screening' icon from the toolbar.
3. Selects the appropriate 'Screening Type' (initial or in depth).
4. Selects the appropriate 'Skills Screening Result' from the 'Result' look up.

If a skills need is identified, WSP is used to find suitable opportunities.

If a suitable opportunity isn't found using WSP, the WC searches the DPT to find suitable work-related provision that addresses the claimant's needs. The WC records the referrals on WSP.

Once a suitable opportunity has been found the WC checks the claimant's eligibility against the requirements in DPT. Where more than one opportunity has been found the WC discusses the options with the claimant taking the following into account:

- the location
- travel arrangements
- health conditions
- childcare
- reasonable adjustments
- how well the opportunity fills the skills gap

If no suitable opportunities are found, the WC can use their local knowledge to signpost a claimant to an organisation that does not have a direct link/relationship to the Department for Work and Pensions (DWP). The claimant will be given the details which are recorded on WSP.

If the WC identifies a suitable work-related provision for the claimant they must decide whether it will be recorded as a 'Work-preparation requirement' on the claimant record making it mandatory to take part.

The WC, where applicable, will make the requirement mandatory if they decide the support is necessary for the claimant.

If a claimant volunteers to undertake a work preparation activity, the WC



decides whether:

- the activity should be treated as a work-preparation requirement (therefore be mandatory to attend) for example, skills conditionality provision
- by participating in (or in some cases being referred to) the activity it becomes a work-preparation requirement (for example, early entry to the Work Programme)
- the activity should not be treated as a work-preparation Requirement (for example, signposting to work club)

The WC must discuss the implications with the claimant of any of the above. See Setting work-related requirements and Accepting the Claimant Commitment.

If a claimant fails to comply with a mandatory work-preparation activity this attracts a low level sanction. A low level sanction has two elements :

- an open-ended period equal to the number of days from the date of failure until the day before the requirement or alternative requirement is met or lifted (when the requirement is no longer appropriate, the claimant moves to the no work-related requirements group or the claim terminates) followed by:
- a fixed period of between 7 and 28 days (dependent on whether there are any previous failures in the 365 days before the date of current failure)

When setting a work-preparation or specific work search requirement the WC must explain and record that if the claimant fails without good reason to do an activity, their Universal Credit will be cut for a period equal to the number of days from the date of failure until the day before they do the activity or until they undertake another activity notified to them, followed by a further cut of up to 28 days.

If the work-preparation/specific work search requirement is an on-going task (for example, to register on Universal Jobmatch by a set date) their Universal Credit payments will be cut for a period equal to the number of days from the date of failure until the day before they complete that task, followed by a further cut of up to 28 days.

If the work-preparation/specific work search requirement is time limited (for example, to attend a forklift truck driving course on 8 March – once 8 March has passed the claimant cannot meet the requirement). The claimant must be notified that if they fail to meet it, their Universal Credit payments will be cut for a period equal to the number of days from the date of failure until the day before they complete another activity for example, call their WC to discuss an alternative course to attend, followed by a further cut of up to 28 days.

In both situations the details should be recorded in section 2 of the work search and preparation plan on the Claimant Commitment for example if a claimant fails to:

- fully take part in a forklift truck training course
  - “If I fail to do this without good reason my Universal Credit payments will be cut for each day until I call my adviser to arrange a new course and then for up to a further 28 days”
- register and upload a CV onto Universal Jobmatch
  - “If I fail to do this without good reason my Universal Credit payments will be cut for each day until I do so and then for up to a further 28 days”
- bring my CV to my appointment on 17 June
  - “If I fail to do this without good reason my Universal Credit payments will be cut for each day until I bring my CV to the office and then for up to a further 28 days”

If no suitable work-related provision or signposting opportunities are available to meet claimant needs the WC considers Low Value Provision (LVP). This is one-off training up to a set value per customer. If LVP is appropriate, the WC follows the LVP process and records in WSP 'Notes' that LVP is being considered.

If it's agreed that an activity is not suitable at the time, but may be later, information is recorded on WSP. See the heading 'Recording when voluntary work-related provision has been considered, but the claimant has not been referred' below.

