

Intensive Activity Programme – Adding or cancelling a claimant from a group workshop

Summary

How to add and remove and add a claimant from a group workshop

Content

The Intensive Activity Programme (IAP) builds on the requirements of Day One Conditionality, positively challenging and fully testing young people (aged between 18 and 24) and requires them to attend two 90 minute group workshops, each followed by a follow-up interview with their individual work coach (WC).

To add a claimant to a IAP group workshop see Adding a claimant to a group workshop below

If the claimant contacts Universal Credit and cannot attend or requests to rearrange a group workshop, the agent needs to consider whether the reason provided by the claimant is acceptable or not acceptable. This includes considering whether the claimant has a history of cancelling or re-arranging work-related interview appointments in the Work Service Platform (WSP) see Re-arranging Work Related Interviews. If the reason is acceptable the agent must cancel the claimant from the existing group workshop activity and if appropriate add the claimant to a new group workshop activity.

The agent updates notes with details of the conversation see CAMLite and Work Service Platform notes.

Cancelling a claimant from an Intensive Activity Programme group workshop activity

To cancel a claimant from a group workshop activity the agent:

1. Navigates to the claimant's General screen in WSP.
2. Selects 'Activities' from the common menu to display 'Open activity associated view'.
3. Selects the appropriate IAP workshop from the 'Open activity associated view' screen to display the Service activity screen.

4. Selects 'Close service activity' from ribbon menu to display the 'Close service activity' window.
5. Selects the 'Status' drop-down list.
6. Selects 'Cancelled'.
7. Selects 'OK'.
8. Selects 'Save'.

Notifying a work coach that a claimant's attendance at a group workshop has been cancelled

The agent must set a task to mature immediately on WSP to inform the WC that the claimant's attendance at the group workshop has been cancelled or rearranged. See CAMLite and Work Service Platform notes

The task note should read: 'Group workshop cancelled/rearranged'. If the claimant has been added to a new group workshop the agent includes the date, time and location of the workshop.

The task should be sent to the relevant team as agreed locally. This will be the name of the Jobcentre and the job role the task is for.

Note: to find the teams, the 'Look For' drop-down must be changed from 'User' to 'Team'. The search function can then be used to find the appropriate Jobcentre.

Adding a claimant to an Intensive Activity Programme group workshop

To add a claimant to a group workshop activity the agent:

1. Navigates to the claimant's General screen.
2. Selects 'Activities' from the common menu.
3. Selects 'Add new activity' from the ribbon menu to display the drop-down list.
4. Selects 'Service activity' from the drop-down list.
5. Populates the 'subject' field with IAP Workshop 1 or 2, room and location.
6. Selects 'Schedule' from the ribbon menu to display a new 'Schedule service activity' window.
7. Selects the look-up in the 'Service' field to display a list of workshop types:

- IAP Workshop 1 claimant rule, or
- IAP Workshop 2 Claimant rule

8. Selects the required workshop from the look-up menu.

9. Selects 'OK' to populate the 'Service' field with the workshop type.

10. Selects 'Find available times'. This displays a list of workshops with available capacity in the 'Available times' field.

11. Selects the required workshop.

12. Selects 'Schedule'. This displays the 'New service activity' screen with the workshop time and date displayed.

13. Selects 'Save' from the ribbon menu.

The agent issues a UC128 to notify the claimant of the future appointment by email.

The email must be issued from the shared inbox and the agent removes their signature before sending. The agent completes the email with all relevant details including the appointment time.

To enable IAP flexibilities to support cross-site booking for IAP workshops

To ensure claimants can be booked across sites and into a facility that is owned by a different Business Unit to the one owning the claimant's record, the booking needs to be undertaken by an:

- employer adviser who has been assigned to the workshop, or
- agent who has cross-site access, these include:
 - Work Service Manager (WSM)
 - System and Process Support officer (SPS)
 - Peripatetic Exception

Local arrangements will have been followed to ensure that the required agent can book the claimant on the required workshop.