

Chapter 03 – Using Universal Jobmatch (UJ)

About this guidance

1. Universal Jobmatch (UJ) is available to all people who are looking for work whether they are claiming benefits or in work. However, this guidance uses the term claimants rather than jobseekers or customers (except where UJ functions specifically refer to jobseekers).

Benefits to DWP staff

2. The benefits of using Universal Jobmatch (UJ) are detailed in Chapter 01 of this toolkit.

Accessing Universal Jobmatch

3. Universal Jobmatch is accessed by selecting the icon on your desktop. The first time you access the service you will be required to set up your password by selecting the 'Create/Reset your password' link. You will be required to enter your Username which will be your usual login ID to your computer and the system sends you an email. Your login ID is the 8 digit DWP IT number which can be found when you remove your smartcard.
4. You will then need to check your email and select the hyperlink within the email to 'Reset your Password'. Your password must:
 - Be a minimum of 8 and a maximum of 10 characters;
 - Be a combination of upper and lower case letters and should contain at least one symbol and at least one number;
 - Not be a dictionary word.
5. When you have entered your Username and password you will select the 'Login' button. The UJ homepage will then be displayed and from here you will be able to access various functions such as:
 - My profile.
 - Find jobseeker.
 - Caseloading folders.
 - GOV.UK job search.
6. However, you will have access to different functions depending on your job role so the homepage will only display the functions that are relevant to your access level.

My profile

7. Selecting 'My profile' will allow you to change your password at any time. You will also be able to view from this screen/page the details used to create your profile on the UJ Application and these are your:
 - Email address.
 - Username.
 - First name.
 - Surname.
 - Manager email address.
 - Location.
 - Role.

Find jobseeker

8. You will need to use the 'Find jobseeker' function to check that a claimant has created a profile in UJ and/or to access a claimant's UJ account if they have given DWP access to it.

Searching for a new claimant or a claimant who has not given DWP access to their account

9. To search for a new claimant or for a claimant who has not given DWP access to their account, you must select the 'Find jobseeker' link from the UJ Application Homepage and enter one of the following search types in the 'Enter search details' field and select 'Go':
 - Email address.
 - Phone number.
 - Surname.
 - First name.
10. The most accurate way to search for a claimant in these circumstances is to use either the claimant's email address or telephone number as it is more unique to an individual. It is not recommended you use either the surname or first name because this is likely to return multiple returns and it will be difficult to find the specific claimant. In particular, using a common surname (e.g. Smith) or any First name may lead to thousands of returns.

Claimant has given DWP access to their account

11. If the claimant has given DWP permission to access their account your search will open a page that includes the claimant's basic details they used to create their account. This includes their Jobseeker UJ ID number.
12. Using the Jobseeker UJ ID to carry out subsequent searches for claimants who have given DWP access to their account is the most accurate way to find a claimant as the UJ ID number is unique to that individual and will never change unlike a claimant's email address or phone number.
13. From here, you will be able to select the 'Login' link to access their UJ account.

NOTE: Claimants **will not know** their Jobseeker UJ ID number as this is used by DWP to access their UJ account, so you must not ask them to provide this.

14. It is important that all claimants receive a quality service. Therefore, it is important you are able to conduct future searches for these claimants in the most efficient and effective way. Using the Jobseeker UJ ID number is the best way to do this and therefore it is recommended that you record this in the 'Additional Notes' field within the 'More' box on LMS.
15. You can also use other search criteria to find the claimant such as their email address or phone number.
16. Failure to record any of these methods within the claimant record on LMS will result in poor customer service because you will need to ask the claimant for their email address or phone number each time they attend. It will also mean a process error will be raised if the record is selected by Quality and Assurance checkers as part of the Tier 2 check.

Claimant has not given DWP access to their account

17. If the claimant has not given DWP permission to access their account your search will open a page that returns a message which says, *“User has not provided permissions to access account.”* This confirms that the claimant has completed their profile and therefore has created an account.

Caseloading folders

18. You can save up to 12 caseloading folders and you can name each folder as you wish and rename these at any time. There is a limit of 200 claimants you can save in each folder. These folders can only be accessed by you and cannot be viewed by other DWP staff.
19. How you use these folders is up to you but you may use them to group claimants for example by:
- Claimants who have not allowed DWP to access their account.
 - Client Group.
 - Type of work they are looking for.
 - Signing Day/Cycle.
20. To create a folder you must select ‘Add folder’ and give it a name. From here you must select ‘Create folder’. You will then be able to click on the ‘Select’ link to access the folder. To add a claimant to the folder you will need to find the claimant and when you have done this, you must select the tickbox for the Caseloading folder you created.
21. To view the claimant in the folder, select the ‘Manage caseloading folders’ link, then click the ‘Select’ link for the folder in the main Caseloading folders screen/page.
22. You will also be able to see how many claimants you have in each folder from the main Caseloading folders screen/page and delete and rename folders from this screen/page.
23. Within each folder you will be able to send messages to all or a selected number of claimants. For example you may want to tell:
- all claimants in a folder about a Jobsfair that will be held locally; or
 - one claimant to contact you about their public CV as you may be able to advise them on how it can be improved so that it returns more accurate matches to companies; or
 - a selected number of claimants who particularly match jobs posted by a local employer.
24. If the claimant does not give DWP access to their UJ account by not ticking the ‘I authorise DWP to view my account, including job search activity, feedback and notes’ box, any messages you send via this function will not be received by the claimant. However, UJ will tell you which claimant(s) in your caseload have not received any messages you send.
25. It is important you manage the claimants in each folder – for example, when a claimant finds work and no longer claims JSA you will need to remove them by selecting the relevant folder, then from the list of claimants you must mark the tickbox for the claimant and then select the ‘Remove’ link.