## **PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions

## Content item name

### Claimants who live in remote areas

## Summary

How to conduct an interview remotely with a claimant who has difficulty attending a Universal Credit outlet to ensure they are meeting their work-related requirements

## Content

### Relevant extract from content item

For claimants living in remote areas, and whose attendance at their nearest Universal Credit outlet using public transport would:

- take longer than 1 hour door to door in either direction
- result in an absence from home of over 4 hours

The work coach (WC) should discuss remote management with the claimant for the purpose of providing their jobsearch evidence and showing that they are fulfilling the terms of their claimant commitment.

The claimant facing term for remotely managed claimants is 'Claimants who live in remote areas'.

For Universal Credit, there is no need for the claimant to sign a declaration.

However, there is a need to ensure that claimants are meeting their conditionality requirements through regular contact, and at a frequency dictated by the WC. This assurance of satisfying conditionality and managing the claimant journey should be digital by default. Therefore, for Universal Credit these claimants are classed as 'remotely managed'.

The WC will have agreed with the claimant at either the initial Work Search Interview (WSI) or change of address interview, a regular time and date to review jobsearch evidence.

For claimants who are to be 'remotely managed' the WC or assistant work coach (AWC) must access the claimant's Work Services Platform (WSP) record and select notes from the 'Navigation pane'.

The AWC/WC reads notes for evidence of the claimant being 'remotely managed'.

If the claimant has been offered and has accepted remote management, the WC will have annotated WSP notes with 'Claimant lives in remote area, jobsearch review evidence taken by UJ / email / verbal / post'.

The AWC/WC obtains the claimant's jobsearch review evidence from one of the following sources which was agreed at the initial WSI, or at the point at which any change of circumstances leading to remote management was actioned:

1. Universal Jobmatch – this is the preferred jobsearch review method as it is digital by default and fits with the strategic intent of Universal Credit (see Operational guidance >> Universal Jobmatch Toolkit >> Chap 3 >> Using Universal Jobmatch)
2. Email – this is digital, timely, and provides an audit trail for any follow-up activity, accessed via a shared inbox

3. Verbal – the claimant can provide their evidence verbally via the telephone (it is a timely method of communication but provides a less robust audit trail)
4. Post – this is the least preferred method as it is resource intensive and has unavoidable time delays built in

Regardless of how the claimant has provided their evidence, the review of that evidence will always take place with the claimant by telephone during an intervention.

The AWC/WC must contact the claimant by telephone. They retrieve the claimant's telephone number from the 'Contact details' screen of claimant's WSP record.

#### **PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions

**Content item name****Conditionality groups and contract types****Summary**

This describes the different conditionality groups and contract types that will apply to a claimant as condition of receiving Universal Credit

**Content****Relevant extract from content item****All Work-Related Requirements**

Claimants in this group are normally required to look for and be available for full-time work of any type within a 90 minute travelling time distance from their home. Where it is appropriate due to the claimant's capability and circumstance, restrictions can be applied to looking for work, the type of work and hours of work.

Claimants must be engaged in work search and work-preparation activities for at least the number of hours they are available for work. Work search activities are those that the claimant is expected to undertake regularly. The claimant must take all reasonable action for the purpose of obtaining paid work.

The adviser will set work search activities such that the claimant will conduct work search for their expected hours (This is the number of hours that the claimant is available for work or 35 hours, whichever is the lower figure) less the total amount of time spent undertaking agreed work-preparation activities, voluntary work and paid work.

The claimant will have met their work search requirement if they undertake all the actions set out by the adviser on their Claimant Commitment.

If the claimant has not completed all work search activities, consider whether they have nonetheless done all that they reasonably could to find paid work in that week (taking into account time spent undertaking work preparation or other agreed activities). If they have, then the claimant has met their work search requirements.

