

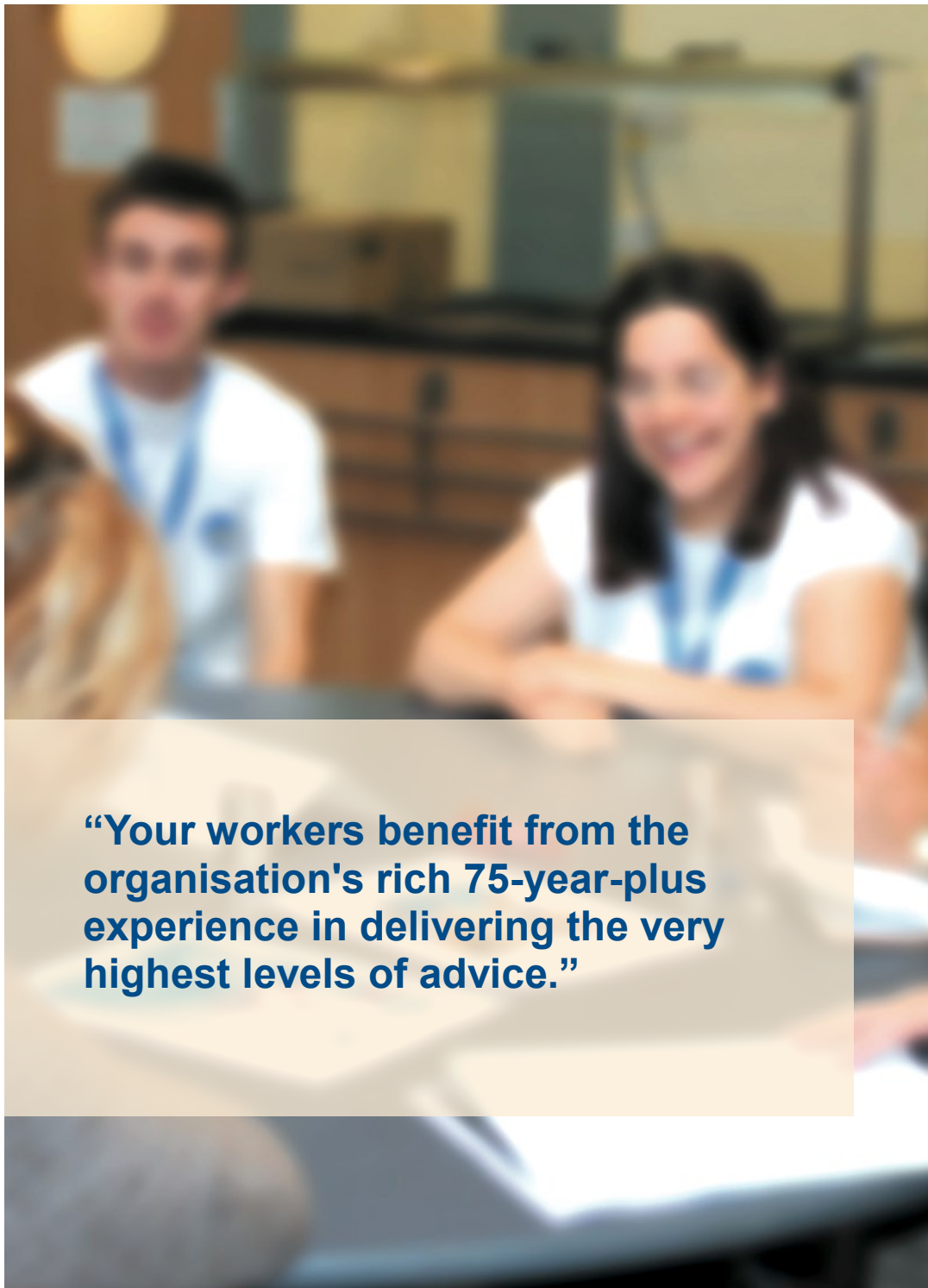


Training Brochure

January 2017 to March 2017

Benefits





“Your workers benefit from the organisation's rich 75-year-plus experience in delivering the very highest levels of advice.”

