

Information for the claimant and interviewer

William has reported what he is doing to search for work.

He has done the following work-search regularly:

- Checking local papers (3 hours a week)
- Checking online sites, including Monster and Fish 4 Jobs (10 hours a week)
- Researching local employers then sending his CV with a covering letter to them (2 hours a week)

Within the last 2 weeks he also spent:

Week 1

- 2 days on an interview skills course (which worked out at 14 hours)
- 6 hours visiting local areas, calling in on employers
- 4 hours applying for 2 jobs

Week 2

- 1 hour 30 minutes ringing employers
- 3 hours updating his CV

Information for the claimant only

Possible sanctionable failure

Failure to comply with a work search requirement

Background

You have been searching for work locally for over a month and are beginning to lose confidence. The work coach identified that you needed to expand your work search to a new area and you have done that. They also identified that you might benefit from a course and you agreed to attend the Interview Skills event. That was interesting, but you haven't been able to arrange an interview, so you feel like it was pointless as by the time you get an interview you will have forgotten the techniques you learnt.

In the second week, you rang the same employers that you visited the week before to follow up. Unfortunately, one of the employers gave negative feedback – as they had said they didn't want to be contacted for a month. That put you off taking additional action.

Do not volunteer all information straight away – wait for the interviewer 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.