Work preparation activities

Contents

Introduction

Work preparation activities help move claimants closer to work and can be:

- required – with failure to carry out those activities resulting in a potential reduction in the payment of Universal Credit
- voluntary – with no reduction in the payment of Universal Credit if they are not carried out (but see Expected hours)

Work preparation activities must be SMART. This will make it more likely that a claimant can obtain where appropriate:

- paid work
- more paid work
- better paid work

Work preparation activities

Work preparation activities could include:

- attending a skills assessment
- improving personal presentation
- taking part in training
- taking part in programmes or provision
- undertaking work experience or a work placement
- creating and maintaining job profiles – however, a claimant must not be mandated to use specific internet or social media sites (this must be entirely voluntary)
- developing a business plan
- searching for and undertaking voluntary work

Specific jobsites are not to be included in a claimant commitment or the work plan as in line with DWP policy. However, examples of specific online jobsites, including Finding a Job, can be included in the claimant's Journal.

Further information on Journal Messaging can be found in the links in the Related Content section at the top right hand side of this page.

Any work preparation activity set for the claimant must be the most effective for them. The activities should improve their ability, to search, locate and apply for appropriate vacancies.

Each work preparation activity must be timebound but the duration of certain activities will vary, according to the claimant's personal circumstances.

Each case must be assessed in accordance with claimants individual capabilities. For example, registering with employment agencies may take one claimant three hours but it may take another claimant all day, given the number of agencies involved and the other work related activities they undertake on that day.

Work preparation entries

Good quality work preparation entries include:

- attend xxx on ../../.. to create an effective a CV and I will upload this to my account. If I am unable to do this, I will inform my work coach and it may affect my payments. By <date>../../..*.;
- update my CV to make it specific to the work I'm looking for to improve my chances of getting work and I will upload it to my account. If I am unable to do this, I will inform my work coach and it may affect my payments. By <date>../../..*.;
- attend the jobs fair on ../../.. at <place/venue> to improve my chances of securing work. If I am unable to do this, I will inform my work coach and it may affect my payments. By <date of jobs
- research work that I am capable of doing and bring a list of potential employers to my next appointment with my work coach. If I am unable to do this, I will inform my work coach and it may affect my payments. By <date>../../..*.;
- research employment agencies, including those from the list provided, to identify those who advertise work I am capable of doing in order to obtain work. If I am unable to do this, I will inform my work coach and it may affect my payments. By <date>../../..*. ;

This is not an exhaustive list

For further information on supporting claimants into work, including the addition of specific sites in the journal, please see the links in the 'Related Content' section at the top right hand side of this page.

Claimants with limited capability for work

If it has been determined that a claimant has limited capability for work following the Work Capability Assessment process, work preparation activities may include taking part in a work-focused health-related assessment with an approved health care professional.

This is so that an assessment can be made of the extent to which the claimant's capability for work may be improved by taking steps in relation to their physical or mental condition.