

### Information for the claimant

You had been searching for retail work locally for over a month without success.

Retail UK agency, who you are registered with, has put together a series of courses designed to improve a person's prospects of finding work in the retail sector. They offered the courses at a 50% discount.

You believe that this is too good an opportunity to miss and that it will help you find the work you want in the retail industry.

The courses last for a week. You are not prepared to take time off to attend meetings as you don't want to miss any of it, and have already paid over £1000 for it.

### Notes for claimant

- 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 given depends on the questions asked.
- 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.