When considering if the claimant has met their work search requirements the following should be taken into account if applicable:

- whether the claimant has done all the work-related activity that can be reasonably expected even if it is less than their expected hours
- time spent on agreed work-preparation activities
- time spent doing paid work that week
- time spent doing voluntary work, the number of hours worked must be agreed and will not be more than half of their expected hours
- other temporary circumstances which may have had an impact on the activities the claimant could reasonably undertake

Claimants must normally be available immediately to:

- take up work, more work or better paid work
- attend an interview

In certain circumstance claimants may be given longer, for example:

- claimants who need to arrange childcare before attending an interview will be given up to 48 hours to attend (they may be allowed one month to take up a job)
- claimants who are undertaking voluntary work may be given up to 48 hours to attend an interview and a week to take up work
- claimants with a contract of employment will be given 48 hours to attend an interview (they will not be required to take up work until they have served their notice period)
- claimants who have a fit note will not be required to take up work that they are not capable of doing until their fit note expires
- claimants who have recently left prison will not be required to take up work within the first seven days of release

In order for a claimant to meet their requirements, they will have to demonstrate, through their behaviours and actions that they are both willing and able to take up work within the required time. In order to meet this requirement claimants must:

- attend reviews as required (minimum of fortnightly) to provide evidence of their work search and work preparation activity
- attend work search interviews as required by the adviser
- be contactable (through phone, mail or email) for interviews or employment start dates to be arranged (if a claimant is not answering their phone, or has gone away and can't receive post, they may not be meeting their work related requirements)
- apply for any vacancies from all sources including Universal Jobmatch (in particular, those notified by an adviser or a Work Programme provider) and attend all job interviews that have been arranged

## **PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions

**Content item name****Rearranging Work Related Interviews****Summary**

Considering rearranging a Work Related Interview for a claimant either at their request or business need

**Content****Relevant extract from content item****Reason is Acceptable - Rearrange Interview**

If the agent determines that the reason given by the claimant is acceptable the agent will take the following action:-

1. If the interview being discussed is an 'Initial Work Search Interview' and the status displayed in WSP is 'Failed to Attend' the agent selects 'Add' tab to search and book a brand new 'Initial Work Search Interview' appointment and carries out steps 8–18 below.
2. If the interview being discussed is an 'Initial Work Search Interview' and the status displayed in WSP is 'Booked' the agent carries out steps 4–18 below to re-arrange the original Initial WSI to a new date/time.
3. If the interview being discussed is arranging any other type of Work Related Interview, the agent carries out steps 4–18 below.
4. Selects the relevant interview from the claimant's 'Appointment History' in WSP.
5. Selects the 'Status' look up within 'General' of the relevant appointment which displays a new window named 'Look up Record'.
6. Selects 'Rescheduled' from the drop-down list which automatically populated the 'Status'.
7. Records the reason for re-arranging the interview by selecting 'Notes' within the 'Appointments' screen and selecting 'Add new note'.
8. Opens 'Scheduler', the 'Site' field defaults to the claimant's owning office.
9. Asks the claimant when they're available and selects the relevant appointment type from 'Service' within 'Scheduler'.
10. Changes the 'User', if required, by selecting drop-down list at side of 'User' field.
11. Selects the 'calendar' and selects the preferred start date and start time, then the latest start date and start time from the drop-down fields

displayed.

12. Selects 'Search' which displays the next 3 available appointments.  
Under no circumstances book an Initial Work Services Interview before 9.20 am. This is to allow time for the non repudiation interview to take place first.
13. Selects the required appointment and selects 'Book' – If a message appears advising the agent the selected appointment is no longer available, the agent searches again.
14. Informs the claimant of the date, time and location of the new appointment and the consequences of not attending – if an 'Initial Interview' appointment, reminds the claimant to bring in any evidence requested at the time they submitted their claim and that they must arrive 20 minutes before their appointment time.
15. Advises the claimant of the advantages of creating and using a Universal Jobmatch account and the benefits of allowing DWP access to their account.
16. Selects 'Mark Complete' if completing a task.
17. Closes the claimant's WSP record.
18. Notifies the claimant of the new appointment date, time and location using the appropriate method. See 'Booking Appointments'.

#### **PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions



**Content item name****Reviewing a claimant's Universal Jobmatch account****Summary**

How to check a claimant's work search activity on their Universal Jobmatch account.

**Content**

Before the agent can check a claimant's work search activity on Universal Jobmatch (UJ) they must have the claimant's permission and UJ account number, this can be given verbally or found on Work Services Platform (WSP).

The agent checks a claimant's work search activity by accessing and reviewing the claimant's Universal Jobmatch (UJ) account.

