

# Generic Template

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Key:

**Mandatory information**

**Optional information**

**\* Field visible to users**

**KM Team Only** – field used internally by KM team only – no field required in Knowledge Base

**Category name\***

Delivering Universal Credit

**Sub-category\***

Agent Actions

**Content item name\***

Find a job or other jobsites and Work Services Platform

**Alternative names** (*enter any other names that staff or public might use to refer to this item*)

Find a job, other jobsites

**Summary\***

How to set related requirements on the Work Services Platform

**Content\***

Find a job can be accessed from the GOV.UK website and can be used 24 hours a day, 7 days a week.

- for a summary of Find a job – see '**Find a job** overview' below
- if a claimant has not created an account and uploaded a CV in Find a job, or if more appropriate another jobsite – see 'Claimant has not created an account and uploaded a CV in Find a job or if more appropriate another jobsite below

**Claimant has not created an account and uploaded a CV in Find a job or if more appropriate another jobsite**

Most claimants looking for work and, where appropriate, those preparing for work will be expected to create an account and upload a CV in Find a job or if more appropriate another jobsite. If they have not already done this voluntarily, it will usually be included as a requirement in the Claimant Commitment.

There are some circumstances where the claimant will not be required to do this, for example because they:

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- lack literacy and/or numeracy skills (if a work coach (WC) has diagnosed that a claimant has issues with literacy or numeracy which means they will not be able to use Find a job or another jobsite. If so, the WC will identify suitable work preparation activities to address these issues first and to enable the claimant to use Find a job or another jobsite at a later point)
- lack the necessary IT skills
- have no access to an Internet Access Device (IAD) of their own (if a claimant has no access to their own Internet device, the WC will explore alternative devices and facilities in their own area and this includes the use of an IAD within the Universal Credit outlet)
- does not wish to accept cookies on their own Internet device (if a claimant has issues with accepting cookies the WC must issue the 'Find a job and other websites – what you need to know about cookies' factsheet found on Gov.uk and discuss access to an alternative public IAD as above)

Once these issues have been addressed and it is established that a claimant has sufficient skills and can reasonably access their own or an alternative public device (in particular an IAD at a Department for Work and Pensions site), the WC may mandate the claimant to create an account and upload a CV in Find a job or if more appropriate, another jobsite by including it as a requirement on their Claimant Commitment. See 'Mandating a claimant to create an account and upload a CV in Find a job or if more appropriate, another jobsite' below.

In exceptional circumstances where a claimant is not able to create an account and upload a CV in Find a job or if more appropriate, another jobsite, see 'Creating an account and uploading a CV in Find a job or if more appropriate, another jobsite is not suitable' below.

### **Mandating a claimant to create an account and upload a CV in Find a job or if more appropriate, another jobsite**

The WC uses the Claimant Commitment to mandate a claimant to create an account and upload a CV in Find a job or if more appropriate, another jobsite. To do this the WC:

1. Creates a work preparation activity on the Work Services Platform (WSP) for example:

"I will create an account and upload a CV in Find a job as agreed with my work coach. I will use (the public library/my computer/relatives computer/my mobile etc.). If I am unable to do this I will contact my work coach to gain access to public computer in a Universal Credit outlet and I will complete this by (dd/mm/yyyy)."

See Work preparation activities - recording requirements on the Work

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### Services Platform.

2. Creates a Claimant Commitment. See Claimant Commitment Hub.
3. Books a future interview with the claimant to follow up the agreed actions.
4. Attaches the cookies factsheet to the claimant commitment and give both to the claimant.
5. Records in WSP Notes 'Cookies factsheet issued'.

**Note:** It's 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. You must also explain that they can use one of the DWP customer computers in the Jobcentre should they not wish to accept cookies on their own computer or device.

The factsheet is available in English and Welsh.

The WC must review the agreed actions during the next interview and record the outcome on WSP.

### **Creating an account and uploading a CV in Find a job or if more appropriate , another jobsite is not suitable**

If the WC decides that it is not reasonable for the claimant to do this, they should consider any alternative work-preparation activities which will address any issues that the claimant may have. Examples include ESOL, basic skills, and IT skills.

The WC records these on the Claimant Commitment as work preparation activities. See Work preparation activities - recording requirements on the Work Services Platform.

The WC 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 Find a job – English as a second language and not yet started ESOL course' or 'Claimant not using Find a job – does not wish to accept cookies and claimant has no reasonable access to an IAD'.

Once any barriers to registration have been removed, the WC must revisit the requirement to create an account and upload a CV in Find a job or if more appropriate, another jobsite.

### **Claimant has created an account and uploaded a CV in Find a job or if more appropriate, another jobsite**

If the claimant says they have created an account and uploaded a CV in Find a job or if more appropriate, another jobsite, suggest they can provide evidence to show they have done this, in the form of:

- prints of their screens or pages from their Find a job or if more appropriate, another jobsite account. However, this won't be possible for claimants who

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don't have access to a printer or can't afford to print out copies of these pages; or

- showing us these screens or pages from their Find a job or if more appropriate, another jobsite account if they have access to the internet on their device, for example, a smartphone or laptop.

If it's not possible for the claimant to do any of the above, or the claimant doesn't wish to accept cookies and so needs to use a DWP customer computer, advise the claimant that they can login to their Find a job or if more appropriate, another jobsite account from an available DWP customer computer in your office and print off the relevant screens, pages or show you the information on the screen.

However, the responsibility is on the claimant to provide evidence that they have done this by whatever means they choose.

Therefore, if the claimant doesn't wish to do this, you will need to decide whether they have completed this work preparation activity based on the evidence they have provided.

However, if the evidence provided by the claimant is insufficient and you aren't completely satisfied they have completed this work preparation activity you must refer the doubt to a LMDM.

### **Setting requirements and reviewing Find a job or other jobsites usage**

Once a claimant has created an account and uploaded a CV in Find a job or if more appropriate another jobsite, the WC must consider setting the claimant appropriate requirements for their use, and consider how they will review the claimant's work search activity as part of a regular Work Search Interview. See Ongoing Work Search Interviews.

### **Regular work search requirements**

Using Find a job or other jobsites to look for and apply for work should be considered when setting requirements and in most cases should become one of the claimant's regular work search activities.

The WC has a conversation with the claimant to ensure they are able to use these sites to search for and apply for jobs. The WC must record this conversation in WSP notes to provide evidence that job search requirements are reasonable.

The WC may ask the claimant to provide evidence of their work search on Find a job or if more appropriate, another jobsite. Universal Credit does not specify how evidence is provided. This could be by multiple means, for example by email, smartphone, clerical record or a screen print brought in or printed-off using the IAD.

The WC must base their assessment on the evidence the claimant has provided. If this is insufficient and the WC is not completely satisfied the claimant has met their work search requirements, a labour market doubt is raised in the usual way.

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### **Specific vacancy applications**

A claimant can be mandated to apply for specific vacancies on Find a job or if more appropriate, another jobsite but this should be discussed with them and set as a separate individual requirement on the Claimant Commitment. See Work Services – recording a claimants mandatory job vacancy applications.

This ensures that the vacancy is suitable for the claimant, that the requirement is reasonable and that the claimant understands both the requirement and the consequences of not applying, as these attract a higher sanction rate if the claimant does not comply.