GOV.UK job search

26. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer/device or smartphone.
27. They will be able to search and view jobs, set up an account and build and upload their public CV. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in UJ. UJ will also search through their public CV and make a match back to the company. Therefore, you will no longer routinely submit claimants to jobs or undertake jobsearch.
28. However, this function allows you to search for a job on behalf of a claimant – for example, if they are not using UJ. In these cases you will select the 'GOV.UK job search' link from the UJ application and find a suitable job by:
 - entering data in the Search criteria fields and select 'Search'; or
 - selecting the 'Browse Jobs' link.
29. The Universal Jobmatch Search Tips for Jobseekers Factsheet contains further details on how to search for a job on behalf of a claimant.
30. UJ brings a shift in the focus from helping claimants search for jobs, to looking instead at the claimant's activity on UJ. This also means you will suggest ways for them to improve the matches they receive from the information they have recorded about their skills and in their public CV. You will also support, motivate and/or challenge them to respond to these matches to help improve their chances of finding work.

'Skills I want to be matched against' field

31. You will only be able to see this field if the claimant has given DWP permission to access their account. It is an important field for claimants because the information they record here will be used by UJ to automatically match them to jobs posted by companies which will be put into the claimant's 'Recommended Jobs' screen/page.
32. Therefore, it is important you understand the type of information that will return accurate matches so you can explain this to claimants and help them to understand the importance of including skills keywords within this field. For example, it **must not** be used to record things such as:
 - Keen.
 - Reliable.
 - Eager.
 - Timely.
33. If the claimant is receiving little or no matches in 'Recommended Jobs' this will indicate that the information held in this field needs to be reviewed and updated.
34. You can help the claimant improve the matches they receive by telling them they can review their skills for the types of jobs they are looking for in UJ. To do this the claimant needs to select the 'Review your skills' link from within the 'Job Details' page for any job they were viewing.
35. This will take them to the 'Skills analysis' screen/page. This will provide a list of 'Recommended Skills' for the job they were viewing and compare

them to the skills they have recorded in the 'Skills I want to be matched against' field from within their profile.

36. The claimant can then look at the list of 'Recommended Skills' for the job and add any they have to the 'Your Skills' list by entering the skill in the free text field and selecting 'Add Skills'.
37. They can also find 'Recommended Skills' for a different type of job by entering the Job Title in the free text field and selecting 'Find Skills'. Any skills the claimant has can then be added to their skills by again entering the skill in the free text field in the 'Your Skills' list and selecting 'Add Skills'.

CVs

38. You will only be able see a claimant's CV(s) if the claimant has given DWP permission to access their account. Further information about how a claimant can use this function can be found in Chapter 2 of this toolkit. The How to build a CV on Universal Jobmatch Factsheet contains further details on how a claimant can create a CV.
39. You will need to explain to claimants the importance of including skills keywords in the 'Duties, achievements and related skills field' within their CV when using the 'Build CV' function and that having a public CV improves their chances of finding a job because information in their CV will be used to return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. The company may then invite those jobseekers with the closest matches to apply for the job via the jobseeker's Messages page.

Explaining the benefits to claimants of creating a profile and public CV in Universal Jobmatch

40. Since Day 1 Conditionality activities were introduced on 28 April 2014, explaining the benefits should usually only be necessary during the Initial Work Search Interview for claimants who made their claim by telephone. It is important that you understand the key features and benefits of using the service so you can tell claimants about this. The messages you should be including in your conversations with claimants are:
 - The service will make your job search quicker and easier.
 - Use the service at a time to suit you, 24 hours a day, seven days a week and it's free (but your usual internet provider's charges will apply).
 - You will be able to log on to your account from a home computer/device, smartphone or anywhere with internet access.
 - It uses the latest job search and matching technology to help find jobs that are right for you.
 - Create and manage your own account online, and tailor your preferences to suit the job you are looking for.
 - You can apply for most jobs online, giving you more time to spend on the actual applications.
 - There is help available via a help tool within UJ to create a public CV, or you can upload one you already have.

- Information recorded on your public CV will be used to return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. The company can then invite jobseekers to apply for their job and will only see the public CV if the jobseeker agrees after being invited to apply.
- You have the option to create and attach a cover letter with your CV when applying for a job online.
- You can receive alerts to notify you when new jobs are posted that match your job search.
- You can also record details about other job searches you do, so that all your job search activity will be held in one place.
- The service is available in Welsh (if required).

