

Caseloading Workbook

Topic 06 – Consolidation Quiz

July 2014

V6.0

Timing

It will take 10 minutes to complete this topic.

Learning Objectives

By the end of this topic you will have consolidated your learning by completion of a short quiz.

Learning Points

This topic consolidates the learning in this workbook.

Consolidation Quiz



From the information included in this workbook try to answer the following five questions.

Note your answers and then compare to the correct ones included on the following pages.

Questions



Question 1

Which two of the following activities does caseloading involve?

1. Providing counselling for claimants who are drug / alcohol dependant.
2. Opportunity to focus in-depth on getting the claimant into work.
3. Working with each claimant to explore a wider range of options.
4. Providing a “hot box” for matching to jobs.



Question 2

Which two of the following does caseloading involve?

1. Building one-to-one working relationships between you and your claimants.
2. Reducing the load on social workers and psychotherapists.
3. Providing counselling for claimants with financial problems.
4. Identifying circumstances which may be preventing the claimant from gaining employment.



Question 3

Which two of the following are benefits of caseloading?

1. Claimants are guaranteed to find a job.
2. Claimants are entitled to extra benefit payments.
3. Gaining better knowledge of claimants' individual needs and capabilities to progress them forward as quickly as possible.
4. Building an 'adult to adult', collaborative relationship between claimants and Work Coaches.



Question 4

Which of the following are good examples of caseload criteria?

1. Short-term and Long-term.
2. Light Touch and In Depth.
3. Easy and Difficult.



Question 5

Customers should only be considered for voluntary caseloading if it will:

1. ...make them happy.
2. ...not take up too much of your time.
3. ...offer a genuine benefit towards getting the customer into work.

Answers



Question 1

Which two of the following activities does caseloading involve?

2. Opportunity to focus in-depth on getting the claimant into work.
3. Working with each claimant to explore a wider range of options.



Question 2

Which two of the following does caseloading involve?

1. Building one-to-one working relationships between you and your claimants.
4. Identifying circumstances which may be preventing the claimant from gaining employment.



Question 3

Which two of the following are benefits of caseloading?

- 3. Gaining better knowledge of claimants' individual needs and capabilities to progress them forward as quickly as possible.
- 4. Building an 'adult to adult', collaborative relationship between claimants and Work Coaches



Question 4

Which of the following are good examples of caseload criteria?

- 2. Light Touch and In Depth.



Question 5

Customers should only be considered for voluntary caseloading if it will:

- 3. offer a genuine benefit towards getting the customer into work.

Summary

In this topic you have covered consolidation of the learning
in this workbook

End of Topic 06