



# Topic 8 Commitment Pack






V7.7



# Aims and Objectives

This topic aims to provide you with the skills and knowledge to be able to create and issue a Commitment Pack appropriately.

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

-  state what the Commitment Pack is
-  state when the Commitment Pack is issued
-  access and issue the Commitment Pack
-  explain the fields within the Commitment Pack; and
-  state where you will find information to populate the Commitment Pack

# What is the Commitment Pack

The Commitment Pack ensures the claimant is aware of the responsibilities placed upon them to provide evidence of the required level of work search and preparation.

It includes:

Legal notice of requirement to attend and details of attendance	"About me" section
Important information on sanctions and consequences of repeated non compliance	Template for claimant to use to keep a record of their work search and preparation, providing evidence for WSI and WSR's

# When a Commitment Pack is issued

The Commitment Pack is issued to the claimant at the Initial Work Search Interview.

A Commitment Pack must be issued and reviewed/updated when changes to frequency of attendance are made or if the claimant circumstances change with regard to types of work or work search.

# What is Included in the Commitment Pack

The Commitment Pack has five sections:

About Me section, which refers to the claimant's personal circumstances/ life event that have been taken into consideration and any special arrangements put in place during discussions with you and when the Claimant Commitment was accepted

Reviewing my Work  
Search and  
Preparation

Next attendance  
arrangements

Important sanctions  
and penalties  
information

A template for the  
claimant to use to  
keep a record of  
their work search  
and preparation

# How is the Commitment Pack Created

A blank Commitment Pack Template will be stored in an office shared folder.

The relevant sections of the Commitment Pack are populated by you, the Work Coach before it is issued to the claimant.

The Commitment Pack is populated from the information gathered during the Initial Work Search interview.

All relevant information is copied from the “Commitment Pack Information” Notes, recorded on the claimant record- general Notes screen in WSP. You will then paste it into the relevant section of the commitment pack.

# Commitment Pack – Part 1 About Me

**Part 1** About Me is used to record personal circumstances/ life events that impact on work, work search activity and work preparation such as health, caring, transport, working patterns, voluntary work, skills gaps, bereavement etc.

Notes must be phrased to turn barriers into positive statements about what the claimant can do in terms of types of work, work search and work preparation.

An example of this may be –

“I hold a current driving licence.  
I do voluntary work for the RSPCA, where I work in the shop”.

This information is copied from the “Commitment Pack information” note recorded in the general claimant notes section of WSP.

# Commitment Pack – Part 2 My Commitment

**Part 2** My Commitment re-enforces to the claimant the commitment they have made for Universal Credit.



# Commitment Pack – Part 3 Reviewing My Work Search and Preparation

**Part 3** Reviewing my Work Search and Preparation is divided into two sections, reviewing the claimant's work search and how the claimant is expected to prepare for their Work Search Review.

**The first section** contains the legal notice of the requirement to attend and details of attendance. The claimant is also advised that they may also be required to attend other meetings with their Work Coach.

**The second section** outlines to the claimant their responsibility to do everything reasonably possible to look for work including activities on their Claimant Commitment. They are also made aware that they are required to provide evidence of their job search activity.

# Commitment Pack – Part 4 Important Sanction Information

**Part 4** Important Sanction Information of the Commitment Pack outlines clearly to the claimant the consequence of failing to meet the requirements specified in their Claimant Commitment.

The different levels of sanction are explained in this section of the pack as is the duration of each sanction and the escalation process.

# Commitment Pack – Part 5 Template

**Part 5 Template** is the template the claimant can use to keep a record of their work search and work preparation actions. The claimant can choose to use a template of their own or another recording method if they prefer, but they must provide the required information in a format suitable for the Work Coach and Assistant Work Coach to review.

Activities documented on here can be used as evidence for further discussion at subsequent Work Search Interviews and Work Search Reviews.

## **My work search record**

**What I did** - contacted Bassetts

**What this involved** - phone call

**What was the result** - sent in CV

**I did this on** - Mon 14 February

**Total time taken** - 2 hours

**Next Steps** - follow up call  
to Human Resources Mon 21 February

# Summary

In this topic you have learned:

- what the Commitment Pack is
- when the Commitment Pack is issued
- how to access and issue the Commitment Pack
- the fields within the Commitment Pack
- how to populate the Commitment Pack with the required information.



## Case Study Scenarios and Answers



# Case Studies

You will now work through two case studies, and via group discussions decide what action you should take regarding:

- The requirements you would include on the Claimant Commitment.
- What work search activities would you require of the claimants?
- What work preparation activities would you require of the claimants?
- Are there any other work preparation activities you would suggest? If so, why?
- Will the combination of work search and work preparation activity add up to the same number of hours as agreed in availability for work?
- What other information would you give to them about meeting conditionality?

