

# Availability and Actively Seeking Employment

## Reviewing jobsearch

1. The JSA regulations don't specify that claimants must keep written records of their job search. However, encouraging a claimant to keep a written record of the steps they have taken can help them to remember what they have done, and will help to build up a picture of the progress the claimant is making in their efforts to find work.
2. The evidence of a jobsearch produced when they attend to have their regular reviews may be in various forms and may include, for example, (this list isn't exhaustive):
  - information they have provided from their Find a job account or other jobsite(s);
  - evidence in writing from employers, employment agencies, or other organisations which they have contacted;
  - copies of emails and/or letters they have sent to employers;
  - the claimant's uncorroborated written evidence, for example from the 'My actions for getting work' section in their WS1 (My Work Plan) booklet;
  - the claimant's verbal evidence;
  - evidence from previous Work Search Reviews (WSR) recorded on Labour Market System (LMS)
3. However, the responsibility is on the claimant to provide evidence of their jobsearch activity by whatever means they choose. Therefore, you will need to base your assessment on the evidence they have provided. If this is insufficient and you aren't completely satisfied they have met the requirements to actively seek work, raise a labour market doubt in the usual way.
4. The steps that are reasonable will vary from claimant to claimant and from week to week.
5. In trying to identify doubts about whether the steps taken are reasonable, all the following circumstances should be taken into account:
  - their skills, qualifications and abilities;
  - their physical or mental limitations, including any time spent training in the use of aids to improve their prospects of obtaining or retaining employment;
  - the time which has passed since they last worked and their experience;
  - the steps they have taken in previous weeks;
  - the effectiveness of those steps in improving their prospects of securing employment;
  - whether or not the steps taken improve their prospects of obtaining employment;
  - whether or not the steps taken reduce their prospects of obtaining employment;
  - the availability and location of any vacancies;
  - where they can't be treated as Actively Seeking Employment (ASE), the time spent:
    - engaged in emergency duties;
    - attending an outward bound course;
    - by a blind person undertaking training in the use of a guide dog;
    - participating in an employment or training programme for which a training allowance is not payable;
  - whether they have applied for, accepted a place on, or participated in a course or programme which is wholly or partly funded out of central funds or the European Union (EU) and which is intended to help claimants to select, train for, obtain or retain employed earner's employment or self employment;

- whether they have no living accommodation and the steps they have taken to seek such accommodation;
- any time during which they were treated as available;
- the time spent participating in an employment related course;
- the time spent engaged in duties as a member of any reserve force;
- the time spent undertaking voluntary work and the extent to which this work improves their prospects of securing employment.