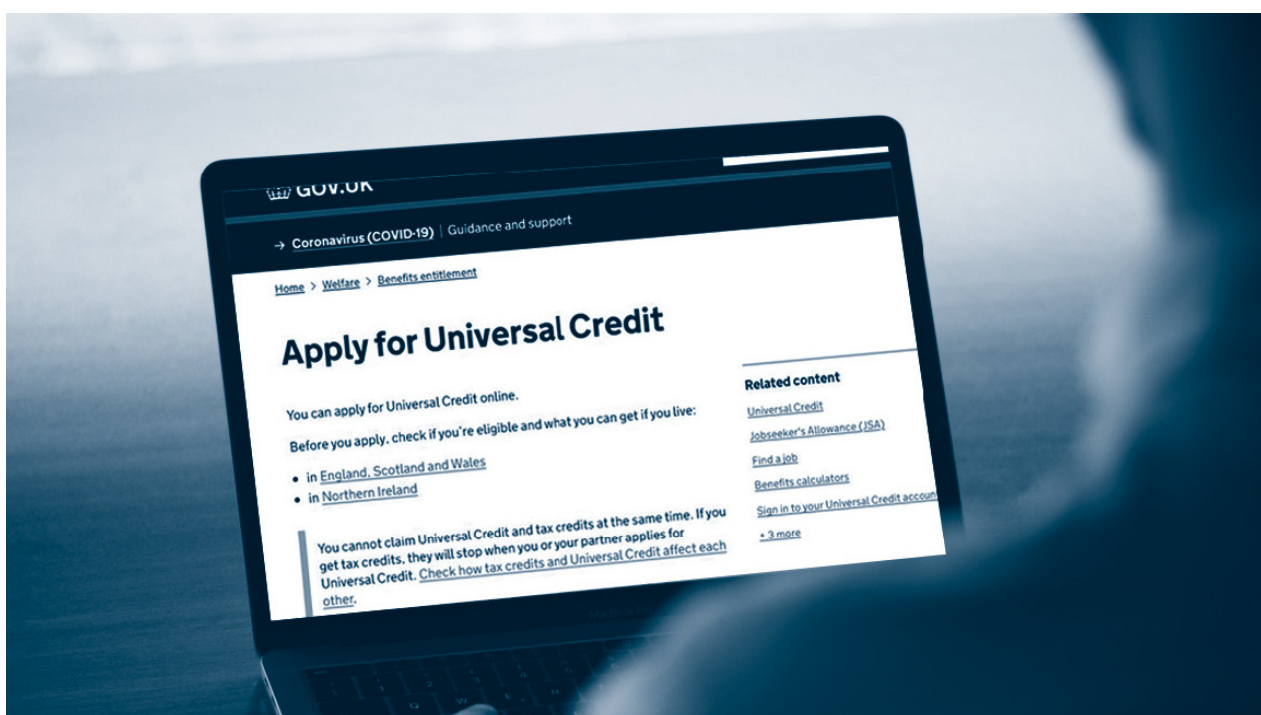


Universal Credit

Step-by-step



- The latest Universal Credit processes
- How to sign up to Universal Credit
- How Universal Credit will be paid
- The amounts payable
- Budgeting
- Basic computer skills

An introduction to the Universal Credit product

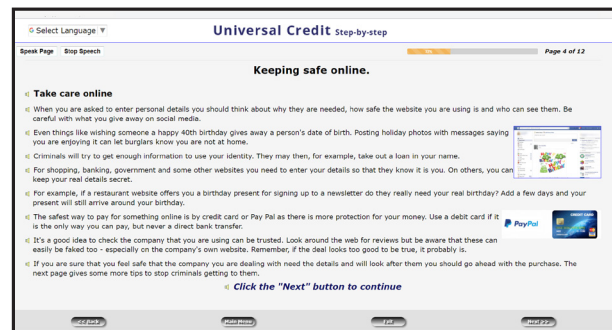
Find out everything that you need to know about the Universal Credit system, including the current rates of benefits.

You'll also be told how to log in, input your details and so on. Tips on monthly budgeting, and links to helpful sites are provided too.

