

Chapter 04 – Quick Reference Links

1. The purpose of this chapter is to highlight some of the key activities that Personal Advisers, Assistant Advisers 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 Personal Advisers and Assistant Advisers 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"> • Scenario 15 in Learning Product 05 • Universal Jobmatch Toolkit, Chapter 02 • How to use Universal Jobmatch leaflet – English or Welsh
Creating a CV	<ul style="list-style-type: none"> • Scenario 16 in Learning Product 05
Explaining the benefits to claimants of using Universal Jobmatch	<ul style="list-style-type: none"> • Learning Product 05 • Universal Jobmatch Toolkit, Chapter 03
Explaining the benefits to claimants of giving DWP access to their account	<ul style="list-style-type: none"> • Learning Product 05 • Universal Jobmatch Toolkit, Chapter 03
Logging in to Universal Jobmatch (DWP staff)	<ul style="list-style-type: none"> • Log in presentation Learning Product • Universal Jobmatch Toolkit, Chapter 03
Searching for and logging in to a claimant's account	<ul style="list-style-type: none"> • Universal Jobmatch Desk Aid 5 • Universal Jobmatch Toolkit, Chapter 03
Using Caseloading functionality	<ul style="list-style-type: none"> • Scenario 14 in Learning Product 05 • Universal Jobmatch Toolkit, Chapter 03
Searching for a job on behalf of a claimant	<ul style="list-style-type: none"> • Scenario 18 in Learning Product 05 • Universal Jobmatch Toolkit, Chapter 03
Issuing a Jobseeker's Direction to mandate JSA claimants to create a profile and public CV in Universal Jobmatch	<ul style="list-style-type: none"> • Universal Jobmatch Toolkit, 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
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