## Case Study 08.01– Joanne Brown 1/3

1. Joanne will be required to check the local paper on a Wednesday and Saturday which are the main jobs days and apply for all suitable jobs.
2. As Joanne does not have internet access at home she needs to visit town to visit the library or Jobcentre to set up her Universal Jobmatch account. The Jobcentre has an Internet Access Device (IAD) that she can use with support from a member of staff so, until Joanne has built up her confidence using Universal Jobmatch, the Jobcentre IAD would be the preferred option. The Work Coach assesses this will take Joanne about half a day including travel to town, getting logged on and taking some time to have a 'play' with Universal Jobmatch to find her way around.
3. The Work Coach agrees with Joanne that she should then make a trip into town twice a week to spend time on Universal Jobmatch.
4. As she is in town the Work Coach suggests Joanne then uses the rest of the day to cold call on shops in the town. The Work Coach tells Joanne she needs to approach the shop and hand in a tailored CV. For example the CV to the clothes shops need the CV to highlight Joanne's interest in fashion and the music shops require a piece on her interest in music.

## Case Study 08.01– Joanne Brown (2/3)

5.. As Joanne's CV needs work, the Work Coach discusses attendance at a two day interviewing skills (to build confidence) and CV workshop. It is across the other side of town but Joanne says she is fine to travel.

6. The Work Coach looked at Universal Jobmatch with Joanne at different types of customer service vacancies available in the town and discussed suitability of these with her. None were suitable for Joanne to apply for as they were managerial roles. The Work Coach then advises Joanne to prepare three different types of CV to meet the needs of three types of retail/hospitality establishment.

7. The Work Coach also suggests that Joanne contacts a local agency that specialises in providing temporary employment in the retail agency as temporary work can be a good way of securing more permanent employment.

8. The Universal Credit approach also means that any earnings she receives through temporary employment should be adjusted within her Universal Credit claim and so she won't have to keep "signing off" Universal Credit every time she finds work for a short time



## Case Study 08.01– Joanne Brown (3/3)

9. The Work Coach had details of a Job Club in Joanne's village and made arrangements for Joanne to attend on a Tues/Thurs as it is within walking distance of Joanne's home. The Job club is not mandatory but the Work Coach strongly recommends that Joanne attends as it will give her access to supported jobsearch.

10. The Work Coach tells Joanne that any matches on Universal Jobmatch or via the local paper should be applied for and a record of all Joanne's activity should be kept (these can be recorded in her Claimant Commitment Pack). At this point the Work Coach promoted the advantages of allowing the Jobcentre to have access to Joanne's Universal Jobmatch account. This will make it easier for the Work Coach and Assistant Work Coaches to support Joanne in her jobsearch activities.

11. The Work Coach finished the interview by summarising the discussion, and agreeing the Claimant Commitment with Joanne, making a point of emphasising the importance of her meeting the Commitment and the consequences of not doing so.

## Case Study 08.02 - Mark Jones (1/2)

1. On consideration of Mark's personal circumstances regarding him being a single parent with a child who requires some extra care and has a parenting contract with the Youth Offending Team, the fact that Mark is mobile and flexible in terms of the work he can do, the Work Coach has agreed for Mark's hours to be restricted to a minimum of 25 hours per week and for his availability to be between the hours of 9:00 and 3:00 as this will allow for travel to and from a job.
2. Mark's Work Coach suggests that attending a CV and interviewing skills course may improve his confidence in returning to the labour market and give him some supporting skills in his jobsearch.
3. The Work Coach also refers him to an IT course, as many jobs require basic IT skills, and has allowed 6.5 hours for the course and travel. This activity will also help with his jobsearch.
4. Mark's Work Coach discusses the best types of work search activities that will help him to find employment. This includes:
  - applying for vacancies in the local newspaper (although the main jobs day is Thursday there is a daily job section advertising vacancies),
  - using Universal Jobmatch, and
  - "cold calling" employers/making speculative approaches.

## Case Study 08.02 - Mark Jones (2/2)

5. Prior to attending the IT course the Work Coach books Mark some IAD time within the Jobcentre to register on Universal Jobmatch with the support of a member of staff.
6. Mark will be able to follow this up by booking regular supported time on the IAD until he is confident in using Universal Jobmatch.
7. The Work Coach finished the interview by summarising the discussion, and agreeing the Claimant Commitment with Mark, making a point of emphasising the importance of him meeting the Claimant Commitment and the consequences of not doing so.



# Summary



# Summary

In this module you have learned:

- introduce the Claimant Commitment purpose and use
- how the Claimant Commitment affects eligibility to Universal Credit
- the need for committing to the steps on the Claimant Commitment
- the sanctions that may be applied if the claimant fails to complete the steps
- how to confirm the claimant's identity has been verified
- how to gather and record the information required from the claimant on WSP
- how to determine the claimant's job goals and skills
- how to diagnose the claimant's capability and circumstance
- how to set work search activities, work preparation actions, and other work related activities
- how to set the Intervention Regime
- how to preview and print the Claimant Commitment
- how to establish whether the claimant accepts the Claimant Commitment or not

You have now completed the module – Initial work Search Interview.