

01c Day One Conditionality

Summary

1. Jobseekers Allowance (JSA) claimants who make a claim online will, after they have submitted their application, be presented with a webpage which recommends a list of activities we would like them to do before attending their Initial Work Search Interview (IWSI):
 - create an account and upload a Curriculum Vitae (CV) in Find a job or another jobsite. This requires claimants to have a suitable email address and to upload a CV to their Find a Job or another jobsite account
2. If the claimant isn't yet able to create an account and upload a CV in Find a job or another jobsite, the webpage asks them to:
 - create an email account that can be used for employment purposes; and/or
 - create a CV that can be used for employment purposes

Review day 1 conditionality pilot marker

1. Check what the day 1 conditionality pilot marker had previously been set at and what actions the claimant had completed when they signed off.
2. After a discussion with the claimant, decide which of the following apply:
 - if the marker was set as 'Day 1 completed' when the claimant stopped claiming but since then they:
 - have asked for their Find a job account to be deleted; or
 - have deleted their Curriculum Vitae (CV) on Find a job; or
 - no longer have an account or removed their CV on another jobsite, you must re-set the marker to 'Day 1 reqts apply'
 - if the claimant completed all the day 1 conditionality activities in their previous claim and nothing has changed, the existing marker must remain. Setting it again will be double counting on Management Information (MI)
 - if the marker was set to 'Day 1 reqts apply' then you must have a discussion with the claimant to see if any activities have been completed and what remains to be done and set the LMS actions accordingly.

Work Programme completers

1. Work Programme (WP) completers, whose benefit claim is continuous, or have a break in claim of less than 12 weeks, won't be subject to day 1 conditionality.
2. WP completers who have completed the WP and have reclaimed within 12 weeks will follow the standard Jobcentre Plus (JCP) offer.
3. WP completers who break their claim and re-claim after the current 12 week linking period will be subject to day 1 conditionality requirements.

New claim made by telephone

4. If the claimant has made their claim by telephone, they won't have been informed of the list of activities we would like them to do prior to their Initial Work Search Interview (IWSI).
5. For these claimants, the benefits of creating an account and uploading a Curriculum Vitae (CV) in Find a job or another jobsite or, if not appropriate, creating an email account and or CV, must be explained to the claimant during their IWSI.
6. If the claimant hasn't completed any of the activities and you decide, after taking into account all of the claimants circumstances, that one or more will help the claimant to find work or improve their prospects of finding work and that they can

reasonably be expected to do them, you must issue a Jobseekers Direction (JSD).

7. You must follow the 'Issuing a Jobseeker's direction to mandate claimants to create an account and upload a CV in Find a job or if more appropriate, another jobsite' before issuing a direction to mandate a Jobseeker's Allowance (JSA) claimant to create an account and upload a CV in Find a job or another jobsite.

Note: For each activity, only one JSD may be issued at a time.

New claim made online

1. If the claimant has made their claim online, you must ask if they have completed any of the activities they were asked to complete as described in the 'Summary'. If they haven't completed any of the activities, you must take the action described in the 'New claim made by telephone' section.

Jobseekers Direction not appropriate for the claimant to undertake any of the day 1 conditionality activities

1. If, after taking into account the claimant's circumstances, you decide it isn't reasonable or appropriate for the claimant to undertake any of the activities at this time, you'll need to refer the claimant to get the help and support needed to complete the relevant activities as soon as possible.
2. For example, a claimant mustn't be required to create an account and upload a Curriculum Vitae (CV) in Find a job or another jobsite if they don't have the necessary Information Technology (IT) skills because their IT skills need must be addressed first.
3. You must also update Labour Market System (LMS) as follows:

Step	Action
1.	Set the day 1 conditionality pilot marker to 'Day 1 reqts apply'
Note: If you decide it isn't yet appropriate to complete any of the Day 1 conditionality activities, you must record the reason(s) why in the 'Additional Notes' field within the 'More' hotspot on LMS.	
2.	Set a review date by creating an LMS workflow for each outstanding activity.

Claimant says they have created an account and uploaded a CV in Find a job or another jobsite

1. You will need to explain that, the claimant will need to provide evidence that they have created an account and uploaded a Curriculum Vitae (CV) in Find a job or another jobsite. To help them do this, suggest this may take the form of:
 - prints of screens or pages from their Find a job or another jobsite account. This won't be possible for claimants who don't have access to a printer or can't afford to print out copies of these pages
 - showing us these screens or pages from their Find a job or another jobsite account if they have access to the internet on their device, for example, a smartphone or laptop
2. If it isn't possible for the claimant to do any of the above, advise the claimant that they can login to their Find a job or another jobsite account from an available

Department for Work and Pensions (DWP) customer computer in your office and print off the relevant screens, pages or show you the information.

3. However, the responsibility is on the claimant to provide evidence that they have done this by whatever means they choose.
4. If the claimant doesn't wish to do this, you will need to decide whether they have created an account and uploaded a CV in Find a job or another jobsite based on the evidence they have provided.
5. If you are satisfied that the claimant has created an account and uploaded a CV in Find a job or another jobsite, you must update Labour Market System (LMS) by setting the day 1 conditionality pilot marker to 'Day 1 completed'
6. If the evidence provided by the claimant is insufficient and you aren't completely satisfied they have created an account and uploaded a CV in Find a job or another jobsite, you must consider issuing a Jobseekers Direction.