Explaining the benefits to claimants of allowing DWP access to view their account

41. In terms of the benefits of allowing DWP access to view their account, you will need to explain that if they do so, it will make it easier for us (because they will be able to view their account information directly) to give them extra help to improve their chances of being matched to a job – for example::
- Improve the matches they get by reviewing their profile or public CV.
 - Identify any skills gap and/or training needs.
 - Discuss how they can refine their public CV.
42. You can also tell the claimant:
- they will not have to provide evidence of their jobsearch activity on Universal Jobmatch each time they attend the Jobcentre at their jobsearch reviews or interventions as we will be able to view all this activity online; and
 - if they allow DWP access, they can change it back at any time to not allow DWP access.

Issuing a Jobseeker's Direction to mandate JSA claimants to create a profile and public CV in Universal Jobmatch

43. When you have explained the benefits to claimants of creating a profile and public CV in Universal Jobmatch, they can be mandated to create a profile and public CV.
44. However, for legal reasons, you **cannot issue** a Jobseeker's Direction to mandate a claimant to create a profile and public CV unless a DWP Customer Computer is reasonably available to them should they need to use one - for example, because they do not want to accept cookies and therefore need to have access to a device on which cookies have already been accepted.
45. You also **cannot issue** a Jobseeker's Direction to mandate a claimant to give us access to their account – this is their decision not ours.

What to consider before issuing a Direction

46. The Jobseeker's Direction guidance explains the factors that must be considered before a Jobseeker's Direction is issued. In particular, a

Jobseeker's Direction mandating claimants to create a profile and public CV in Universal Jobmatch must be reasonable in terms of:

- improving the claimant's employment prospects; **and**
 - the claimant being able to use the service.
47. For the majority of claimants, creating a profile and public CV in Universal Jobmatch will be an important part of improving employment prospects. However, actually creating a profile and public CV and using the service may be less than straightforward for some claimants if they are not reasonably able to use the service, for example those:
- with a learning or other health-related condition; or
 - for whom English is their second language; or
 - who lack appropriate literacy and/or numeracy skills; or
 - who are not reasonably able to access their own computer/device (for example, because they do not have such a device or cannot afford to access the internet) and are not reasonably able to access an alternative internet access device in their area (for example, because of their personal circumstances, poor internet service in the area or lack of access to affordable internet access).
48. Before issuing a Direction, you must also take into account whether the claimant can reasonably access a DWP Customer Computer should they either not have reasonable access to the internet or should they wish to exercise their right not to accept cookies. You will need to take into account all of the claimant's circumstances (for example, their health, any restrictions on their availability, whether they have childcare available) and the availability of DWP Customer Computers in your office. For example, if your office has:
- not yet installed any DWP Customer Computers; or
 - a high number of claimants who need access to a DWP Customer Computer. For example because they:
 - do not have access to the internet; or
 - are required to use UJ and wish to exercise their choices relating to cookies.
49. All these considerations must be taken into account before deciding to issue a Jobseeker's Direction. If one or more of the circumstances in the previous paragraphs apply and you deem it is unreasonable for the claimant to use Universal Jobmatch, you must:
- record why it is not reasonable to issue a Direction, for example, "Claimant not using Universal Jobmatch – English as a second language" or "Claimant not using Universal Jobmatch – does not wish to accept cookies and claimant has no reasonable access to a DWP Customer Computer" in the 'Additional Notes' field within the 'More' hotspot on LMS; and
 - select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select '*No UJ account*' from the dropdown menu list and select the [Save] button.
50. Both these actions are required so you do not keep asking the claimant each time they attend at the office.

51. In cases where a direction is not reasonable you will need to review the claimant's jobsearch activity using other means.
52. However, where a claimant may not be required to use Universal Jobmatch but subsequently their circumstances change (for example, they move house to an area where there is a good broadband service and are able to afford internet access) you must take the action described in paragraphs 40 to 80 as appropriate.
53. A Direction must not be issued to 'credits only' claimants because a referral to a Decision Maker for an 'opinion only' decision must not be made for 'credits only' claimants who refuse or fail to comply with a Jobseeker's Direction.

Action required if you consider a Jobseeker's Direction is appropriate

54. If you have decided that it would be reasonable to issue the claimant with a Jobseeker's Direction, after taking into account the considerations tell the claimant they must create a UJ profile and public CV.

Cookies Factsheet

55. It is vital the Cookies factsheet is issued to the claimant so they are able to make a fully informed decision about their choices relating to cookies and you explain that they can use one of the DWP Customer Computers in the Jobcentre should they not wish to accept cookies on their own computer/device. The factsheet is available in English and Welsh.

Recording the Direction on LMS

56. You must record the Direction on LMS as follows:
- [Direction Reason] field: *"Universal Jobmatch will improve the claimant's prospects of finding work"*
 - [Details & Method of Achieving] field: *"You will create a profile and public CV within Universal Jobmatch by --/--/--."*
57. You must take the action described in paragraph 65 when setting the 'by date' in the Direction.

