

Generic Template

Before you complete this template, save this document in the folder which corresponds to this item's category (and subcategory, if appropriate), using this item's name as the file name.

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*

Day 1 conditionality - updating the marker in the Work Services Platform

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

Summary*

How to update a Day 1 conditionality marker for a claimant in the Work Services Platform

Content*

Day 1 conditionality only applies to claimants in the All Work Related Requirements (AWRR) group.

The work coach (WC) establishes if the claimant has completed any or all of the day 1 conditionality activities. These activities are to:

- create an account and upload a CV in Find a job, or
- create an account and upload a CV in another jobsite (if this is determined to be more appropriate)

If the claimant is not yet able to create an account and upload a CV in Find a job, or if more appropriate another jobsite, the work coach asks them to:

- create and email account that can be used for employment purposes, and/or
- create a CV that can be used for employment purposes

Claimant hasn't completed Day 1 conditionality activities

If the claimant hasn't completed any of these activities, the WC considers whether it

Generic Template

is reasonable to mandate them to do so. Where it is reasonable, the WC records the Day 1 activity within the work preparation activities on the Claimant Commitment.

The WC updates the Day 1 conditionality marker on the Work Services Platform (WSP) and this should be set to 'Day 1 conditionality applies' if any of the Day 1 conditionality activities are outstanding.

Claimant has completed Day 1 conditionality activities

Once the claimant has completed all the activities the marker should be changed to 'Day 1 conditionality completed'. See 'Updating the Day 1 conditionality marker' below.

Claimants not in the All Work Related Requirements group

Claimants in conditionality groups other than AWRR must have the marker set to 'Not applicable'.

Updating the Day 1 conditionality marker

To update the marker the WC:

1. Navigates to the General screen in WSP.
2. Selects the 'Day 1 conditionality' drop-down list and records the appropriate day 1 conditionality status as follows:
 - Not applicable
 - Day 1 conditionality applies
 - Day 1 conditionality completed
3. Selects 'Save'.