AR code JSA-541 – Refusing to enter into a Jobseeker's Agreement – JSA Claimant Commitment as terms are not satisfactory and-or reasonable

- Referral Route – Clerical
- AR Code – JSA/541

Credits only

17. There is no requirement under The Social Security (Credits) Regulations 1975 for a JSA Claimant Commitment to be in place before a credit is awarded. As credits can still be awarded even if there is no Claimant Commitment in place. A LMDM referral should not be made for credits only cases if the claimant refuses to enter into a Claimant Commitment. Any such referrals received will be cancelled by the LMDM.

Suspend JSA

18. If a claimant refuses to enter into a JSA Claimant Commitment as the terms are not satisfactory and/or reasonable then their JSA claim should be suspended via JSAPS Dialogue 210.

Information needed for the referral

19. The information needed for the referral is:
   - JSA Claimant Commitment - showing claimants proposals (signed only by the claimant).
   - Statement from claimant (signed and dated) - stating the reasons why their terms are reasonable and why they do not agree with the terms proposed by the Work Coach.
   - Statement from Work Coach or the proposed JSA Claimant Commitment (signed by the Work Coach) showing the terms (with reasons) and why they (Work Coach) disagrees with the terms proposed by the claimant.
   - Relevant Labour Market Information.
   - Referring officer contact details. This will help DM's clear any queries quickly by phone.