Claimant says they do not want to accept cookies on their own computer/device

58. In these cases you must also arrange a date and time for the claimant to use the DWP Customer Computer so they are able to carry out the direction. The amount of time you allow for a claimant to carry out the direction will vary and you must consider this on a case by case basis – i.e. some claimants may need 1 hour but others may need much longer (there is no specific time limit on this) and if so, a longer time slot to use the DWP Customer Computer must be arranged. Claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

Issuing the Jobseeker's Direction letter and Cookies Factsheet

59. You must:
- attach the Cookies factsheet to the Jobseeker's Direction letter and give both to the claimant; and
 - record in LMS Conversations *"Cookies Factsheet issued."*

What you must make clear to the claimant

60. You will need to make sure the claimant understands how to create a profile and public CV within Universal Jobmatch. To help with this, advise the claimant to access the 'How to - Universal Jobmatch Guide' on the 'learnmyway' website. From a transformed site follow <http://www.learnmyway.com/learn-more/jobhunting-online> - from a legacy site copy this link and paste it into Mozilla Firefox. Explain to the claimant this guide will take around 30-35 minutes to complete and will take them through the steps to:

- Register with Universal Jobmatch;
- Do a simple search;
- Apply for a job; and
- Record their activity.

You can issue the claimant with the How to build a CV on Universal Jobmatch Factsheet which contains details on how they can create a CV.

NOTE: You may also issue the 'How to Use Universal Jobmatch' leaflet, which is available in English and Welsh if you think it will help the claimant understand how to register and login to their account. If so, you will need to select either the English or Welsh link in this paragraph and print the leaflet.

61. You must also explain they will need to provide evidence that they have complied with the Direction. In doing so, explain that if they allow DWP to access their UJ account suggest that they only need to bring in the e-mail address they used to create their UJ profile and public CV as we will be able to check their account using these details. However, if the claimant does not wish to allow DWP access to their account (and this is their decision not ours) suggest this may take the form of:

- Prints of their CV screens/pages from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
- Showing us these CV screens/pages from their Universal Jobmatch account if they have access to the internet on a smartphone.

62. If it is not possible for the claimant to do any of the above, or the claimant does not wish to accept cookies and so needs to use a DWP Customer Computer, advise the claimant that they can login to their UJ account from an available DWP Customer Computer in your office and print off the relevant CV screens/pages.

63. However, the onus is on the claimant to provide evidence that they have created a profile and public CV by whatever means they choose.

64. Therefore, if the claimant does not wish to do this, you will need to decide whether they have complied with the Direction based on the evidence they have provided.

NOTE: You must not record any activity in relation to the creation of a profile and public CV and/or the use of Universal Jobmatch anywhere on the JSA Claimant Commitment until the claimant has created their profile and public CV in Universal Jobmatch.

Setting the date by which the direction must be carried out

65. You must take into account a claimant's experience and ability to use the internet and access to the internet (in particular if they need to use a DWP

Customer Computer) when setting the date by which the claimant must have carried out the direction. For example, more time will need to be given:

- for somebody who has very little or no experience of the internet because a referral to local provision on how to use on-line channels may be necessary; or
- where your office has a high number of claimants who need access to a DWP Customer Computer.

Cancelling the Direction

66. If the claimant contacts the Jobcentre before the date when the Direction must be carried out because they decided not to accept cookies on their computer/device and therefore wish to use a DWP Customer Computer in the Jobcentre to create a profile and public CV you must arrange a date and time for the claimant to use the DWP Customer Computer.
67. However, if you cannot arrange this by the date on which the Direction must be carried out you must cancel the original Direction and issue a new Direction to the claimant which takes account of the new appointment date.
68. If the claimant attends on their allocated day and time to carry out the Direction but subsequently cannot complete their profile and public CV within the time allowed on the DWP Customer Computer, then you must tell them to save their public CV in UJ by selecting the 'Save for later' link at the bottom of the web page they have completed.
69. You must then cancel the original Direction make a new DWP Customer Computer appointment and issue a new Direction to the claimant which takes account of the new appointment date.

Following up the Direction

70. The Direction will be followed up at the claimant's next attendance at the Jobcentre after the date set in the Jobseeker's Direction whether it is a jobsearch review or advisory interview.

Claimant has created a profile and public CV in Universal Jobmatch and allowed DWP to access their account

71. If the claimant created a profile and public CV in their Universal Jobmatch account and allowed DWP access, you will be able to check this by using the 'Find Jobseeker' function from the UJ Application Homepage and taking the action described in paragraphs 9 to 16.
72. You will also need to select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select '*Man UJ – DWP access*' from the dropdown menu list and select the [Save] button.

Claimant has created a profile and public CV in Universal Jobmatch but has not allowed DWP to access their account

73. If the claimant created a profile and public CV in their Universal Jobmatch account but has not allowed DWP access you will be able to check they have created a profile by finding the claimant in the UJ application.