Introducing Advice House: The right training at the right time

It is essential that people receive the right help. We all know that. But today, more than ever, there are myriad legislative changes that need to be understood inside out. From your point of view, that means making sure that your workers receive up-to-date learning that interprets law impartially, evaluates strategy intelligently and, above all, delivers results for end users.

But where to turn?

Well, Advice House delivers a huge range of programmes for an affordable cost, at an easily accessible location near you. In short, it's Citizens Advice Staffordshire North and Stoke-on-Trent's one-stop-shop for training. Your workers benefit from the organisation's rich, 75-year-plus experience in delivering the very highest levels of advice and the expertise in our specialist areas.

So in the short term, we'd advise you to look through what's on offer in this brochure at your leisure. And you'll soon see why we call ourselves The Home of Effective Training.



Course Descriptions

Full Courses are 3 hours long unless otherwise stated and provide a good grounding for front-line advice staff.

Bite size courses are 90 minute courses

- For people who need a basic understanding of benefits
- For people who need to signpost clients rather than giving in-depth advice

OR

- For benefits which don't need a full course to cover everything that you need to know

B - indicates that the course appears in the current brochure

I - indicates that the course is not in the current brochure but can be

(I) Attendance Allowance – bite size

The disability benefit claimed by people aged 65 and over is quite different to PIP. This short course for all levels of experience explains the claims process, qualifying conditions and potential impact on entitlement to other benefits for older people.

“Excellent course, highly enjoyable. Well explained.”

NEW! (B) Benefits after a death—bite size

This session is suitable for social workers and support workers who work with the bereaved. We will look at what a widow, widower or bereaved family member needs to do following the death of a loved one and entitlements to social funeral payments and bereavement benefits.

(B) Benefit Cap – bite size

Originally justified as a measure to peg benefit entitlement at no more than the average wage, the 'Benefit Cap' is due to be reduced substantially. This course, for advisers of all levels of experience, looks at who is exempt, which benefits count towards the Cap and some options that can help if you are affected.

“Very easy to understand. Clear and friendly approach.”

(I) Benefit Update – bite size

With so many changes happening to social security benefits and tax credits, it's easy to lose track. This session summarises key elements of recent legislation and explains how it affects claimants, or will do so in future. Ideal if you need to keep up-to-date but can't regularly attend Lunch Club.

“Very enlightening (I) now know more about benefits”

(I) Benefits for Carers - bite size

This bite size session looks at benefit options for those who are carers of adults or children with a disability. The session will look at Carer's Allowance and income-related benefits that carers may be able to claim and whether carers are better off in or out of work. This session is suitable for anyone working with carers or people with disabilities who have carers.

“Enjoyable course - delivered well” “Brilliant as usual”



NEW! (B) Benefits for families with children

This session is suitable for social workers and support workers who need to have an overview of the benefits that are available for families with children. The session will also take a look at maternity and paternity benefits.

(B) Benefits for jobseekers and sanctions

This half-day course covers conditions for entitlement to contribution-based JSA, income-related JSA and Universal Credit for jobseekers; jobseeker agreements, claimant commitments, and jobseeker directions; the sanction regime and how to appeal sanctions. The course is suitable for advisers who are working with jobseekers and for those who need to know more about the challenges which face jobseekers.

This course replaces the JSA and sanctions course.

(B) Benefits for Pensioners

This session will cover entitlements to Pension Credit and State Retirement Pension including changes introduced in April 2016

“The exercises that we did helped to get a better understanding”

(I) Benefits for people going into hospital or a care home - bite size

This session will cover what happens to benefits entitlement when a claimant enters hospital or a care home. This will be suitable for anyone working with benefit claimants who are likely to enter hospital or a care home and who needs to know the impact this will have.

“Holistic course on fairer charging, direct payments and how benefits fit into the whole picture”

(B) Benefits for Self-employed People

With rising numbers of workers classed as ‘self-employed’, this course considers how this affects their benefit entitlement, looking at the extra conditions which apply to claims for benefits and tax credits and the implications of Universal Credit’s introduction. Some existing knowledge of means-tested benefits and tax credits will be useful.

