**Universal Credit**

**Basic computer skills**

* Using a computer mouse or touchscreen.
* Using a computer keyboard or touchscreen.
* Using a word processor.
* Using the Internet.

Completing and submitting online forms.

**What is Universal Credit?**

* The aims of Universal Credit.
* The benefits that are replaced by Universal Credit.
* Eligibility for Universal Credit.
* The Claimant Commitment.
* How Universal credit will be paid.

**Universal Credit - Making a Claim**

* Suitable bank or building society accounts.
* How savings affect Universal Credit.
* The personal details that you must collect before making a claim.
* How to go to the Universal Credit claim page.
* The Universal Credit online claim process.

**Universal Credit - After Claiming**

* What happens after claiming Universal Credit.
* The Benefit Cap and how it affects Universal Credit.
* The standard Universal Credit payments.
* Budgeting on a monthly basis.
* The penalties that may apply if you don't keep to your Claimant Commitment.

**Universal Credit - Change in Circumstances**

* How getting work can affect Universal Credit.
* How becoming unemployed can affect Universal Credit.
* How changes in family circumstances can affect Universal Credit.
* Informing the DWP of changes in circumstances.
* Where to find out more about Universal Credit. **Find a job**



*Helping with Universal Credit and Find a job and all the latest changes, plus Job Skills. Available here.*

**CONTENTS…**

**Basic computer skills**

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**Find a job - The tools I need**

* Setting up an e-mail account and using it, including attaching files.
* Collecting information ready to fill in job application forms and a CV.
* Creating a personal profile.
* Writing a covering letter for job applications that need them.
* Creating and updating a CV.

**Find a job - Getting started**

* Looking for jobs on Find a job.
* Your agreement for Find a job.
* Registering for and logging into Find a job Jobseeker account.
* Adding a CV to your account.
* Managing your CVs and Jobseeker account details.

**Find a job - Basic skills**

* Basic and advanced job searching from your jobseeker account..
* Favouriting jobs on the Find a job website .
* Using the Find a job form to apply for jobs.
* Reporting a job advert.
* Viewing your applications page.

**Find a job - Advanced skills**

* The four ways of applying for jobs.
* Contract work.
* How to advertise a range of skills with specialised CVs, suited to different types of work.
* Your activity.
* Job search safety. **Employability Skills**

**Personal attributes**

* Working in a team.
* Working in an appropriate manner within a team.
* Using initiative when carrying out a task.
* Working to deadlines.
* Being relied on in the workplace.

**Personal effectiveness**

* Responding to written requests.
* Following spoken instructions.
* Communication skills.
* Customer service skills.
* Interview skills and techniques.

**Job seeking abilities**

* Introducing yourself to people who you don't know.
* Feeling comfortable talking to new people.
* Making a telephone call to someone that you don't know asking for simple information or job opportunities.
* Being prepared to put time and effort into learning new skills.
* Being properly prepared for an interview.

**Finding the ideal job**

* Types of work.
* The skills needed for different types of work.
* Awareness of the local labour market.
* Finding hidden jobs.
* Getting advice to help with decisions.

**Job readiness**

* Finding out what you are good at.
* The skills and work experience needed to get a particular job.
* The qualifications needed for certain jobs.
* Considering different jobs to your main choice.
* Being ready to start your new job.



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