74. You will not be able to login to their account to check they have created a public CV - you will do this by looking at the evidence the claimant has provided by one of the methods in paragraphs 61 to 64. However, when you search for the claimant, in the UJ application it will tell you they have completed a profile and therefore has created an account because your search will open a page that returns a message which says, *"User has not provided permissions to access account"*
75. However, if the evidence provided by the claimant is insufficient and you are not completely satisfied they have created a profile and public CV, you must refer the doubt to a Decision Maker.
76. If you are satisfied that the claimant has created a profile and public CV you will then need to select the 'Pilots' Hotspot on LMS; (or where the 'Pilots' Hotspot is not shown, you will need to select the 'New Initiative' Hotspot and select 'Pilots' from the dropdown menu list); then from the next window find the 'UJ Pilot Marker' option; then select *'Man UJ – no access'* from the dropdown menu list and select the [Save] button. This is required so you do not keep asking the claimant each time they attend at the office.

Agreeing how often the claimant will log in to their Universal Jobmatch account to find and apply for jobs they can do on the JSA Claimant Commitment

77. When the claimant has created a profile and public CV, you must also agree with them and record within the My actions for getting work section of the JSA Claimant Commitment how often the claimant will log in to their UJ account to find and apply for jobs they can do. In doing so, for those claimants using the DWP Customer Computer, take into account all of their circumstances, including:
- the availability of DWP Customer Computers;
 - the ability of the claimant to get into the Jobcentre on a regular basis (for example their childcare/caring responsibilities or other restrictions agreed on their JSA Claimant Commitment. If the claimant has childcare responsibilities, you must make clear to the claimant that they do not need to make any extra childcare arrangements, i.e. they will only be required to use a DWP Customer Computer during periods covered by existing childcare arrangements); and
 - claimants are entitled to travel cost reimbursement for appointments outside their normal signing arrangements.

Referral to a Decision Maker required

78. If the claimant has not carried out the direction by the date they were required to do so or you are not satisfied from the evidence presented by the claimant that they have complied, the case must be referred to a Decision Maker selecting the 'Refuse/Fail Jobseeker Direction (UJ)' option from the drop down menu in LMS for AR Code JSA/718UJ.

NOTE IMPORTANT: Before you make the referral, you must first check LMS Conversations to make sure that the Cookies Factsheet was recorded as issued. If this is not recorded, you cannot refer the doubt to the Decision Maker. Instead, you must cancel the original Direction and issue a new Direction to the claimant.

Action required by Decision Maker

79. The Decision Maker will make their decision in the usual way using DMAS AR Code JSA/718UJ.

JSA Work Programme (WP) participants

80. You **must not mandate** JSA WP participants to create a profile and public CV in Universal Jobmatch. This is because it is for WP Providers to determine and provide the support their participants need to find work including (where appropriate) mandatory requirements.

Universal Jobmatch and benefit conditionality

81. Universal Jobmatch will be a key performance enabler in terms of making sure benefit is only paid to claimants who are entitled to receive it.

Actively Seeking Employment

82. You cannot specify to a JSA claimant how they provide us with records of their jobsearch activity and Universal Jobmatch will not change this – it is not therefore possible to require JSA claimants to give DWP access to their Universal Jobmatch account.

83. You will continue to review jobsearch activity and record the outcome on LMS in the usual way for JSA claimants and look at all the evidence provided by claimants to determine if there is an ASE doubt. This may be in various forms and these are explained in the Labour Market Conditions Guide.

84. However, Universal Jobmatch will be a key tool you can use in appropriate cases to review whether a claimant has taken all reasonable steps to have the best prospects of finding work.

85. How you review jobsearch activity will depend on whether the claimant is using Universal Jobmatch and if so, has given DWP access to their account.

Reviewing jobsearch activity - claimant using Universal Jobmatch (DWP has access to their account)

86. You will look at any number or all of the following screens/pages from the claimant's Universal Jobmatch account:

- Activity History.
- Application History.
- Alerts.
- Messages.
- Saved Jobs.
- Recommended Jobs.
- Saved Searches.

Reviewing jobsearch activity - claimant using Universal Jobmatch (No DWP access to their account)

87. To help assess that a claimant is actively seeking work you may suggest that they show you:

- prints of any number or all of the screens/pages detailed in paragraph 86 from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
 - any number or all of the screens/pages detailed in paragraph 86 from their Universal Jobmatch account if they have access to the internet on a smartphone.
88. If it is not possible for the claimant to do any of the above, or the claimant does not wish to accept cookies and so needs to use a DWP Customer Computer, advise the claimant that they can login to their UJ account and print off copies of the relevant screens/pages from an available DWP Customer Computer in your office.
89. However, the onus is on the claimant to provide evidence of their jobsearch activity (by whatever means they choose).
90. Therefore if a claimant does not wish to do this, you will need to base your assessment on the evidence they have provided. If this is insufficient and you are not completely satisfied they have met the requirements to actively seek work, raise a labour market doubt in the usual way.

Reviewing jobsearch activity - claimant not using Universal Jobmatch

91. In cases where a claimant is not using Universal Jobmatch, they will show the steps they can be reasonably expected to take to actively seek work that can give them the best prospects of employment, through other means.
92. In these cases, you will review a claimant's jobsearch activity using the evidence they provide as described in paragraph 83.

Referral to a Decision Maker required

93. Any doubts identified as a result of the evidence provided (however presented) will need to be referred to a Decision Maker in the usual way.

