

## **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**

1. For legal reasons, you can't issue a Jobseeker's Direction (JSD) to mandate a claimant to create an account and upload a Curriculum Vitae (CV) in Find a job or if more appropriate, another jobsite unless a Department for Work and Pensions (DWP) customer computer is reasonably available to them should they need to use one, for example, because they don't want to accept cookies and therefore need to have access to a device on which cookies have already been accepted.

### **What to consider before issuing a direction**

2. The '**Summary**', '**When a JSD must not be used**' and the '**Appropriateness of a JSD**' sections within these instructions, explain the factors that must be considered before a JSD is issued.

3. In particular, a JSD mandating claimants to create an account and upload a Curriculum Vitae (CV) in Find a job or if more appropriate, another jobsite must be reasonable in terms of:

- improving the claimant's employment prospects; **and**
- the claimant being able to use the service

4. For the majority of claimants, creating an account and uploading a CV in Find a job or if more appropriate, another jobsite will be an important part of improving employment prospects.

5. However, actually creating an account and uploading a CV in Find a job or if more appropriate, another jobsite may be less than straightforward for some claimants if they aren't reasonably able to use the service, for example those:

- with a learning or other health related condition; or
- for whom English is their second language; or
- who lack appropriate literacy and/or numeracy skills; or
- who aren't reasonably able to access their own computer or device (for example, because they don't have such a device or can't afford to access the internet) and aren't reasonably able to access an alternative internet access device in their area (for example, because of their personal circumstances, poor internet service in the area or lack of access to affordable internet access)

6. Before issuing a JSD, you must also take into account whether the claimant can reasonably access a DWP customer computer should they either not have reasonable access to the internet or should they wish to exercise their right not to accept cookies.

7. You will need to take into account all of the claimant's circumstances (for example, their health, any restrictions on their availability, whether they have

childcare available) and the availability of DWP customer computers in your office. For example:

- if your office hasn't yet installed any DWP customer computers; or
- if your office has a high number of claimants who need access to a DWP customer computer; or
- the claimant doesn't have access to the internet; or
- the claimant is required to use Find a job or if more appropriate, another jobsite and wish to exercise their choices relating to cookies.

All of these considerations must be taken into account before deciding to issue a JSD.

8. If one or more of the circumstances in the previous paragraphs apply and you think it's unreasonable for the claimant to use Find a job or if more appropriate, another jobsite, you must record in the 'Additional Notes' field within the 'More' hotspot on Labour Market System (LMS) why it's not reasonable to issue a JSD, for example:

- 'Claimant not using Find a job – English as a second language'; or
- 'Claimant not using Find a job – does not wish to accept cookies and claimant has no reasonable access to a DWP customer computer'

This action is required so you don't keep asking the claimant each time they attend at the office.

9. However, where a claimant may not be required to use Find a job or if more appropriate, another jobsite but subsequently their circumstances change (for example, they move house to an area where there is a good broadband service and are able to afford internet access) you must take the action described in all the paragraphs in '**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**'.

10. A JSD mustn't be issued to 'credits only' claimants because a referral to a LMDM for an 'opinion only' decision mustn't be made for 'credits only' claimants who refuse or fail to comply with a JSD.

### **Action required if you consider a Jobseeker's Direction is appropriate**

11. If you have decided that it would be reasonable to issue the claimant with a JSD, after taking into account the **considerations**, tell the claimant they must create an account and upload a CV in Find a job or if more appropriate, another jobsite.

### **Cookies factsheet**

12. 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.

**Note:** The factsheet is available in **English** and **Welsh**.

## **Recording the direction on LMS**

13. You must record the JSD on LMS as follows:

- [Direction Reason] field: 'Find a job will improve the claimant's prospects of finding work'
- [Details & Method of Achieving] field: 'You will create an account and upload a CV in Find a job by --/--/--; or if more appropriate:
- [Direction Reason] field: '(insert name of other jobsite) will improve the claimant's prospects of finding work'
- [Details & Method of Achieving] field: 'You will create an account and upload a CV in (insert name of other jobsite) by --/--/--'

14. You must also take the action described in **'setting the date by which the direction should be carried out'**.

**Claimants says they don't want to accept cookies on their own computer or device**

15. In these cases you must also arrange a date and time for the claimant to use a DWP customer computer so they are able to carry out the direction.

16. The amount of time you allow for a claimant to carry out the direction will vary and you must consider this on a case by case basis, for example, some claimants may need 1 hour but others may need much longer (there is no specific time limit on this) and if so, a longer time slot to use the DWP customer computer must be arranged.

17. Claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

## **Issuing the Jobseeker's Direction letter and cookies factsheet**

18. You must:

- attach the cookies factsheet to the Jobseeker's Direction (JSD) letter and give both to the claimant; and
- record in LMS Conversations 'Cookies factsheet issued'

## **What you must make clear to the claimant**

19. You will need to make sure the claimant understands how to create an account and upload a CV in Find a job or if more appropriate, another jobsite.

20. You must also explain that they will need to provide evidence that they have complied with the JSD. In doing so, suggest this may take the form of:

- prints of their screens or pages from their Find a job account or if more appropriate, another jobsite account. However, 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; 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.

21. If it isn't 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 them 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 or pages.

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

23. Therefore, if the claimant doesn't wish to do this, you will need to decide whether they have complied with the JSD based on the evidence they have provided.

**Note:** You mustn't record any activity in relation to the creation of an account and uploading a CV in Find a job or if more appropriate, another jobsite anywhere on the JSA claimant commitment until the claimant has created their account and uploaded a CV.

#### **Setting the date by which the Jobseeker's Direction must be carried out**

24. You must take into account a claimant's experience and ability to use the internet and access to the internet (in particular if they need to use a DWP customer computer) when setting the date by which the claimant must have carried out the direction. For example, more time will need to be given:

- for somebody who has very little or no experience of the internet because a referral to local provision on how to use online channels may be necessary; or
- where your office has a high number of claimants who need access to a DWP customer computer

#### **Cancelling the Jobseeker's Direction**

25. If the claimant contacts the jobcentre before the date when the Jobseeker's Direction (JSD) must be carried out because they decided not to accept cookies on their computer or device and therefore wish to use a DWP customer computer in the jobcentre to create an account and upload a CV in Find a job or if more appropriate, another jobsite, you must arrange a date and time for the claimant to use the DWP customer computer.

26. However, if you can't arrange this by the date on which the JSD must be carried out, you must **cancel the original JSD** and issue a new JSD to the claimant which takes account of the new appointment date.

27. If the claimant attends on their allocated day and time to carry out the JSD but subsequently can't create an account and upload a CV in Find a job or if more appropriate, another jobsite within the time allowed on the DWP customer computer, then you must **cancel the original JSD**, make a new DWP customer computer appointment and issue a new JSD to the claimant which takes account of the new appointment date.

#### **Following up a Jobseeker's Direction**

28. The JSD will be followed up at the claimant's next attendance at the jobcentre after the date set in the JSD whether it's a jobsearch review or advisory interview.

**Claimant says they have created an account and uploaded a CV in Find a job or if more appropriate, another jobsite**

29. 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 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

30. 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 account 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.

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

32. Therefore, if the claimant doesn't wish to do this, you will need to decide whether they have complied with the JSD based on the evidence they have provided.

33. If you're satisfied that the claimant has created an account and uploaded a CV in Find a job or if more appropriate, another jobsite, you must update **LMS**.

34. However, 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 if more appropriate, another jobsite, you must **refer the doubt to a LMDM**.

**Agreeing how often the claimant will log in to their Find a job account or if more appropriate, another jobsite account to find and apply for jobs they can do on the JSA claimant commitment**

35. When the claimant has created an account and uploaded a CV in Find a job or if more appropriate, another jobsite, you must also agree with them and record within the '**My Actions for getting work**' section of the JSA claimant commitment how often the claimant will log in to their Find a job account or if more appropriate, another jobsite account to find and apply for jobs they can do.

36. In doing so, for those claimants using the DWP customer computer, take into account all of their circumstances, including:

- the availability of DWP customer computers;
- the ability of the claimant to get into the jobcentre on a regular basis (for example their childcare or caring responsibilities or other restrictions agreed on their JSA claimant commitment. If the claimant has childcare

responsibilities, you must make it clear to the claimant that they don't need to make any extra childcare arrangements, for example, they will only be required to use a DWP customer computer during periods covered by existing childcare arrangements; and

- claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

### **Referral to a Labour Market Decision Maker required**

37. If the claimant hasn't carried out the JSD by the date they were required to do so, or you aren't satisfied from the evidence presented by the claimant that they have complied, the case must be **referred to a LMDM**.

**Note:** Before you make the referral, you must first check LMS conversations to make sure that the cookies factsheet was recorded as issued. If this isn't recorded, you can't refer the doubt to the LMDM. Instead, you must **cancel the original JSD** and issue a new JSD to the claimant.

### **Action required by the Labour Market Decision Maker**

38. The LMDM will make their decision in **the usual way**.

### **JSA Work Programme (WP) participants**

39. You mustn't mandate JSA Work Programme (WP) participants to create an account and upload a CV in Find a job or if more appropriate, another jobsite in Find a job. This is because it is for WP providers to determine and provide the support their participants need to find work including (where appropriate) mandatory requirements.