

Scenario 1 – Claimant able and willing to set up a UJ account by themselves

Claimant A has been claiming JSA for a little over 4 months. They have an established CV, email address and are able to regularly demonstrate what they are doing to look for work through a number of different internet recruitment sites, including the Department's own Jobs and Skills website.

On being issued a leaflet about UJ at their Jobsearch Review, they went away and created a UJ account without any further prompting required.

On attending their 2nd Jobsearch Review they confirmed that they had created an account. However, they hadn't given us access to their account because they wanted to know more about why we needed access to their account.

The assistant adviser explained the benefits of doing this, making it clear to the claimant that we only have view access to their account so will not be able to amend or change anything within it, other than having the facility to save any suitable jobs that we may find for them into their account.

The claimant felt reassured that giving us access is the right thing to do and went away to do this.