

## Change Implementation

**Implementation Update****Project Name:** Universal Jobmatch Service (part of the Transforming Labour Market Services Project)**Reference:** [REDACTED]**Date:** 01 October 2012**Business:** *Author to tick (✓) each part of the business affected by the change.*

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
	✓	✓		✓	

**Audience:** Contact Centre Services, Work Service Directorate, Benefit Delivery Directorate,.

- DWP Contact Centre staff who currently take vacancies, conduct Jobsearch, Team Leaders and Operational Support Teams
- DWP Work Service Directorate staff who deal with jobseekers and employers and National Employer Services Team
- DWP Benefit Delivery Directorate Decision Making Staff

To: Group Implementation Managers  
(GIMs)  
Lead OSN SEO UJ Leads

Cc:

From: [REDACTED]  
Group Implementation Manager

**Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information**



**Subject:** Amendment to 'PL10 – Universal Jobmatch Learning Products**Action:** Information and Action**Timing:** Immediate**Update**

1. The Universal Jobmatch Learning Products are now available for Operational Staff working in CCS, WSD and BDD. You can access the products via this link <http://intranetlink/working-in-dwp/learning/operational-learning/ujlearningproducts/index.asp>
2. Alternatively, access the DWP A-Z Index and select 'L' for Learning, select Operational Learning on the left hand side and select Universal Jobmatch Learning Products. An additional link to the learning products will be made available via the DWP A-Z Index by selecting 'U' for Universal Jobmatch.

3. The Learning Product (06) Management Information is not currently available. I will write again in the near future to inform you when the product is available.
4. The home page will display a link to the Universal Jobmatch Learning Tool matrix, which describes the 6 main learning products.
5. The matrix provides a description of each product, the audience each product is aimed at and timings to complete the learning. Operational staff may be required to complete more than one product depending on their job role.
6. Line Managers now need to identify the learning tool products required for their staff and schedule in time to complete the learning within each area of the business.
7. The delivery window for the learning is from 8/10/12 to 16/11/12
8. A number of Desk Aids will be available on the Universal Jobmatch Home Page from Monday 8<sup>th</sup> October.
9. The learning products are held on the Universal Jobmatch website.

To note – DWP Operational staff completing the learning products may experience slow running during busy periods when DWP staff are using the intranet and this should not be reported as an incident.

**If you have any queries about this communication, please contact your local change team as follows**

<b>Contact Us</b>	<b>OPD Change Team</b>		
	<b>Team Project Lead</b>		
	<b>Telephone</b>	