The agent selects 'Find jobseeker' on their UJ homepage. From the claimant's initial login screen, the agent enters the claimant's UJ ID number and selects the 'Login' button.

The default language is set to 'English' but the agent can change this by selecting 'English' or 'Welsh' from the drop-down menu. The agent selects 'Login' to continue.

If the claimant's UJ account number is not already held on Work Services Platform (WSP), the agent records this in the claimant's WSP record. The claimant's UJ account number is found at the top of the 'Find jobseeker' screen.

Once logged in to the claimant's UJ account, the agent is presented with the claimant's UJ homepage. To review the claimant's work search activity, the agent selects one of the following tabs at the top of the screen:

- profile
- CV
- jobs
- messages
- application history
- activity history
- employers

The agent logs out of the claimant's account by selecting 'Log out' next to the customer's name at the top right of the UJ account screen.

**PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions

**Content item name****Setting work related requirements****Summary**

How to set work related requirements for a claimant during interview

**Content****Relevant extract from content item****Work preparation requirements**

Work preparation requirements are those specific activities that a claimant must take for the purpose of making it more likely in the opinion of the WSC that the claimant will obtain paid work (or more paid work or better-paid work).

These may include, for example:

- attending a skills assessment
- improving personal presentation
- taking part in training
- taking part in programmes or provision
- undertaking work experience or a work placement
- developing a business plan

This is not an exhaustive list. These requirements must be SMART.

Although the requirement to register and use Universal Jobmatch is entered in the Work Preparation Requirements, it is a work search requirement.

If a claimant fails to comply with a Work Preparation activity this attracts a low level sanction. A low level sanction has two elements :

- an open-ended period equal to the number of days from the date of failure until the day before the requirement or alternative requirement is met or lifted, followed by
- a fixed period of between 7 and 28 days (dependent on whether there are any previous failures in the 365 days before the current failure)

When setting a work preparation requirement the WSC must explain that if the claimant fails to do that activity Universal Credit will be cut for a period equal to the number of days between the date of failure until they do so or until they undertake an alternative activity decided by the WSC. Their payments will then be cut for a further fixed period of up to 28 days (depending on how many requirements they failed to meet and when).

When setting the Work Preparation requirement the WSC must tell the claimant and record what the claimant must do if they fail to meet the requirement on time. Where the requirement is an on-going task for example, create a CV by a set date and if the claimant does not do this, their UC payments may be cut for the number of days from the failure date until they

meet the requirement (i.e. they create a CV).

Where the requirement set is time-limited e.g. attend a forklift truck driving course on 8th March, once 8th March has passed the claimant cannot meet the requirement.

When setting a requirement the WSC must consider and tell the claimant what they must do if they fail to undertake the original requirement. This (alternative requirement) must also be recorded on the claimant record so that it is noted on the Claimant Commitment.

Work preparation requirements (and specific work search requirements) should be recorded on the claimant commitment as follows:

Section 2: Specific actions I will take	By	Review
Fully take part in a forklift truck training course	15th June	
If without good reason I don't do this, my Universal Credit payments will be cut by (amount) for each day until (I call my WSC to arrange a new course) My payments will then be cut by (amount) a day for a further period of up to 28 days.	As soon as possible after 15th June	17th June
I will create a profile and public CV within Universal Jobmatch by the 15th June.	As soon as possible after 15th June	17th June
If without good reason I don't do this, my Universal Credit payments will be cut by (amount) for each day until I have done so. My payments will then be cut by (amount) a day for a further period of up to 28 days.	As soon as possible after 15th June	17th June
Bring my CV to my appointment on 17th June	17th June	
If without good reason I don't do this, my Universal Credit payments will be cut by (amount) for each day until I bring my CV to this office. My payments will then be cut by (amount) a day for a further period of up to 28 days.	As soon as possible after 17th June	17th June

In some circumstances the WSC may also agree that the claimant should undertake a voluntary Work Preparation activity. There is no sanction if the claimant does not do this activity. However, if a claimant fails to do the voluntary activity they must make up the extra time in their work search. For example, if the claimant agrees to do 5 hours of voluntary work preparation activity (such as attending their local Work Club for 5 hours a week), this may be deducted from the amount of time they are expected to undertake Work Search (see Setting Work Search Activities below). If the claimant does not do their voluntary activity in a particular week they need to make up their Expected Hours of work search. The WSC must explain this to the claimant.