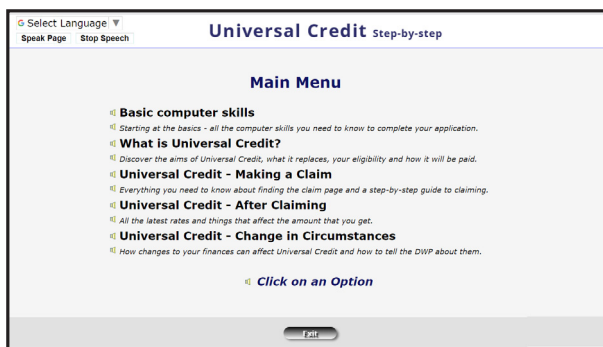
Universal Credit – Step by Step will fully prepare you with all the facts you need to know about Universal Credit, whether you can apply for it and new procedures like the “Verification Process”.

Many other important topics are covered too. For example, we look at what happens if someone becomes employed and how levels of savings, pension payments, monies received from relatives' wills and “windfalls” affect the payments.

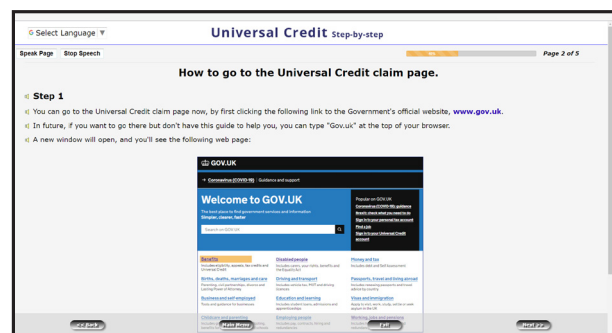
Universal Credit is checked and updated every month with information from the DWP Partners and government websites.



Universal Credit



Universal Credit - main-menu



Universal Credit -

Universal Credit Step-by-step – Topic by Topic

Basic computer skills

Using a computer keyboard or touchscreen

Computer Keyboard: Explains keyboard functions and layout. There are interactive exercises for typing covering lowercase, the Spacebar, Shift for capitals, Caps Lock, Shift Lock and Enter (Return) keys. Other symbols and numeric keys are also covered as are the functions of the Ctrl, Alt and Function buttons (F1 etc). Editing text is also covered.

Touchscreen: This starts by pointing out the many layouts of keyboards on mobile devices. It then covers the same areas as above with the addition of features like predictive text and Swype.

Keeping safe online

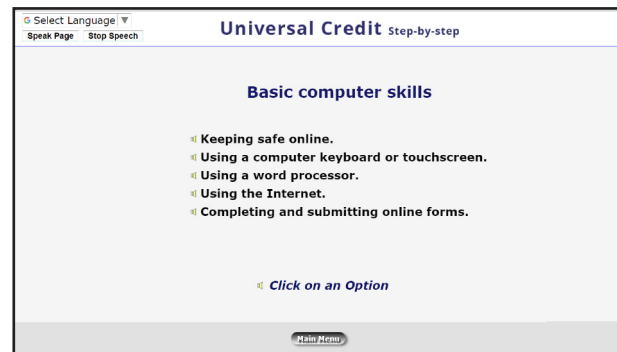
A guide to keeping safe on the internet covering the threats, what they are, the damage they can do and, most importantly, how to prevent them. It emphasises the importance of being careful about personal information and shows some safeguards. Tips, including making a safe password, not to opening marketing emails unless requested by a known person and not to clicking on links in emails from unknown sources are given. Types of dangerous scam and spam emails and phishing are also covered explaining how to recognise and deal with them. Finally, a direct link to the government's Get Safe Online site is given with instructions how to navigate it.

Completing and submitting online forms

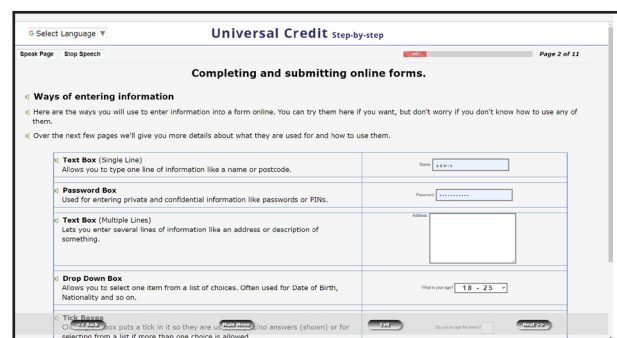
This section explains the six types of data Input for online forms.

