

Information for Claimant and Interviewer

Griselda attends her work search review.

She agreed to attend an Interview Skills event last week and discuss the outcome with you today.

She did not attend.

Exercise

Consider what you will ask Griselda.

Decide how you will tell her that this failure will need to be submitted to the Decision Maker.

Information for the claimant only

**Possible sanctionable failure**

Failure to comply with a work preparation requirement.

**Background**

You were due to attend your Interview Skills course last week, but you forgot. You're sure you put a reminder on your phone, but it isn't there now.

You had a hospital appointment the day before and you may have deleted the reminder for the course thinking it was the reminder for the hospital appointment.

You didn't check the invitation letter that was uploaded onto your Journal because you completely forgot about it.

You weren't worried or concerned about the Interview Skills course. You thought it would help your confidence, but you've had a job interview since you agreed to attend this event and it seemed to go fairly well, so it didn't feel urgent to attend this. Maybe that contributed to your forgetting.

You have no health issues that might impact on your memory. You tend to put appointments onto your phone and rely on it giving you a reminder.

You didn't notify the jobcentre or the provider, as you felt you could rebook another Interview Skills course today.

Do not volunteer the information from the following table; wait for the 'Work Coach' to ask.

You must not try to make it difficult for the person questioning you. If you are asked an open question respond appropriately.

Remember – if you are asked a closed question give a brief answer.

The purpose of the exercise is to demonstrate that the information you get depends on the questions you ask.

If you are asked a question that is irrelevant to the doubt in question or not covered on this sheet, answer it in a positive way.