(B) Benefits for Under 25s

“We are currently waiting for detailed regulations concerning the changes to benefit entitlement for young people proposed in the Welfare Reform and Work Act 2015. However, young people are already often at a disadvantage when claiming benefits, sometimes facing extra qualifying conditions and lower rates of payment. This course, for people with a good basic knowledge of the benefits system, looks at the conditions for claiming benefits for young people, both as part of a parent or guardian’s household or independently, their entitlement in and out of full-time, non-advanced education and as a young person estranged from family, and how this is changing due to new legislation.”

This course was previously delivered as benefits for under 21s.



(B) Case Law for use in PIP and ESA appeals

This will be a practical course in which trainees will learn how to access the Tribunal Service Database of Upper Tribunal decisions and use appropriate cases to support example appeals. This is a course for very experienced advisers who are preparing cases for Mandatory Reconsideration and First-Tier Tribunal. We would expect attendees to have previously completed, ESA level 2, PIP level 2, and the Challenging and appealing decisions full course or both the Challenging & appealing decisions bite size sessions. Please contact us if you need further guidance as to whether the course is suitable for you.

“The course was very useful, I have a better understanding about Case Law” “Excellent + very helpful with a specific case.”

(I) Challenging and Appealing Benefit Decisions

What can you do if you disagree with a benefit decision? This course looks at the options for claimants and their advisers faced with a decision they wish to change or challenge, including a thorough explanation of ‘mandatory reconsideration’ and the appeal process, the time limits for taking action, weighing up the risks of challenging decisions and other options, such as requesting a revision or supersession. There is also a section on challenging allegations of benefit fraud and how the social security appeals process affects a criminal law case. Illustrated with examples and practical exercises, the course assumes a good working knowledge of a range of social security benefits.

“very informative and useful, thank you.” “Nice pace of delivery” “Great training as usual. Very informative.” “Sarah gave good advice / tips on how to complete submissions and how to conduct oneself at a tribunal” “Will definitely recommend this course to my colleagues”

We also offer this as a two part bite size course

(B) Challenging and Appealing Benefit Decisions - Mandatory Reconsiderations - bite size

This course is an alternative to the three hour Challenging and Appealing Benefit Decisions course for people who don’t need to know about Tribunals or who prefer to spread the course over two shorter sessions.

“I am new to my position and so have a large knowledge gap in this area. This was very helpful and presented in a very user friendly way.” “Trainer was very informative and knowledgeable”

(B) Challenging and Appealing Benefit Decisions - Tribunals - bite size

This course is an alternative to the three hour Challenging and Appealing Benefit Decisions course for people who already have a working knowledge of Mandatory Reconsiderations or who prefer to spread the course over two shorter sessions.

“As Sarah has attended tribunals I found her experience useful” “I have a good understanding from the session today of how the appeal process works at tribunals and assisting clients about the process”

(B) Cohabitation & Benefits – Bite Size

A short course for anyone advising on benefit claims to counter widely-held misunderstandings such as ‘as long as you don’t spend more than three nights a week together, you aren’t cohabiting!’ with the real questions to determine if a couple are ‘living together’ for benefit and tax credit purposes.

“... looking for a general overview. Good to know what questions to ask to delve deeper in to reasons and circumstances.”



(I) Contribution Based Benefits

Benefits which are based on National Insurance contributions will still remain as part of the benefits system even after the introduction of Universal Credit. This session will look at the qualifying conditions for Contributions-based Jobseeker's Allowance, Contributory Employment Allowance, State Retirement Pensions and Bereavement Benefits and how these benefits link into the rest of the benefit system. This session is suitable for anyone who needs to know more about these benefits, no experience is necessary.

NEW! (B) Council Tax Support—bite size

This session is an overview of the different Council Tax Support schemes operated by local authorities in this area and exemptions and discounts available for students, single people and people with disabilities.

NEW! (B) DLA for under 16s—bite size

Although working-age people cannot make new claims for DLA, it is still the benefit to claim if you are responsible for a disabled child. This course looks at how to claim, the qualifying conditions and how these differ to those which used to apply to adult claims. We will discuss supporting evidence for claims, reconsiderations and appeals, and the impact of a successful claim on awards of means-tested benefits, including Child Tax Credit and Universal Credit, and the Benefit Cap. We will also look at the potential repercussions of having to claim PIP at 16.