Interactive exercises are given for each and submitting and quick navigation are also covered.

It ends with a complete form illustrating all types of input to complete and submit.



Universal Credit - basic computer skills



Universal Credit - completing and submitting online

Using the Internet

An introduction on to how to get on line. It starts with common ISPs and links to their sites. It then covers browsers, again with links to the common ones. It then moves on to finding pages and Search Engines (with links) and how to use them. Hyperlinks within pages are also covered.

Using a word processor

An introduction word processors using Microsoft Word for examples with the techniques that are on all word processors. It covers new documents, basic typing of text, changing spacing, changing font, changing font size, justification, editing, spell checking, saving, printing and returning to a previously saved document.

What is Universal Credit

The aims of Universal Credit

An introduction to Universal Credit and its aims.

The benefits that are replaced by Universal Credit

A list of all the benefits that have been replaced by Universal Credit, those which have not and those which will not be replaced. There is also a link to the benefits calculator web page so users can check they are getting their full entitlement.

Eligibility for Universal Credit

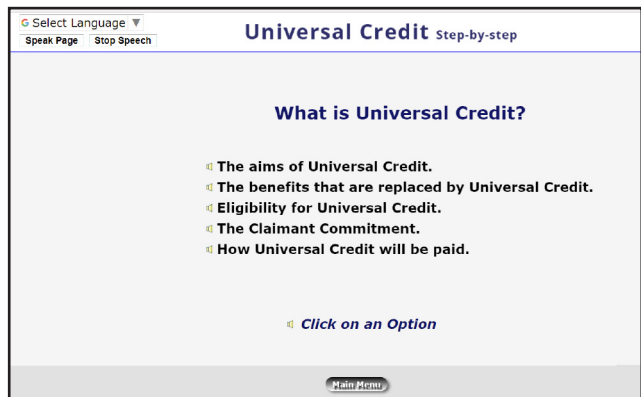
A brief background Universal Credit and the Personal Planner that shows people their eligibility, There is a link to the planner which opens in a new window allowing the user to continue with the course and look at the planner.

The Claimant Commitment

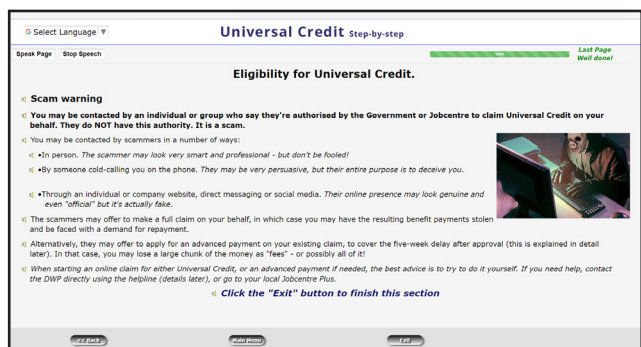
An explanation of the Claimant Commitment that applicants have to sign and how conditionality is considered.

How Universal credit will be paid

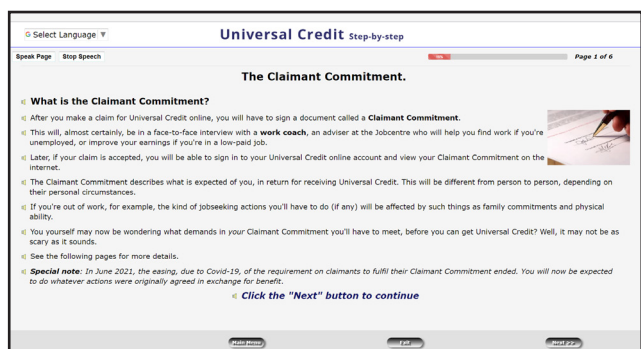
This section explains the once monthly payment system, where the money is paid and help available for people who have budgeting problems.



Universal Credit - menu



Eligibility for Universal Credit



Universal Credit - the Claimant Commitment

Universal Credit - Making a Claim

Suitable bank or building society accounts

Types of account such as current, basic accounts and jam jar accounts are described and compared along with institutions where they can be held - banks, building societies, credit unions and Post Offices. The benefits of online banking are also covered.

