

5 February 2014

Dear Rafe Orchard,

Thank you for your Freedom of Information request received 14 January 2014. You asked;

Thanks for the reply VTR 5908, in relation to it

*(a) Can you confirm that if claimants have not either>*

- 1. created a CV ,*
- 2. registered with Universal Jobmatch (UJ) or 3. started to look for work*

*by pfirst new claim appointment they can be mandated to do 1, 2 or 3 or combination thereof? How long will they be given to undertake 1, 2 or 3?*

*(b) If mandated to do 1,2 or 3 and the mandated activities are undertaken, will they become eligible for JSA and Universal Credit (UC)>*

- 4. From the date they made the claim?*
- 5. From date of attendance at the first new claim appointment?*
- 6. The date the mandated activity (1, 2 or 3) has been undertaken?*

*(c) If any mandated activity (1, 2 or 3) are not undertaken, will they become eligible for JSA and UC>*

- 7. From the date they made the claim?*
- 8. From date of attendance at the first new claim appointment?*
- 9. Up to the date the mandated activity is due for completion?*

*(d) What method of communication will be used to notify someone of any mandated (1, 2 or 3) activities? If written please supply a copy of the text used or any any script used by DWP staff.*

*(e) When a new claim for JSA or UC is made how are claimants asked to create a CV, register with UJ or start looking for work? If they are asked in writing, please send me a copy, if asked over the telephone please supply a copy of any script used, if asked as part of the original claim application please supply the exact text used or any any script used.*

*(f) At the first interview what form of evidence is required to confirm 1, 2 or 3 undertaken?*

*(g) If mandated to undertake 1, 2 or 3 what form of evidence is required to confirm 1, 2 or 3 undertaken?*

*(h) I would like a copy of any DWP face to face to/telephone and back office claim handlers/assessors and Jobcentre Plus adviser or coach staff guidance you have that covers the above subjects.*

*(i) Will a new claim claimant be required to>*

*10. give the DWP a copy of any CV to keep?*

*11. give the DWP details of UJ registration to keep (what details will DWP make a requirement for them to keep?) 12. give written evidence of looking for work before the first appointment for the DWP to keep?*

*(J) What will a new claim claimant be required to give for the DWP to keep to show they have registered on UJ?*

*(K) For UJ, when the DWP asks a claimant to register does this include uploading a Public CV and creating a UJ profile?*

*(L) For UJ, if mandated to register will mandation include uploading a Public CV and creating a UJ profile?*

In answer to question a)

This will be down to adviser discretion

In answer to questions b) and c)

Eligibility is not changed by these proposals and is covered in existing legislation (Jobseekers Act 1995, Welfare Reform Act 2012)

In answer to question d)

This will be by Jobseeker's Direction, template attached

In answer to questions e) to i)

The process on this is under development and not currently available

In answer to question j)

The recorded information we hold that best answers this question is contained in paragraphs 42 and 45 to 50 in Chapter 03 of the Universal Jobmatch Toolkit. A copy of these paragraphs is included in Annex 1 to this letter.

In answer to questions k)

The recorded information we hold that best answers this question is contained in paragraph 35 in Chapter 03 of the Universal Jobmatch Toolkit. A copy of this paragraph is included in Annex 1 to this letter

In answer to questions I)

The recorded information we hold that best answers this question is contained in paragraphs 54 to 89 in Chapter 03 of the Universal Jobmatch Toolkit. A copy of these paragraphs is included in Annex 1 to this letter.

I have also included in:

- Annex 2, a copy of the Cookies Factsheet which is referred to in paragraph 66; and
- Annex 3, a copy of the 'How to use Universal Jobmatch' leaflet which is referred to in paragraph 71.

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.gov.uk](http://www.ico.gov.uk)

## **Annex 1**

### **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 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).

NOTE: A Group Session presentation is also available for offices to use.

### **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.

NOTE: A Group Session presentation is also available for offices to use.

### **Claimant agrees to create a profile and public CV in Universal Jobmatch and allow DWP to access their account**

38. In these cases, you must:

- Issue the Cookies factsheet which is available in English and Welsh to the claimant and explain that they can use one of the IADs in the Jobcentre should they not wish to accept cookies. It is vital you do this so the claimant is able to make a fully informed decision about their choices relating to cookies; and
- Record in LMS Conversations *"Cookies Factsheet issued."*
- Explain 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 and Chapter 02 of this toolkit contains full details on how a claimant creates a profile and Scenario 16 contains further details on how a claimant creates a public CV.
- Create a WorkFlow or Conversation in LMS so we can check they have done this at the claimant's next attendance at the Jobcentre. If using WorkFlow, record in the:
  - 'Description' field ('Details' field if using Conversation), *'Claimant agreed to create UJ account and allow DWP access';*
  - 'Action Type' field, 'JP- Other'; and
  - 'Priority' field, 'High'.

39. 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 links in this paragraph and print the leaflet.