### **Recording Work Preparation Activities**

The claimant's Work Preparation requirements are recorded on the 'Work Preparation Activities' section of the claimant's record.

To input a new Work Preparation Action, the 'Add New Work Preparation Action' is selected from the toolbar.

The WSC completes the 'Specific Action' field and selects 'Yes' or 'No' for

'Mandatory Work Activity'. This field by default is set to 'No' and must only be used when referring to the provision called 'Mandatory Work Activity', this is provider led with its own sanctions. It must not be checked when specifying any other Work Preparation Activity. Failure to comply will result in the Claimant Commitment incorrect in law and linking of incorrect sanctions. The WSC inputs the dates the activity is to be completed and reviewed by. If there are more work preparation activities to be considered, the WSC selects 'Save & New' and adds a new activity.

If the Work Preparation Activity is to be completed before the next Work Search Review, set a task to follow up the agreed action. See 'Setting a task on the Work Services Platform'.

The details of the Work Preparation Action are recorded and the entry is saved by selecting 'Save & Close' from the toolbar menu. The Work Preparation Action will then show in the 'Work Preparation Actions' box. Voluntary Work Preparation activities are recorded on the 'Other Work Related Activities' section of the claimant's record.

#### **Requiring a claimant to apply for a specific vacancy**

A WSC can require a claimant to apply for a specific vacancy that they are capable of doing by recording this as Work Preparation activity. The WSC will need to include all of the information that the claimant will require to identify the vacancy. Although this is recorded in the Work Preparation Activities section of the claimant record it attracts a high level sanction.

If a WSC requires the claimant to apply for a specific vacancy on Universal Jobmatch, the following wording must be included in the Claimant Commitment: I will apply for any jobs that my adviser tells me to apply for, including any saved by my adviser in the 'Saved Jobs' section of my Universal Jobmatch account.

#### **Setting regular Work Search Activities**

Work Search Activities are those that the claimant is expected to undertake regularly. The claimant must take all reasonable action for the purpose of obtaining paid work. The WSC will set work search activities such that the claimant will conduct work search for their Expected Hours. This is the number of hours that the claimant is available for work or 35 hours whichever is the lower figure less the total amount of time spent undertaking agreed Work Preparation activities, Voluntary Work and Paid Work.

Any paid work, including part time or casual self-employment the claimant undertakes can be considered by the WSC to reduce the usual requirement for looking and preparing for work. This is at the discretion of the WSC and should be recorded on the Claimant Commitment.

The claimant must be prepared to give up the paid work, including part time/casual self-employment to take up employment to move them over their individual threshold. This could also include combining their part time/casual self-employment with another job or increasing the hours of their part time/casual self-employment to move them over their individual threshold.

#### **PKB/IKB**

IKB – Delivering Universal Credit/ Agent Actions

## Content item name

### Universal Jobmatch and WSP

## Summary

Universal Jobmatch and how to update a claimant's Universal Jobmatch status on Work Services Platform (WSP)

## Content

Universal Jobmatch is one of the largest jobsites in the UK, providing a new online service to post and fill jobs with automated job matching for both companies and jobseekers. Universal Jobmatch can be accessed from the GOV.UK website and can be used 24 hours a day, 7 days a week.

A [claimant](#) can use Universal Jobmatch to:

- search for jobs
- create and manage their own account online, and tailor their preferences to suit the job they are looking for
- create a profile to receive recommended jobs
- create or upload a CV
- receive alerts to notify them when new jobs are posted that match their work search
- record details about other job searches they do, so that all their work search activity will be held in one place
- keep a record of the jobs they apply for

The claimant can make their CV public in Universal Jobmatch so that employers are automatically notified if they have the skills and experience they are looking for. Employers can then contact them directly through Universal Jobmatch about their jobs. No personal information about claimants is shared with the employer until they actually choose to apply for the job.

To create a Universal Jobmatch account, the claimant needs to have a Government Gateway account. If they haven't already got one of these, Universal Jobmatch will provide instructions on how to do this when selecting that they want to register.