How savings affect Universal Credit

The facts, figures and rules about how a person's savings will affect a claim for Universal Credit.

The personal details that you must collect before making a claim

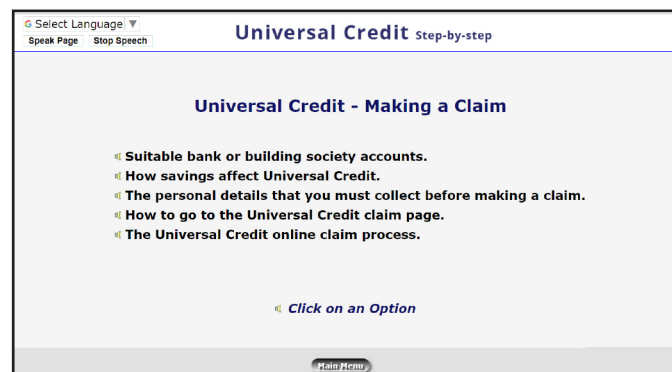
A complete list of the information that a person needs to make a claim so that they can be prepared.

How to go to the Universal Credit claim page

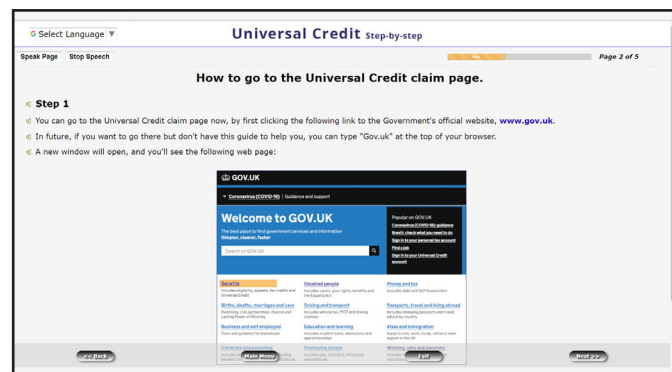
A link to the claim page that will open alongside the course (instructions on how to use two windows are given). The remaining pages of the chapter lead the user, page by page, to the "Apply for Universal Credit" page on the government site.

The Universal Credit online claim process.

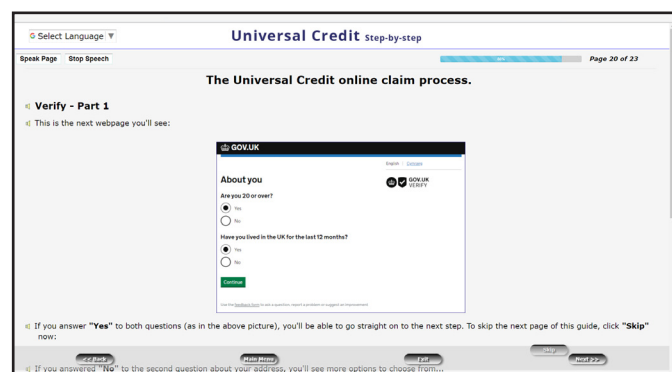
A full step-by-step guide to completing the online application for Universal Credit. Again, using the two-window method, the users see screenshots of the actions they need to take on one screen and are then able to do them on the other.



Universal Credit - making a claim



How to go to the Universal Credit claim page

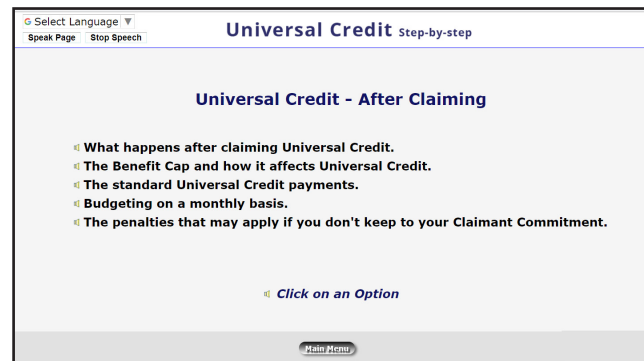


Universal Credit - online claim process.