40. If the claimant says they do not wish to accept cookies or they do not have access to the internet for reasons unrelated to cookies, you must take into account whether the claimant can reasonably access a DWP IAD. If they are not reasonably able to do so, you must record:

- *"Claimant not using Universal Jobmatch – does not wish to accept cookies/does not have access to the internet (delete which does not apply) 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.

Both these actions are required so you do not keep asking the claimant each time they attend at the office.

41. If the claimant is reasonably able to access an available DWP IAD, arrange a date and time for the claimant to use the IAD. The amount of time you allow for a claimant to

create a profile and public CV 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 any appointments outside their normal signing arrangements.

42. When the claimant next attends you will need to follow up the WorkFlow or Conversation as appropriate and ask them if they created a profile and public CV in their Universal Jobmatch account and allowed DWP access. If they have, 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 'Vol 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.
43. 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.

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

44. In these cases, you will need to take the action described in paragraphs 38 to 41 . The only exception to this action is the 'Description' field on the Workflow or 'Details' field on the Conversation must say, '*Claimant agreed to create UJ account but will not allow DWP access*'.
45. You will also need to explain, that because the claimant does not wish to allow DWP access to their account (and this is their decision not ours so you **cannot issue** a Jobseeker's Direction to gain access) when they next attend they will need to provide evidence that they have created a profile and public CV. To help them do this, 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.
46. 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 Internet Access Device (IAD) in your office and print off the relevant screens/pages.
  47. However, the onus is on the claimant to provide evidence that they have created a profile and public CV by whatever means they choose.
  48. Therefore, if the claimant does not wish to do this, you will need to decide whether they have created a profile and public CV based on the evidence they have provided.
  49. When the claimant next attends you will need to follow up the WorkFlow or Conversation and ask them if they created a profile and public CV in their Universal Jobmatch account. If the claimant says they have, you will be able to check they have created a profile by finding the claimant in the UJ application.
  50. 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 45 and 48). However, when you search for the claimant, in the UJ application it will tell you if 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"*
  51. 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 consider issuing a Jobseeker's Direction.
  52. 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 'Vol 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.
  53. 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.

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

54. Where you have explained the benefits to claimants of creating a profile and public CV in Universal Jobmatch and they will not do so willingly, they can be mandated to create a profile and public CV.
55. 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.
56. 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

57. 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.
58. 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).
59. 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.
60. 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.
61. Both these actions are required so you do not keep asking the claimant each time they attend at the office.
62. In cases where a direction is not reasonable you will need to review the claimant's jobsearch activity using other means.
63. 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 53 as appropriate.
64. 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**

65. 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**

66. 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**

67. 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 --/--/--.”*
68. You must take the action described in paragraph 76 when setting the ‘by date’ in the Direction.

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

69. 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**

70. 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**

71. 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.

72. 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.

73. 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.

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

75. 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.

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

76. 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**

77. 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.
78. 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.
79. 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.
80. 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**

81. 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**

82. 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**

83. 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.
84. 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 72 to 75. 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"*

85. 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.
86. 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**

87. 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**

88. 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**

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



# Universal Jobmatch - what you need to know about cookies

Universal Jobmatch uses cookies and this factsheet explains what to do if you do not want to accept these on your internet device. It also tells you how to manage or delete these cookies if you change your mind about accepting them.

## What is a cookie?

A cookie (also known as an HTTP cookie, web cookie, or browser cookie) is usually a small piece of data sent from a website and stored in your web browser. When you browse the same website in the future, the data stored in the cookie can be retrieved to notify the website of your previous activity.

## When are cookies placed on my device?

Some cookies will be placed on your device as soon as you access the Universal Jobmatch homepage, GOV.UK or Government Gateway websites (or if you visit the site again after cookies have been deleted from your device).

Continued use of these sites, will assume that you have read the cookies policy for each site and are happy to accept these cookies and any further cookies that will be placed on your device.

## As a jobseeker, why does this matter to me?

As part of your jobseeking activity you may have been asked to create a profile and CV in Universal Jobmatch by going to the Universal Jobmatch homepage on GOV.UK and, if you have not done so already, registering for a Government Gateway account.

You may also have been asked to use Universal Jobmatch regularly to help you find work and to provide information to DWP about your jobseeking activities.

Universal Jobmatch, GOV.UK, and Government Gateway all use cookies. The cookies they use do not store personal information.

## How does Universal Jobmatch use cookies?

The types of cookies used on Universal Jobmatch are for:

- **security** – these cookies help to ensure your account is secure;
- **preference** – these cookies are used to store your preferences like language choice and display of job search results;
- **analytics** – helps to track traffic patterns so we can identify popular site content and potential site problems.

A full list is included in the cookies policy which you can access at the bottom of the Universal Jobmatch homepage. However, before viewing the cookies policy you need to be aware that the following two cookies are placed on your device as soon as you arrive on the Universal Jobmatch homepage.