Once the claimant has created a Government Gateway account they will need to keep their Government Gateway User ID and password somewhere safe as they need to use this each time they want to login to Universal Jobmatch.

### **Where the claimant does not have a Universal Jobmatch account**

The Work Services Coach (WSC) takes into account all of the claimant's circumstances to determine if it is reasonable to expect them to create a profile and CV in Universal Jobmatch. See Setting Work Related Requirements.

When considering the claimant's circumstances, the WSC establishes if they're not reasonably able to use the service, for example:

- the claimant has a learning or other health-related condition
- their second language is English
- they lack literacy and/or numeracy skills
- they have no reasonable access to their own computer/device (for example, because they do not readily have access to such a device and they cannot access an alternative internet access device in their area)

The WSC also takes into account whether the claimant can reasonably access a DWP Internet Access Device (IAD) if they do not have access to the internet, or they wish to exercise their right not to accept cookies on their own device.

Note: The WSC explores all available access options before deciding that a claimant should not be required to use on-line work search.

Where it is considered reasonable but the claimant will not do so willingly, the WSC uses the [Claimant Commitment](#) to mandate the claimant to create a profile and public CV in Universal Jobmatch.

Where the WSC decides to mandate the claimant to set up a Universal Jobmatch account, they:

- record the action the claimant must take in 'Section 2: Specific actions I will take' on the Claimant Commitment, along with the consequences of not doing so (the compliance condition). For example: 'I will create a profile and public CV within Universal Jobmatch by --/--/--. If without good reason I don't do this, my Universal Credit payments will be cut by £X for each day until I have done so. My payments will then be cut by £X a day for a further period of up to 28 days'.
- issue the claimant with the Universal Jobmatch Cookies Factsheet
- book a future interview with the claimant to follow up the agreed actions

Note: During future contacts with the claimant the WSC or Work Search Assistant Coach (WSAC) reviews the status of their Universal Jobmatch account and records the outcome on the Work Services Platform (WSP).

**Where it is decided a Universal Jobmatch account is not suitable**

Where the WSC decides not to mandate the claimant to create a Universal Jobmatch account, they consider any work preparation activities which are appropriate to help the claimant set up an account. Examples include ESOL, basic skills, and IT skills.

The WSC then sets a review date to discuss the claimant setting up a Universal Jobmatch account and to follow up on the completion of any work preparation activities agreed.

The WSC then records in WSP that Universal Jobmatch is not be suitable by selecting the 'Personal' tab and selecting 'No' from the 'TLMS' drop-down list.

The WSC also records the reason why it is not suitable and the review date in the 'general notes' field on the claimant's WSP record. For example, "Claimant not using Universal Jobmatch – English as a second language and not yet started ESOL course" or "Claimant not using Universal Jobmatch – does not wish to accept cookies and claimant has no reasonable access to an IAD. Where work preparation activities are not appropriate for the claimant, for example, because of a permanent disability, no review date is recorded.

#### **Claimant gives the Department for Work and Pensions access to their Universal Jobmatch account**

If the claimant gives permission the WSC (or WSAC) can look at their work search activity. This:

- helps them to provide detailed evidence of their work search activity to help confirm what they have done to find work in return for Universal Credit. Their details are stored on Universal Jobmatch
- means their WSC can directly view their account information to give them extra help to improve their chances of being matched to a job – for example, they will be able to:
- improve the matches they get by reviewing their profile and CV
- identify any skills or training needs
- Identify other support they may need

To give the [Department for Work and Pensions \(DWP\)](#) access to their account, the claimant will need to log into Universal Jobmatch and select 'Profile' from the top menu. They then tick the check box against 'I authorise DWP to view my account including job search activity, feedback and notes'. They then need to save the changes to their account.

#### **Claimant has created a Universal Jobmatch account and given DWP access**

The WSC asks the claimant to provide them with their email address or phone number to enable them to find the claimant and identify what their Jobseeker Universal Jobmatch ID number is.

The WSC selects 'Find jobseeker' on their application homepage, enters the claimant's email address or telephone number in the 'Enter search details' field and selects 'Go'. This will open a page which includes the Jobseeker Universal Jobmatch ID number.

The WSC accesses the 'Personal' tab on the WSP record, they select 'Yes' from the 'TLMS' drop-down list and records the Jobseeker Universal Jobmatch ID number in the 'TLMS User ID' field and selects 'Save'.