Action required by Decision Maker

94. You will make your decision in the usual way.

Refusal of Employment (RE)

95. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer/device or smartphone.
96. They will be able to search and view jobs, set up an account, build and upload their public CV and if they wish, create a Cover letter. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in Universal Jobmatch.
97. However, this does not mean you will no longer be able to notify claimants of suitable jobs and where appropriate take RE action. Universal Jobmatch will change how you identify suitable jobs for claimants and identify where RE action may need to be taken.

98. How you will find, notify, follow up a job and where appropriate refer to a decision maker if the claimant has not applied, will depend on whether the claimant is using Universal Jobmatch and has given DWP access to their account.
99. Claimants must apply for any jobs you save for them unless the job is exempt from RE action.

Claimant has agreed a pattern of availability of 24 hours or more per week

100. Where a claimant has agreed a pattern of availability on their Claimant Commitment of 24 hours or more per week and the hours recorded on the job are clearly less than 24 hours per week, you **cannot notify** the claimant to apply for the job.
101. However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as full time.
102. Where a claimant has agreed a pattern of availability on their Claimant Commitment of 30 hours per week and the hours recorded on the job are 40 hours per week, you **cannot notify** the claimant to apply for the job.

Claimant has agreed a pattern of availability of less than 24 hours per week

103. Where a claimant has agreed a pattern of availability on their Claimant Commitment of less than 24 hours per week and the hours recorded on the job are clearly less than 16 hours per week, you **cannot notify** the claimant to apply for the job.
104. However, if the hours of the job were not recorded by the company you **can notify** them to apply for the job if the job is recorded as part time.
105. Where a claimant has agreed a pattern of availability on their Claimant Commitment of 17 hours per week and the hours recorded on the job are 20 hours per week, you **cannot notify** the claimant to apply for the job.

Finding and notifying the claimant of a job - claimant using Universal Jobmatch (DWP has access to their account)

106. You will view the claimant's Homepage and find a suitable job by:
- selecting a job from the list in the 'Recommended Jobs' section; or
 - entering data in the Search criteria fields and select 'Search'; or
 - select the 'Browse Jobs' link.
107. Whichever way you choose, you must then select the 'Save' link from the 'Job Details' page. This will put the job in the claimant's 'Saved Jobs' page and place a blue circle next to the job, which tells the claimant it is a *'Job saved by your adviser'*.
108. However, you must first check the expiry date of the job to make sure the claimant has enough time to apply. To view the expiry date of a UJ job you will need to select the 'Find company/recruiter/jobs' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'. The expiry date is shown under the 'Date expires' column. If the expiry date is the following day, you will need to find another job. If the expiry date is longer,

you must formally notify the claimant of their obligation to apply for the job, and what the expiry date is, by either telling them:

- face to face; or
- by telephone; or
- by letter.

109. You must also record you have notified the claimant to apply for the job and the Job ID number in 'LMS Conversations' as follows – "NOTIFIED claimant by **telephone/face to face/letter (*delete as appropriate)* to apply for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12." It is important you do this in case the claimant:
- decides to withdraw DWP access to their account before their next jobsearch review or advisory interview which means follow up action will be very problematic if you do not do this; or
 - later indicates they were not informed of their obligation to apply after a sanction has been imposed for Refusal of Employment.
110. The Job ID number can be found in the 'Job summary' section from the 'Job Details' page. It is important you record this number because this will help DMA staff find the job if the claimant subsequently did not or refused to apply for the job.
111. It is also good practice to make clear to the claimant, that refusal or failure to apply for the job, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.
112. Additionally, if the method of application is not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone, then tell them they may wish to record details of their application by completing the 'Job search notes' free text box in UJ so that we can see they have applied for the job. Alternatively, suggest to the claimant they may supply other evidence to show they applied for the job such a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful.

NOTE: If the claimant wishes to use a DWP Customer Computer to apply for the job, you must arrange an appointment for them to do so before the expiry date.

Following up a job - claimant using Universal Jobmatch (DWP has access to their account)

113. You will do this by looking for any '*Jobs saved by your adviser*' in the claimant's 'Saved Jobs' page. You will then need to select the 'View All' link within the claimant's 'Saved jobs' section. You can then select the Job Title link to find the job details/description.

Claimant says they have applied for the job

114. If they have applied for the job, the 'Application History' page will show they have applied if the method of application was to select a CV in UJ and send it online through the service. In which case, these jobs will show as 'Application received' or 'Application viewed'.

NOTE: From 30 July 2016, 'Application History' will also show jobs where the method of application is to select the 'Apply' button in UJ and the claimant is then redirected to another website (e.g. the employer's own website). These will show as 'Applied offsite'

115. If the saved job is shown in 'Application History' as 'Applied offsite' or is not shown in 'Application History' you will need to check if the claimant has:

- recorded that they applied for the job by completing the 'Job search notes' free text box in UJ, if the method of application was not online through the service as detailed in paragraph 112. If so, an Icon identifies all notes created this way and refers to them as 'My Notes' in 'Activity History'; **or**
- supplied other evidence that they applied for the job – i.e. a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful. In this case you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."