Claimant says they have not created an account and uploaded a CV in Find a job or another jobsite

1. If the claimant says they haven't created an account and uploaded a Curriculum Vitae (CV) in Find a job or another jobsite, you must consider whether to issue a Jobseekers Direction (JSD) to mandate the claimant to do so. See 'Issuing a Jobseeker's direction to mandate claimants to create an account and upload a CV in Find a job or if more appropriate, another jobsite' for information about how to do this.
2. When issuing a JSD to create an account and upload a CV in Find a job or another jobsite, it's vital that a cookies factsheet is issued to the claimant so they're able to make a fully informed decision about their choices relating to cookies.
3. If a claimant hasn't already created an account and uploaded a CV in Find a job or another jobsite, and after taking into account all the considerations, you decide it isn't yet appropriate for the claimant to use Find a job or another jobsite, you must assess whether it's reasonable for the claimant to create an email account and/or CV instead.

Create an email account

1. If you decide that it isn't yet appropriate for the claimant to create an account and upload a Curriculum Vitae (CV) in Find a job or another jobsite, but it's reasonable for them to have an email account for employment purposes, you must explain the benefits of this to the claimant and issue a Jobseekers Direction (JSD) to require them to do this.
2. However, before issuing the JSD, you must take into account that claimants can't be mandated to undertake an activity until they have served any waiting days.
3. Although a JSD can be issued before this date, it must include a period during which the claimant is required to do it, starting with the date after any waiting days have been served.
4. The wording of the JSD will need to specifically explain the reason for it, for example: "I will create an email account so that I can apply for jobs and communicate with employers, where the application method is to complete and send an application form by email".
5. You must also update Labour Market System (LMS) as follows:

Step	Action
1.	Set the day 1 conditionality pilot marker to 'Day 1 reqts apply'

Note: If you decide it isn't yet appropriate to create an account and upload a CV in Find a job or another jobsite, you must record the reason(s) why in the 'Additional Notes' field within the 'More' hotspot on LMS.

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| 2. | Set a review date by creating an LMS workflow to review whether it's reasonable and appropriate for the claimant to create an account and upload a CV in Find a job or another jobsite. |
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Create a CV

1. If you decide that it isn't yet appropriate for the claimant to create an account and upload a Curriculum Vitae (CV) in Find a job or another jobsite, but it's reasonable for them to have a CV for employment purposes, you must explain the benefits of this to the claimant and issue a Jobseekers Direction (JSD) to require them to do this.
2. However, before issuing the JSD, you must take into account that claimants can't be mandated to undertake an activity until they have served any waiting days.
3. Although a JSD can be issued before this date, it must include a period during which the claimant is required to do it, starting with the date after any waiting days have been served.
4. The wording of the JSD will need to specifically explain the reason for it, for example: "I will create a CV so that I can apply for jobs and communicate with employers, where the application method is to complete and send a CV by post or to hand it in to the employer."
5. You must also update Labour Market System (LMS) as follows:

Step	Action
1.	Set the day 1 conditionality pilot marker to 'Day 1 reqts apply'
Note: If you decide it is not yet appropriate to create an account and upload a CV in Find a job or another jobsite, you must record the reason(s) why in the 'Additional Notes' field within the 'More' hotspot on LMS.	
2.	Set a review date by creating an LMS workflow to review whether it is reasonable and appropriate to create an account and upload a CV in Find a job or another jobsite.

Review outstanding day 1 conditionality activities

1. You must set a review date by creating an LMS workflow for each outstanding activity. The activities must be followed up as soon as reasonably possible, following the Initial Work Search Interview (IWSI), preferably to coincide with the next pre-arranged appointment.
2. If the claimant needs help or support before being able to complete any of the day 1 conditionality activities, you must first consider whether to issue a Jobseekers Direction (JSD) to the appropriate provision, for example, to obtain the necessary Information Technology (IT) skills to enable them to use Find a job.

LMS actions

- Depending on which day 1 conditionality activities have been completed, you must update the Labour Market System (LMS) as follows:

Step	Action
1.	Select the 'Pilots' Hotspot on LMS.
Note: Where the 'Pilots' hotspot is not shown, select the 'New Initiative' hotspot and select 'Pilots' from the dropdown menu list.	
2.	Find the 'Day 1 Conditionality' Marker option in the next window.
	<p>Select from the dropdown menu list:</p> <ul style="list-style-type: none"> 'Day 1 reqts apply' must be used if any day 1 conditionality activities are outstanding; or 'Day 1 completed' must only be used where the claimant has created an account and uploaded a CV in Find a job or another jobsite; or 'Set in error' must be used if the marker was set incorrectly because the claimant is a Work Programme (WP) completer, whose benefit claim is continuous, or has a break of claim of less than 12 weeks, this is because these claimants will not be subject to day 1 conditionality.
3.	Select 'Save'
4.	<p>Use conversations to record which Day 1 conditionality activities have been completed, for example:</p> <ul style="list-style-type: none"> Find a job account and Curriculum Vitae (CV) uploaded or (<i>insert name of other jobsite</i>) account and CV uploaded as all the Day 1 conditionality activities have been completed Find a job account or (<i>insert name of other jobsite</i>) account if the claimant has only created an account but not uploaded a CV 'CV Completed' if the claimant has only created a CV that isn't recorded in Find a job or another jobsite; 'Email Address' where the claimant has only created an email account
5.	If you decide it isn't yet appropriate to complete any of the other day 1 conditionality activities, you must record the reason or reasons why in the 'Additional Notes' field within the 'More' hotspot on LMS.
6.	Set a review date by creating an LMS Workflow for each outstanding activity.