(B) DLA to PIP - Bite Size

With most people claiming DLA due to be 'invited' to claim PIP instead, this course looks at the similarities and differences between the two benefits, when and how the change-over happens and the options for a claimant unhappy with their PIP award.

(B) ESA Level 1

Employment and Support Allowance (ESA) was introduced in October 2008 to replace Incapacity Benefit, Severe Disablement Allowance and Income Support for people who are unable to work due to ill-health or disability. This session will examine the ESA assessment criteria and who should be exempt from assessment.

"Varied learning materials - video / case studies" "Really great training. Thank you."

(B) ESA Level 2 – form filling & appeals

This is a session for more experienced advisers who are assisting service users to claim ESA and to appeal ESA decisions. This session will also look at recent Upper Tribunal decisions and how these can be used when completing Mandatory Reconsideration and Appeal paperwork.

"Very well presented. Very clear and concise information. Trainer was very approachable and discussions were informative" "Trainer (Sarah) delivered the training in such a clear concise way - made it easy for me to understand."

(B) Housing Benefit

This course will look at who is entitled to Housing Benefit and the impact of welfare reforms on HB entitlements including deductions for spare rooms (Bedroom Tax), the Local Housing Allowance and the Benefit Cap. The course is suitable for advisers who are working with Housing Benefit claimants and for those who need to know more about the impact of cuts to Housing Benefit.

"Good overview of the Housing Benefit and how this is calculated"



(I) Industrial Injuries Disablement Benefit - bite size

Industrial Injuries Disablement Benefit is payable to people who have either had an accident in their work place or suffer from a prescribed industrial disease. This session will cover the qualifying conditions for IIDB and look at the advantages of claiming this benefit, for example people receiving IIDB will be exempt from the benefit cap. This session is suitable for anyone who wishes to know more about this benefit, no experience is necessary.

“Very good as usual. Lots to take in.”

(B) Introduction to benefits

This session is suitable for social workers and support workers who do not have specialist knowledge of the benefit system. It will give an overview of the benefit system and who is entitled to claim which benefit.

This course replaces the Overview of benefits course.

“Good refresher and update of changes”

(B) Overview of Welfare Reform

This session is suitable for social workers and support workers who do not have specialist knowledge of the benefit system. It will give an overview of the welfare reforms which have been introduced by the Welfare Reform Act 2012, including Personal Independence Payment, Universal Credit, the under-occupancy deductions for social tenants ('bedroom tax'), changes to the social fund, Council Tax Support, and the benefit cap.

“I felt the delivery was excellent. Pitched at the right standard for the lay person to understand.” “Very knowledgeable trainer.” “Good overview for me as I am relatively new to the role.”

(B) PIP Level 1

Personal Independence Payment (PIP) was introduced in April 2013 to replace Disability Living Allowance for claimants aged 16-64. This session will look at who is entitled to claim PIP and examine the assessment criteria used to determine entitlement. The course is suitable for experienced advisers with little or no knowledge of PIP and support workers who do not normally give benefits advice.

*“Excellent delivery of course material. Easy to follow and good pace.”;
“Great facilitator “*

(B) PIP Level 2 – Form Filling and Appeals

This is a session for more experienced advisers who are assisting service users to claim PIP and to appeal PIP decisions. This session will also look at recent Upper Tribunal decisions and how these can be used when completing Mandatory Reconsideration and Appeal paperwork.

“Very well delivered and easy to understand a hard topic”

(I) Tax Credits Level 1

Introduction to Tax Credits and other HMRC benefits.

“Very helpful course and very useful. Also good to keep up to date with future changes and affects”

(B) Tax Credits Level 2

The introduction of Universal Credit will mean that people who are transferring from Tax Credits to Universal Credit part way through a tax year may receive a demand for repayment of a Tax Credit overpayment. This session will cover dealing with Tax Credit overpayments and how to dispute or appeal Tax Credit decisions.



