

The labour market tools

This is the place to look for tools which can help a claimant improve their chances of finding and keeping a job. The tools are on the service and are created to help claimants with work search and work preparation activities. The hub will be the place to look for labour market tools in the future.

They aim to support claimants to move into work and increase their earnings more quickly by:

- enabling claimants to do more for themselves
- gaining a better understanding of what works for claimants
- enabling effective, digital interactions within the Universal Credit account between claimants and work coaches

Availability of the tools

If '(Testing: Selected sites only)' appears alongside the name of the tool under 'select an activity' this means it is only for use with certain sites and work coaches. This is whilst initial testing is completed. It is important because the initial designs need to be user tested to make sure that they work before wider use.

The Record your work search tool is currently only for use in Great Yarmouth, Musselburgh, Newcastle, Thornton Heath and Wells Jobcentres.

The Choose your activities tool is currently only for use in Great Yarmouth, Musselburgh, Newcastle, Thornton Heath, Croydon and Wells Jobcentres. It is also being tested in Bolton and Canterbury Service Centres with the work coaches.

The Build your CV tool is currently only available for claimants that live in a Scottish postcode area.

This hub will provided details of what is available and when.

The Explore work you could do tool

What is the Explore work you could do tool?

'Explore work you could do' was designed to help claimants search for other job roles they could do to broaden their job search. The claimant enters a job role, interest or keyword into a search bar and is given a list of different roles to choose from. The Explore work you could do tool is available in all jobcentres.

Claimants have found this useful to:

- broaden their job search
- use different words to search for jobs online
- prepare for their first interview with the work coach
- identify skills that could be added to their CV
- find out what qualifications they need for roles they are interested in
- prepare for a job interview to understand what employers are looking for

The product will help you use this new tool.

Explore work you could do tool overview and how to set the to do for the tool. This product contains screen shots of the tool, helping guide you through it. It also contains the instructions needed to set the to do for the claimant.

Use of the tools is not mandatory

Claimants should not be sanctioned just because they have not used a particular tool, or have not entered information into a tool. However, the claimant may have commitments that using the tool would help them with. This might lead to a sanction if they failed to do them without good reason.

Improving the labour market tools

The design team needs to receive work coach feedback and to learn by testing the labour market tools. This is an opportunity for work coaches to share claimant experiences, outcomes and future improvement opportunities.

When a labour market tool to-do is set the work coach will get a 'Help us improve (Title of the tool)' to-do. This will appear in the work coach's to-do list, on the day after the original to-do's deadline date.

This feedback goes directly to the design team and is not visible on the claimant's account. After the feedback to-do has been completed, an entry will appear in the claimant history. However, this entry does not display the content of the feedback.

Documents on Labour Market section

- Labour Market section helps understand the labour market regimes and how they are used to prepare claimants for work, maximising their chances of securing and maintaining sustained employment.
- Explore work you could do tool
- Overview of Labour Market tools for Decision Makers provides an overview of the labour market tools that can be used by Decision Makers.