#### **The claimant has created a Universal Jobmatch account but not given DWP access**

The WSC asks the claimant to provide them with their email address or phone number to enable them to find the claimant to confirm they have created an account.

The WSC selects 'Find jobseeker' on the Universal Jobmatch application homepage and enters the claimant's email address or telephone number in

the 'Enter search details' field and selects 'Go'. This will open a page that returns a message which says 'User has not provided permissions to access account'.

The WSC accesses the 'Personal' tab on the WSP record and selects 'Has account but refuses to give access to DWP' from the 'TLMS' drop-down list and select 'Save'.

The WSC advises the claimant of the benefits of allowing DWP access and that they can change their mind at any time.

#### **PKB/IKB**

IKB – Delivering Universal Credit / Agent Actions



**Content item name****Work Search Reviews****Summary**

Preparing for and conducting Work Search Reviews

**Content****Relevant extract from content item****Conducting the Work Search Review**

An in-depth, probing discussion with the claimant must take place to find out what they have done to look for paid work since their last Work Search Review. The core elements of the Work Search Review are:

- explanation of the purpose of the Work Search Review
- check outstanding actions from the Claimant Record
- review of Work Search activity and Work Preparation actions set out on the Claimant Commitment
- review of the claimant's Universal Jobmatch Activity
- consideration of other Work Search and Work Preparation evidence presented by the claimant
- determination of whether the claimant has done all that can be reasonably expected of them to find paid work
- explanation of the sanction consequences of failing to attend their Work Search Reviews and failing to comply with the actions detailed on their Claimant Commitment
- where a claimant has not complied with a work-related requirement, consideration of whether there should be a referral to a decision maker for a sanction decision
- confirming the claimant's next intervention date and time with them

The Work Search Review should start with introductions, confirmation of identity and explaining the purpose of the Work Search Review. If the claimant reports that they have a change of circumstances the agent advises them to report this by telephone.

**Review of Work Search activities**

Both Universal Jobmatch Work Search and Work Preparation activities and non- Universal Jobmatch Work Search and Work Preparation activities should be reviewed. See 'Universal Jobmatch and WSP'.

All available Work Search evidence should be considered, including the claimant's Universal Jobmatch account, any Claimant Commitment Pack or diary / record the claimant has kept of their activities, print outs of jobs they have applied for, letters from employers and copies of updated CVs.

If the claimant has completed all activities set out in their Claimant Commitment, they have met their requirements and their claimant record should be updated.

Consideration should be given as to whether their work preparation and work search activity fell below the claimant's required Expected Hours for Work Search. If it did, agents with correct permissions should be asked to review these requirements and consider whether the Claimant Commitment should be reviewed.

If claimant has not completed all work search activities, consider whether the claimant has nonetheless done all that they reasonably could to find paid work in that week (taking into account time spent undertaking work preparation or other agreed activities). If they have, then the claimant has met their work search requirements.

Consideration should also be given as to whether an agent with correct permissions should be asked to review whether the requirements set out on the Claimant Commitment should be reviewed in light of experience.

If the claimant has not done all that they reasonably could to search for work in that week a referral should be made to a Decision Maker for consideration of whether a sanction should be applied. Referrals should not be made where a claimant does not undertake an individual work search activity (such as a claimant not checking Universal Jobmatch the required number of times), instead referrals should be made where a claimant has failed overall to do their required hours of work search activity and has not taken all reasonable action to find work in that week.

If there are any work search activities to add, delete or edit, agents with correct permissions can update the claimant record.

The agent must follow up any outstanding actions recorded on the claimant record notes, and identify any additional support that the claimant needs.

There may be circumstances where the agent needs to refer the claimant to a suitably authorised agent. For example where:

- any additional work search support is needed (CV writing, Interview Techniques, Work Club)
- the Claimant Commitment needs amending, for example where the claimant can no longer carry out a work related requirement
- the Intervention Regime needs changing
- the claimant has questions that cannot be responded to within the confines of the Work Search Review
- referrals to provision need to be made
- in-work financial advice given – general information may be provided during the Work Search Review but only an Adviser should provide more in-depth advice

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