Universal Credit - After Claiming

What happens after claiming Universal Credit?

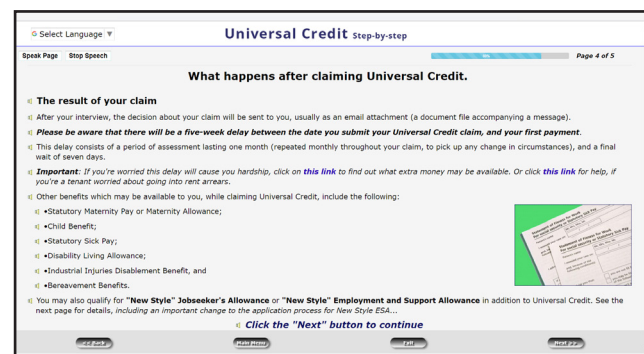
An explanation of what to expect after the application – the interview and how the applicant will be notified, what needs to be taken, the work coach and the decision letter that will be posted after the interview. It also details when the first payment can be expected and what to do in the case of hardship.



Universal Credit - after claiming

The Benefit Cap and how it affects Universal Credit

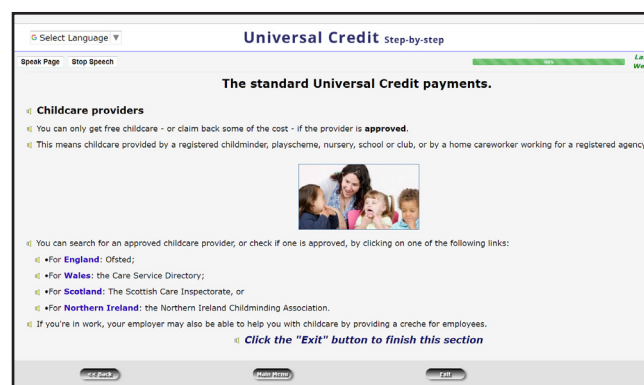
An explanation of the benefit cap (the limit a person can claim). The section covers the amounts, the benefits that are and are not taken into account and benefits that make people exempt from the cap.



What happens after claiming Universal Credit?

The standard Universal Credit payments

Updated monthly, this is a list of the Universal Credit standard monthly payments and help available for childcare.



Standard Universal Credit payments

Budgeting on a monthly basis

Payment frequency for Universal Credit may be different to previous benefits or sources of income for the claimant. This section provides some ideas to help with the change to monthly budgeting. There are also links to budget planners and other sites that may be useful.

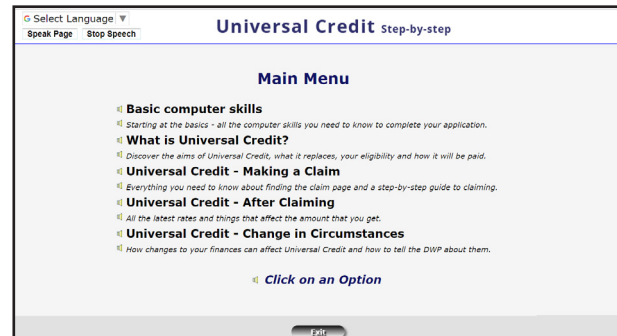
The penalties that may apply if you don't keep to your Claimant Commitment

A simplified summary of what happens if you don't keep to the Claimant Commitment, with a link to the actual document

Universal Credit - Change in Circumstances

How getting work can affect Universal Credit

Pointing out that you won't lose all your benefit at once if you start work; this section outlines the figures, the way that the change in circumstances should be reported and when the claim will end completely.



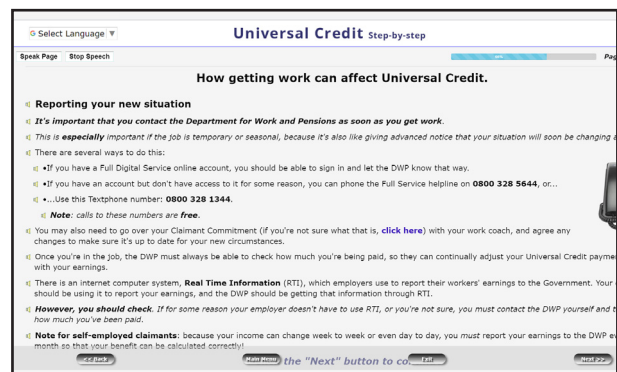
Universal Credit - change in circumstances

How becoming unemployed can affect Universal Credit

A look at how claims are affected depending on the different reasons for the unemployment.

