

Information for Interviewer and claimant

Terry has recently claimed Universal Credit.

You have previewed the claim on the service and seen that he recently finished working.

Exercise

Consider what you will ask Terry to establish whether a sanction should be considered at this stage.

Consider how you will explain sanctions to the claimant.

Information for the claimant only

Possible sanctionable failure

You were dismissed from your previous job, due to misconduct.

Background

You worked in a shop, but were recently dismissed due to poor timekeeping.

You liked the people that you worked with, but found the job boring, so it was difficult to motivate yourself to get in.

Sometimes you had problems with the journey to work (late running public transport) but not every time.

Your manager started to check your excuses and caught you out blaming public transport when really you had overslept.

You were given oral and written warnings before being dismissed. You do not have the warning letter anymore.

You have been looking for a job that is more suited to your qualities and skills but have not found anything suitable yet.

Do not volunteer all information straight away – 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.