

JSA (CNS) Work Search Interview review appointment

Work Search Review

The WC determines if a new Work Search Review regime is required. An example for changing the claimant's intervention regime could be if they are now working or studying on the day or time they are due to sign, meaning that their fortnightly appointment needs to be moved.

The WC follows the usual procedures to re-schedule an ongoing Work Search Review. The WC will also be required to generate a JSA specific Commitment Pack. The WC will do this by following usual procedures for JSA (C). If the claimant's date and time of attendance is not affected a new Work Search Review regime is not required.

The WC determines if there has been a voluntary reduction in pay or paid work. If the change is due to a voluntary reduction in hours, the WC must follow standard procedures to consider possible sanction referral. If the claimant did not voluntarily reduce their hours, the WC closes the interview with the correct salutation.

The WC sends all relevant documents the claimant has provided (for example wage slips, Vol Work 1, A15c, B16, College Learning agreement, School/University letter confirming educational details), the signed revised Claimant Commitment, copies of accounts, balance sheets, letters from employer confirming voluntary work to the Mail Opening Unit (MOU) for uploading to DRS.

If the document set includes any non-ID documents, the WC:

- enters `Y` in the Set CAMLite Task field as a processing agent needs to check them in order for the Universal Credit claim process to continue
- enters `N` in this field if only ID documents are included
- enters `Inbound Local Office` in the batch field
- sends the document set and MOU Cover Sheet to MOU

The MOU cover sheet needs to be completed in black ink. This sheet enables the documents to be assigned to the correct account.

The WC updates CAMLite Contact history with details of the changes and all action taken. The WC then closes all the claimant records.