

Chapter 04 – Quick Reference Links

1. The purpose of this chapter is to highlight some of the key activities that Work Coaches, Assistant Work Coaches and claimants may be required to undertake as a result of Universal Jobmatch.
2. Each activity listed in the table below includes a useful link to the appropriate Learning Products, Learning Scenarios, Desk Aids or the relevant paragraphs from the Universal Jobmatch Toolkit to help Work Coaches and Assistant Work Coaches quickly and easily find further information.

ACTIVITY	PRODUCT/GUIDANCE
How a claimant creates a Universal Jobmatch account – i.e. a profile	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 02 • How to use Universal Jobmatch leaflet – English or Welsh • ‘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.
Creating a CV	<ul style="list-style-type: none"> • How to build a CV on Universal Jobmatch Factsheet
Creating a cover letter	<ul style="list-style-type: none"> • <u>Universal Jobmatch Toolkit, Chapter 02</u> • <u>Cover Letters Library on Universal Jobmatch Factsheet</u>
Explaining the benefits to claimants of using Universal Jobmatch	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03 • The Benefits of opening a Universal Jobmatch account Factsheet
Explaining the benefits to claimants of giving DWP access to their account	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03
Logging in to Universal Jobmatch (DWP staff)	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03
Locked out DWP user	<ul style="list-style-type: none"> • ITSM Guidance
Locked out jobseeker user	<ul style="list-style-type: none"> • DSD UJ Intranet Site
Searching for and logging in to a claimant’s account	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03
Using Caseloading functionality	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03
Searching for a job on behalf of a claimant	<ul style="list-style-type: none"> • Universal Jobmatch Search Tips for Jobseekers Factsheet
Issuing a Jobseeker’s Direction	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit,

to mandate JSA claimants to create a profile and public CV in Universal Jobmatch	Chapter 03
Actively Seeking Employment – reviewing jobsearch activity	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03
Refusal of Employment action	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, Chapter 03