How changes in family circumstances can affect Universal Credit

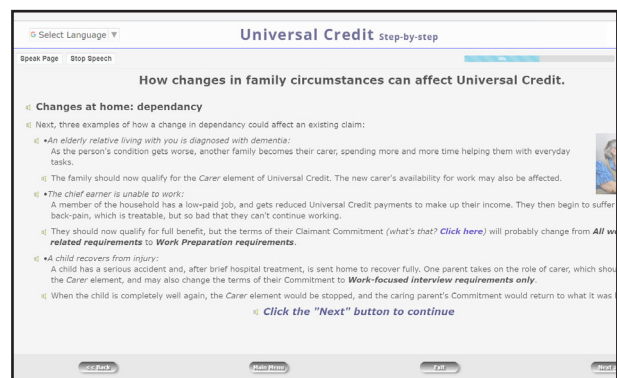
Explains what happens if the number of people in your household changes (size of family or lodger), a person becomes dependant on the claimant, income is received from sources other than working, rent or mortgage rises and child-minding.



How getting work can affect Universal Credit

Informing the DWP of changes in circumstances

It is up to the claimant to report changes to the DWP and this section gives a link to the different ways of reporting with phone numbers. It also gives examples of what to report and why you should not delay it.



How changes in family circumstances can affect Universal Credit

Where to find out more about Universal Credit

Links to videos and documents giving further information about Universal Credit.

The 220 Soft Support Range

Products in the 220 Soft Support Range

The products are updated versions of the programs that have been licenced to and used in many UK Libraries and other organisations for over twenty years.

Universal Credit – Step by Step

A guide to the Universal Credit system that takes you through the steps of setting up your account, how much will be paid and when it will be paid. Other useful areas like budgeting and, for those new to computing, basic computer skills are also covered.

Demo at:

220soft.support/communitytrial/universalcredit*

Find a job – Step by Step

A guide to the government's Find a job system that takes you through the steps of setting up your account and managing it. Other useful areas like covering letters and creating CVs (with templates) and searching for jobs are also covered.

Demo at:

220soft.support/communitytrial/findajob*

Adapting to Change Plus Job Skills

This product helps people to adapt to the change in their situation as they seek new employment, for whatever reason. Among the many areas covered are interview preparation and techniques, tips on finding your ideal job, your first day at work and how to get the most from your job.

Demo at:

220soft.support/communitytrial/adaptingtochange*

Life in the UK – The British way of Life

This product is designed to support all newcomers to the UK. There is lots of useful information including customs, religion, travelling and public transport, health, hygiene and the NHS, making a living and benefits.

Demo at:

220soft.support/communitytrial/lifeintheuk*

The Community Support Collection

This collection brings together the four products above to support people facing changes in their life.

Demo at: 220soft.support/communitytrial/communitysupport*



The Aim of 220 Soft Limited and the Concept of ADAPT

220 SOFT aims to help people transition from welfare to work by providing Guided Learning Support Products accessible online. These products cover various topics and are designed to support different groups of people in their job search and community integration.

The Alternative Direction and Prospective Training (ADAPT) concept provides a route to sustainable employment and aims to change reliance on benefits to resilience.

The platform includes a User Administration System to monitor usage and progress, allowing organizations to track the effectiveness of the learning support provided.

For more information visit adapt.220soft.support or download the "Aim of 220 Soft" leaflet at: 220soft.support/manuals/aim.pdf

* You will need a code to signup or login to any of the demos.

- You need to sign up to a product the first time you use it. After that you can log in to any of the 220 Soft products quickly just using the username and password that you chose.
- Once you have signed up to one product you can login to any of them with your username and password. You only need to sign up once.
- You need a unique number to sign up. To access the trial, use any number of the form ADAPTxxxxxxx, where the eight x's are any digits from 0 to 9 (e.g. ADAPT18735624).

For more information, download the "Signing up and Logging in" leaflet at: 220soft.support/manuals/help.pdf