116. The follow up questions you ask will depend on the information recorded in all these pages or any additional information the claimant supplies.

Claimant says they do not intend to apply or failed to apply for the job

117. If the claimant says they do not intend to apply or failed to apply for the job they may have also given a reason why from the drop down menu in the 'Job Details' page in UJ. However, selecting a reason why from this drop down menu is optional.

118. Whether they have recorded a reason from the drop down menu or not, you must continue to ask the claimant for a full explanation of why they do not intend or failed to apply and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

119. Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and record this information in DART before making the RE referral to a Decision Maker.

120. Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.

Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies

121. If the claimant says they do not intend to apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

Claimant says they were offered the job but decided not to start

122. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

Claimant says they have not yet applied for the job but still intends to

123. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 108. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

124. If the expiry date has not yet been reached see the Refusal of Employment guidance.

125. It is important you carry out all the action described in paragraphs 113 to 124 as appropriate to ensure compliance with the Quality and Assurance Tier 2 check.

Referral to a Decision Maker required - claimant using Universal Jobmatch (DWP has access to their account)

126. If a referral is required, you will do this in the usual way. The only difference is you will need to:

- Record “*Job ID 133234 – see Conversation dated 26/11/12.*” in the ‘Notes’ field in the ‘New Referral/Decision Details’ window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
- Select ‘Yes’ to the ‘New Referral/Decision Details’ prompt which will appear after you have saved the referral in LMS.

Action required by Decision Maker - claimant using Universal Jobmatch (DWP has access to their account)

127. You will make your decision in the usual way. However, you will need to view the job. To enable you to do this you will access Universal Jobmatch and you will use the Job ID number and Job Details recorded in DART to help you find the job.

128. To view the job you will need to login to the UJ Application and find the claimant. From the claimant’s Homepage you will then need to select the ‘View All’ link within the claimant’s ‘Saved jobs’ section. You can then select the Job Title link to find the job details/description.

Finding and notifying the claimant of a job - claimant using Universal Jobmatch (No DWP access to their account)

129. You will select the ‘GOV.UK job search’ link from the UJ application homepage and find a suitable job by:

- entering data in the Search criteria fields and select ‘Search’; or
- select the ‘Browse Jobs’ link.

130. The Universal Jobmatch Search Tips for Jobseekers Factsheet contains further details on how to search for a job in Universal Jobmatch.

131. When you have found a suitable job you will select 'Print' from the 'Job Details' page and give the print of this page to the claimant so they know the details and how to apply for the job. You must tell the claimant they can easily find the job later by entering the Job ID number shown in the 'Job summary' section on the print in the:
- 'Skills or keywords' Search criteria field from their UJ Homepage and select 'Search' or
 - 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch'.
132. You must also take the action described in paragraphs 108 to 112.
133. You must also explain to the claimant that because they have not given us access to view their account, they will need to provide evidence that they applied for the job at their next jobsearch review. To help them do this suggest this may take the form of:
- prints from their 'Saved Jobs'; 'Activity History' and/or 'Application History' screens/pages from their Universal Jobmatch account. However, this will not possible for claimants who do not have access to a printer or cannot afford to print out copies of these screens/pages; or
 - showing us these screens/pages if they have access to the internet on a smartphone.
134. If it is not possible for the claimant to do any of the above, advise the claimant that they can login to their UJ account from an available DWP Customer Computer in your office and print off the relevant screens/pages.
135. However, the onus is on the claimant to provide evidence that they have applied for the job by whatever means they choose.
136. Therefore, if the claimant does not wish to do this, you will need to decide whether they have applied for the job based on the evidence they have provided.

Following up a job - claimant using Universal Jobmatch (No DWP access to their account)

137. You will do this by checking 'LMS Conversations' for any jobs we have required the claimant to apply for.

Claimant says they applied for the job

138. Ask the claimant to show you they have applied for the job by one of the methods described in paragraphs 133 or 136. If you are satisfied from the evidence they show you that they have applied for the job, you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."
139. However, if the evidence provided by the claimant is insufficient and you are not completely satisfied they have applied for the job, you must refer the doubt to a Decision Maker.

Claimant says they do not intend to apply or failed to apply for the job

140. Any reason(s) given by the claimant for not applying or failing to apply will need to be included in the RE referral to a Decision Maker, unless the job is exempt from RE action.
141. Where the claimant says they do not intend to apply or failed to apply because of the hours of the job and the hours were not recorded by the company on the job, you must contact them to confirm the hours and

record this information in DART before making the RE referral to a Decision Maker.

142. Where the claimant gives no reason or gives a reason which does not involve the hours of the job and the hours were not recorded by the company on the job, then the hours of the job do not need to be included in the RE referral to a Decision Maker.

Claimant says they do not intend to apply or failed to apply for the job but restrictions on availability or an RE discretion applies

143. If the claimant says they do not intend apply or failed to apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

Claimant says they were offered the job but decided not to start

144. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.

Claimant says they have not yet applied for the job but still intends to

145. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 108. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.
146. If the expiry date has not yet been reached see the Refusal of Employment guidance.
147. It is important you carry out all the action described in paragraphs 137 to 146 as appropriate to ensure compliance with the Quality and Assurance Tier 2 check.