Cookie Name	Purpose	Expires
Style	This cookie is set on arrival to allow the site to remember the text size you've set so that you don't have to keep changing this every time you visit the site.	12 Months
Webtrends	This cookie is set on arrival and is an analytical cookie used to provide management information about the use of the site.	120 Months

## Government Gateway

Most Government Gateway cookies are session cookies and are deleted from your device as soon as you close your browser. However, one cookie is used for registration purposes and this remains on your device for 1000 days. You can find out more about how Government Gateway uses cookies by selecting the privacy policy link at the bottom of each page on [www.gateway.gov.uk](http://www.gateway.gov.uk).

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## GOV.UK

On your first visit to parts of GOV.UK, there may be a pop-up message that welcomes you and provides information about the site. GOV.UK stores cookies at this point so that your device knows you've seen it and knows not to show it again. These cookies are stored for a month or less.

Google Analytics cookies may also be set as soon as you visit the homepage to help measure the websites usage. However, you are given the option to stop Google Analytics cookies being stored on your device if you have one of the following web browsers: Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Apple Safari or Opera. For further information about how to do this select the cookies link at the bottom of the GOV.UK homepage.

### What if I want to delete cookies placed on my device or switch off cookies?

The help function on your internet browser will tell you how to delete or switch off cookies on your device. Visit [www.aboutcookies.org](http://www.aboutcookies.org) for more information. Please note that some browsers will allow you to manage cookies independently (e.g. only switch off the cookies relating to Universal Jobmatch). Other browsers don't and may result in all cookies being deleted from your device (e.g. those cookies you have chosen to accept from other websites).

If you switch cookies off you will not be able to register with Universal Jobmatch, upload a CV or save any jobsearches. You will only be able to conduct an anonymous jobsearch.

### What if I don't want cookies to be installed on my device?

You will not have been required to register with Universal Jobmatch or to use it unless there is a DWP Internet Access Device (IAD) reasonably available for you to use (please speak to your Jobcentre Plus adviser). You can use the DWP IAD if you do not want to accept cookies or have chosen to delete cookies and do not want to accept them again. Cookies have already been accepted on all DWP IADs.

If you are in receipt of a working age benefit, are using Universal Jobmatch voluntarily and do not want to accept cookies, please speak to your Jobcentre Plus adviser to find out whether an IAD is available for you to use.

You can also access Universal Jobmatch from public computers in internet cafes, libraries or UK Online Centres. You will need to check that these devices have been set up to accept cookies and if so, you may be required to accept cookies on those devices so you can use Universal Jobmatch.

### Applying for Jobs through Universal Jobmatch

Some jobs in Universal Jobmatch may direct you to apply for the job through the companies own external recruitment website. These websites may also use cookies. If you do not wish to accept these cookies on your own internet device you can arrange to apply for the job through a DWP IAD (please speak to your Jobcentre Plus adviser).

### How can I find out more about cookies?

For more information and to learn more about how to manage or delete cookies visit [www.aboutcookies.org](http://www.aboutcookies.org)

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# How to use Universal Jobmatch



To benefit from the full range of features offered by Universal Jobmatch, you will need to create an account.

To do so you must have an email address and a Government Gateway account. The same email address cannot be registered more than once, so you cannot use an email address that you share with anyone else. If you don't have an email address you can get one by registering with one of the free to use email providers, such as Hotmail, Gmail or Yahoo.

If you don't already have a Government Gateway account you will need to create one as you will need to use your Government Gateway ID and password to log in to Universal Jobmatch.

### Registering and logging into your account

#### If you do not have a Government Gateway user ID and password

- 1) Access **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**
- 2) Select the 'Register with Universal Jobmatch' link which will launch the 'Register for a Government Gateway account' page
- 3) Follow the on-screen instructions

You must remember your Government Gateway user ID and password as you will need them every time you log in to use Universal Jobmatch. If you need to write your ID and password down, do not keep them together and keep them somewhere safe.

#### If you already have a Government Gateway account and know your user ID and password

- 1) Access **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**
- 2) Select the 'Login to Universal Jobmatch' link which will launch the 'Universal Jobmatch Login' page
- 3) Enter your 'User ID' and 'Password' and select 'Log in'

#### If you already have a Government Gateway account but do not know / have lost your user ID or password

- 1) Access **[www.gateway.gov.uk](http://www.gateway.gov.uk)** and click on 'Help desks'
- 2) You can request to have your User ID or password sent to you again by calling the government department help desk for a service you are enrolled for. You will be asked a number of questions for security purposes in order to confirm your identity and a replacement User ID or new password will be posted to you within seven days
- 3) You may also visit the department's website as they may provide this functionality online

#### If you want to do a jobsearch using Universal Jobmatch but do not want to create a Universal Jobmatch account yet

You can carry out a general jobsearch using Universal Jobmatch without creating an account. This will only allow you to search for jobs. You will not be able to apply for a job without creating an account.

- 1) Access **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**
- 2) Enter a Job title and / or Town, place or postcode and / or Skills in the search fields
- 3) Select 'Search'

If you are unable to use or access a computer, you can find out what support is available in your area from your local Jobcentre Plus office.