

# Mandatory Work Activity

## Identifying claimants suitable for MWA

1. A JSA claimant potentially suitable for MWA is one identified through the work targeted interview process, supported by use of the Customer Assessment Tool, as lacking, or failing to demonstrate, the focus and discipline that is necessary to effectively:

- seek out and pursue job opportunities
- secure and retain employment

2. MWA **may** be beneficial for a claimant that has recently received a labour market related sanction/disallowance, providing an opportunity for them to develop the skills, disciplines and behaviours sought by employers.

3. Given the policy intent of MWA, the following claimants must **not** be considered for referral to MWA:

- currently working (paid or voluntary)
- undertaking employment related study / training
- taking part in or recently completed\* another employment measure (contracted or non-contracted) aimed at helping them move closer to the labour market

(\* A claimant 'dropping-out' of an employment measure prematurely may, or may not, indicate a lack of focus and discipline on their part; it is for Advisory Teams to consider the merits of MWA referral on a case by case basis).

4. MWA must **not** be used as an alternative means of addressing conditionality doubts. If there are doubts about a claimant meeting JSA conditionality (i.e. availability and actively seeking) those doubts must be addressed appropriately.

5. If a lack of recent work experience is proving to be a barrier to finding work for an otherwise well-focused claimant, Advisory Teams must seek to address this through appropriate measures eg Work Together; MWA is **not** an appropriate measure in such cases

6. The final decision on a claimant's suitability for MWA is one that **must** be made in consultation with an Advisory Team Manager eg through a 'case conference' approach.

7. To provide the necessary audit trail, a record must be kept of the consultation meeting (e.g. as an LMS conversation).