

Scenario 2 – Claimant requires more support to set up UJ account

Claimant B has always been enthusiastic about looking for work and always managed to demonstrate what they have been doing to look for work. However, they have needed prompting and additional help and support to create an email account and CV in the past. They also seem to prefer the more traditional ways for looking for work. Through further discussions we established that this claimant felt unable to use basic IT packages or the internet and recently referred them to undertake some basic IT training with a local provider.

After being issued with a leaflet about UJ, the claimant took it away to read. However, after looking at the leaflet they were still unclear about a few things and therefore presented themselves back in the jobcentre two days later for more information. The customer service team helpfully explained about registering with Government Gateway in the first instance and how to do this, they also issued the claimant with an additional step by step 'how to access UJ' fact sheet.

The claimant felt much more confident about being able to create an account and went away to do this. Whilst doing this they also decided to give us access to their account as they felt their adviser would be able offer more help and support during their interventions.

On creating a profile in UJ, they were a bit unsure whether the information they had included in the skills field was right and made a note to ask about this when they next attended the Jobcentre. The claimant also felt a bit daunted by the CV builder in the service and felt that they couldn't develop their CV until they received more advice about this.

On attending their next Jobsearch Review the claimant raised their concerns about the skills field and whether they had included the right type of information. The Assistant Adviser looked in their account to check the skills field and also checked that the matches they were receiving were appropriate, which they were. They were then able to reassure the claimant that the skills information was fine.

The claimant then asked about the CV builder and how this works. However, at this point the Assistant Adviser realised that the claimant needed a more in-depth discussion about this and explained that their office was running a one hour group information session about UJ and in particular the CV element of the service and offered to book the claimant a place. The Assistant Adviser also reassured the claimant that if they still felt unsure after the session a 1-2-1 interview would be booked with a PA.

On attending the group information session, the claimant felt much more confident about creating a CV but still felt that they would be happier if their PA could look at this once it had been created. An interview was therefore arranged to coincide with their next jobsearch review.

As the claimant was due an interview with their PA, the PA undertook the jobsearch review as well to make sure the service offered was as streamlined as possible. They then spent 30 minutes with the claimant going over their CV to help ensure they received the best possible matches.