Referral to a Decision Maker required - claimant using Universal Jobmatch (No DWP access to their account)

148. If a referral is required, you will do this in the usual way. The only difference is you will need to:
- Record "*Job ID 1332348 – see Conversation dated 26/11/12.*" in the 'Notes' field in the 'New Referral/Decision Details' window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
 - Select 'Yes' to the 'New Referral/Decision Details' prompt which will appear after you have saved the referral in LMS.
149. However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 108

Job not expired

150. To view the job details/description you need to enter the Job ID number recorded in 'LMS Conversations' in the:

- 'Skills or keywords' Search criteria field from the UJ Homepage and select 'Search' - you can then select the Job Title link to find the job; or
- 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch' and select 'Search' - you can then select the Job Title link to find the job.

Job Expired

151. You will be able to view the job details/description by selecting the 'Find company/recruiter/jobs' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go' which will open a new page which displays a single row table with the relevant job. To view the job details/description select the Job ID link in the Job ID column.

Action required by Decision Maker - claimant using Universal Jobmatch (no DWP access to their account)

152. You will make your decision in the usual way. However, you may need to view the job details/description. How you do this in these cases will depend on whether the job has expired. You can find the expiry date of a job by taking the action described in paragraph 108

Job not expired

153. To view the job details/description you need to enter the Job ID number recorded in 'LMS Conversations' or DART in the:

- 'Skills or keywords' Search criteria field from the UJ Homepage and select 'Search' - you can then select the Job Title link to find the job; or
- 'Skills (optional)' field after accessing 'www.gov.uk/jobsearch' and select 'Search' - you can then select the Job Title link to find the job.

Job Expired

154. You will be able to view the job details/description by selecting the 'Find company/recruiter/jobs' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go' which will open a new page which displays a single row table with the relevant job. To view the job details/description select the Job ID link in the Job ID column.

Finding and notifying the claimant of a job - claimant not using Universal Jobmatch

155. You can still require JSA claimants who have chosen not to use Universal Jobmatch to apply for jobs unless the job is exempt from RE action. You will need to find these jobs through:

- other sources such as other job sites, newspapers or magazines; or
- using the 'GOV.UK jobsearch' link from the UJ application to find jobs that the customer can apply for outside of the service – i.e. the

arrangements allow for applications to be made to an external website address or by post or by telephone.

156. In these cases you will use the Spec Sub functionality on LMS and record a submission.

157. However, if a Spec Sub is being used for a job you have found from the UJ application, and for these claimants the method of application must be not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone you may find all the information recorded in UJ about the job does not allow you to complete all the required Spec Sub fields in LMS. In these cases you must record the Spec Sub as follows:

Step	Field	Action
1	Employer	Insert details held in Universal Jobmatch
2	Address	Insert 'UJ VAC'
3	Postcode	Insert 'UJ VAC'
4	Notes	Insert the UJ Job ID number – e.g. 'UJ Job ID 254666'
5	Contact	Insert 'UJ VAC'
6	Tel No	Insert '0111 111111'
7	Job Title	Insert details held in Universal Jobmatch
8	SOC	Insert SOC 1111 (see NOTE)
9	SIC	Insert SIC 01.1 (see NOTE)
10	Type	Select 'Employment' option from the drop down list
11	Bus Proc	Select appropriate option from the drop down list

NOTE: You no longer need to look up the correct SOC/SIC code for spec subs so to save time you may simply enter the codes at Steps 8 and 9.

158. You will not need to print a Spec Letter from LMS as you will select 'Print' from the 'Job Details' page in UJ and give the print of this page to the claimant so they know the details and how to apply for the job.

159. You must also take the action described in paragraphs 108 to 112.

Following up a job - claimant not using Universal Jobmatch

160. You will do this in the usual way – i.e. by looking at any Spec Subs recorded via the [Hist] button on LMS. You will then need to ask the claimant if they have applied for the job and record the outcome by selecting the [AmSub] button and then entering the details in the 'Notes' field within the 'Amend Spec Sub' details window unless the job is exempt from RE action. For example, if the claimant says they:

- applied for the job including the date and by what method.
- did not apply for the job including any reason(s) given for not applying .
- did not apply for the job and you determine that a referral to a Decision Maker is not required because any restrictions on availability or one of the discretions apply you must record *"RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter)."*
- were offered the job but decided not to start you must ask why and any reason(s) given will also need to be recorded.

Claimant says they have not yet applied for a Universal Jobmatch job but still intends to

161. If the claimant says they have not yet applied for a Universal Jobmatch job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in paragraph 108. If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the RE referral to a Decision Maker unless the job is exempt from RE action.
162. If the expiry date has not yet been reached see the Refusal of Employment guidance.
163. It is important you carry out all the action described in paragraphs 160 to 162 as appropriate to ensure compliance with the Quality and Assurance Tier 2 check.

Referral to a Decision Maker required - claimant not using Universal Jobmatch

164. If a referral is required, you will do this in the usual way.

Action required by Decision Maker - claimant not using Universal Jobmatch

165. You will make your decision in the usual way.