



# **WS017 Topic 08 – Commitment Pack**

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Topic	Topic title	Duration
Topic 08	Commitment Pack	25 minutes
<b>Total duration of Topic 07</b>		<b>25 minutes</b>

## Important Information:



**Please note that not all job roles are required to complete every topic within this module.**

**The next page has full details of which topics are required by each Job Role.**

**The Universal Credit Learning Journey has a full list of all the learning modules required for each Job Role and the order in which they should be delivered/completed.**

**This can be viewed on the LDO Support Site.**

Job Role	Learning Required	Duration
Work Coach	Topic 08	25 minutes
Work Services Manager		
System & Process Support		

## Topic 08 - Commitment Pack



### Show Slide 01 – Commitment Pack



### Show Slide 02 – Topic Aims and Objectives

#### Aims

The aim of this topic is to provide you with the knowledge to be able to issue a Commitment Pack appropriately and explain its purpose.

#### Objectives

By the end of this topic, with the aid of any reference material, you will be able to:

- state the purpose of the Commitment Pack
- explain the function of the sections within the Commitment Pack
- know when the Commitment pack should be issued and to which Conditionality groups
- utilise the 'My Work Plan' in an interview with the claimant

### What is the Commitment Pack?

The Commitment Pack is issued at the Initial WSI and together with the Claimant Commitment ensures the claimant understands the Work Related Requirements they must meet in order to remain entitled to Universal Credit.

The issue of the Commitment Pack should be noted in WSP notes.



**Ask the Learner to access About Universal Credit and locate the Commitment Pack.**

**To locate the Commitment Pack in About Universal Credit input 'Commitment Pack' into search. Select the link for 'Supporting document(s) for Claimant Commitment**



**Ask the learners to keep the Commitment Pack open for reference while the following slides are displayed.**

**Explain to the learners that you will be looking at the sections contained in the Commitment Pack.**

### Commitment Pack

The Commitment Pack is made up of 3 separate sections:

- Your meeting plan
- Your Work Search
- My Work plan

We will now look at each of these sections. Each part of the Commitment Pack can be issued separately.

### Your meeting plan

It includes space to record appointments and interventions and useful information i.e. key messages and information around sanctions.

Your meeting plan should be issued to all claimants other than those in the No Work Related Requirements (NWRR) regime. Claimants in NWRR have no requirements to attend appointments and are also not subject to any new sanctions.

Suggestion – ask the claimant to write in the appointment time and date. Behavioural insight shows that the act of writing helps the claimant to remember it and also their own handwriting is more recognisable.

Key messages for the claimant are included on the reverse of the 'Your meeting plan'. Claimants can access [www.gov.uk](http://www.gov.uk) for more information or you can access on their behalf and print off information.

### Your Work Search

Your Work Search is intended to ensure the claimant knows what they need to do to keep getting Universal Credit payments. What might happen if they don't do these things i.e. sanctions and what they should do if they haven't done something we asked them to do.

This gives them the basic information they need to minimise the risk of being sanctioned. Further detailed information regarding sanctions is contained in their Claimant Commitment and in related notifications if a doubt or sanction does occur. For full information on sanctions and how these work the claimant can access [www.gov.uk](http://www.gov.uk).

Your Work Search should be issued to all claimants who are seeking work.



### **Show Slide 03 – Your Work Search**

#### **Your Work Search includes:**

- Planning your job search
- Recording your job search
- Ways to plan and record your job search
- What to bring to your meetings with us
- Getting started with your job search

The claimant should build on the regular work search activities within their Claimant Commitment by turning these into individual, personalised plans and specific actions about what they are going to do to look for work and how, when and where they are going to do it. The 'Your Work Search' should be used to help the claimant plan and record these specific actions.

Claimants who need some extra help in becoming work search ready will find it useful to work through the ticklist under 'Getting started with your job search'. This can help the claimant focus on what they need to do first to set up their work search or identify areas that they need to work on.





### **Lead a 15 minute discussion around the ‘Your Work Search’**

#### **Ensure the following areas are covered:**

Plans should be:

**Ambitious** - All Work Search plans need to be stretching but realistic. Setting stretching but realistic goals is important as setting only minimum standards reduces motivation and may result in lower outputs.

You will need to negotiate with the claimant to ensure the level of activity they plan to do is ambitious. The negotiation should start with claimant describing the daily activity and you working with them to see where they can achieve more. The negotiation should reach a point at which a plan is jointly agreed.

For example if a claimant appears to need spend more time looking for jobs online saying ‘the most effective claimants I see spend around 4 hours a day searching for jobs online. How much do you think you could do to reach this goal’ is more effective than saying ‘you are doing one hour a week, how can we increase this?’

**Behavioural** - Goals are what the claimant wants to achieve, and behaviours are the specific actions they need to take to achieve the high level goals that will be specified in the Claimant Commitment.

A plan should specify the detailed actions that a claimant needs to complete e.g. a plan should not state that a claimant will find a job vacancy, but rather that they will look out for a vacancy on a specific website, at a specific website, at a specific time, in a specific place.

The language used to describe behaviours should be clear and simple and should not involve any jargon. It should describe what a claimant is undertaking ,e.g. sell yourself does not describe a specific behaviour that is useful for job seeking, but calling employers directly on the phone about their strengths is something that they can do directly.

**Challenging, but consider Contingencies** – for example a claimant may wish to look for work you do not believe is available. Rather than saying ‘that job doesn’t exist anymore’ try saying ‘Ok. I’ll give you 2 days to try and find that type of work. If you have no luck we will look at different options’.

This approach helps to build constructive beliefs, will test whether your understanding of the local labour market is correct and gives the responsibility for looking at work to the claimant

The Your Work Search plan should also consider the risks that may occur during the claimant’s job search and how they can be mitigated. This will stop the claimant giving up on failed plans. For example, if a claimant is working on a friend’s computer to create a CV, ask how likely it is that the computer remains available to the claimant and what happens if the computer no longer becomes available.

**Detailed** - Plans should contain what, where, when, why and how. What specific actions are required? Formulating a plan in as much detail as possible will encourage the claimant to fulfil the task. Having detailed plans makes it much more likely they will be followed through.

**Evidence embedded** – although the expectation is that you will work with your claimants to use the My Work Plan booklet and encourage its use claimants cannot be mandated to bring in their evidence in a specific form. Claimants have the right to demonstrate what they have done to look for work through whichever means are suitable e.g. Universal Jobmatch.



**When planning, remember that you may need to work back from the claimant's goal to identify and plan the steps that they need to take.**

### My Work Plan

My Work Plan will be issued at the Initial WSI and can be issued and re-printed as and when required at on-going WSI's and regular Work Search Reviews. It is designed to help claimants plan and record outcomes of activities to get them into work, or better paid work including their specific work search.

Claimants should be actively encouraged to use their plan as it will help them to better plan, manage and review their work search activity. It will also provide a strong basis upon which you can determine whether the claimant is meeting their requirements making it easier for the claimant to provide evidence they are undertaking reasonable steps to secure employment.

However not all claimants will find the work plan helpful and we encourage claimants to provide work search evidence in the most appropriate way for them.

The Work plan is a flexible template and can also be used to plan for longer periods i.e. the next month or 6 months.

## Topic Summary



### Show Slide 04 – Topic Summary

In this topic you have learned:

- the purpose of the Commitment Pack
- the function of the sections within the Commitment Pack
- when the Commitment pack should be issued and to which Conditionality groups
- when to use the 'My Work Plan' in an interview with the claimant