(I) Universal Credit – Bite Size

An introduction for non-specialists to the benefit due to replace most existing means-tested benefits and tax credits, looking at the implications for claimants and who the ‘winners’ and ‘losers’ are likely to be when Universal Credit is introduced.

“Very clear speaker” “Good revision”

(B) Universal Credit Level 1

This half-day course is suitable for advisers with some experience of giving benefits advice and will examine the Universal Credit Regulations, how entitlement to Universal Credit is calculated, the conditionality rules and work-related activities that claimants will be expected to undertake.

“Found session very educational” “learnt a lot.” “I feel better equipped to deal with UC cases now.” “Trainer knows her stuff!”

(B) Universal Credit Level 2 – The tricky bits

This session will look at some of the complications that can arise for UC claimants, including changes of circumstances, claimants who are self-employed, payments at the end of employment, the benefit cap, in-work conditionality, deductions from benefit and transitional protection issues.

“Course was brilliant. Answered all my questions.”

(I) Welfare benefits and Immigration

Social Security law is constantly changing, but for EEA Nationals and other people coming to the UK, recent changes have been particularly dramatic.

With reduced entitlement to income-based JSA, Housing Benefit and Tax Credits, many EEA citizens and their families face severe financial hardship and the risk of homelessness. It is therefore important for advisers to understand the circumstances in which these claimants might be eligible for support and how they acquire a permanent right of residence in the UK.

This course will look at how immigration status affects benefit entitlement, concepts such as ‘habitual residence’ and the ‘right to reside’, and the changing rights of EEA Nationals and other ‘People Subject to Immigration Control’.

“A thorough explanation of the various scenarios involving benefits and immigration. Well presented. Plenty of opportunities allowed for questions. Good hand outs.”

Trainer Biographies

Tina Mendolia, BA (Hons), PTLLS, is a Training Officer at North Staffordshire and Stoke-on-Trent Citizens Advice. She has worked in the advice work field for more than 25 years in a variety of roles, including Money Adviser at Cambridge CAB, Manager at Kidsgrove CAB and Training Manager at Stoke-on-Trent CAB. She is an experienced trainer now specialising in delivering training courses on welfare benefits and welfare reform.

Sarah Honeysett, BA (Hons), is a Training and Network Development Officer at Staffordshire North and Stoke-on-Trent Citizens Advice. She has worked for a number of benefits advice and housing projects since 1985, including seven years as an adviser at Stoke-on-Trent Citizens Advice Bureau carrying out specialist casework on benefit appeals, and is experienced in providing welfare benefits training to both advisers and non-specialists.



Dates, Times and Venues

January 2017 to March 2017

Date	Course	Time	Venue
Mon 9th January	Introduction to benefits	10am-1pm	AH
Thu 12th January	Overview of Welfare Reform	1.30pm-4.30pm	AH
Mon 16th January	Universal Credit level 1	10am-1pm	AH
Mon 16th January	Universal Credit level 2	1.30pm-4.30pm	AH
Mon 23rd January	PIP level 1	10am-1pm	AH
Mon 23rd January	PIP level 2	1.30pm-4.30pm	AH
Mon 13th February	Housing Benefit	10am-1pm	AH
Mon 13th February	Council Tax Support—bite size	1.30pm-3pm	AH
Tue 14th February	ESA level 1	10am-1pm	AH
Tue 14th February	ESA level 2	1.30pm-4.30pm	AH
Thu 16th February	Challenging & appealing decisions—Mandatory Reconsiderations—bite size	1.30pm-3pm	AH
Tue 21st February	Challenging & appealing	2pm-3.30pm	CCL
Mon 27th February	Benefits for jobseekers & sanctions	10am—1pm	CCL
Mon 27th February	Benefit Cap—bite size	2pm-3.30pm	CCL
Tue 28th February	Case Law for use in PIP and ESA appeals	10am—1pm	CCL
Wed 1st March	Tax Credits level 2	10am—1pm	CCL

Date	Course	Time	Venue
Wed 1st March	DLA to PIP—bite size	2pm-3.30pm	CCL
Mon 6th March	Benefits for pensioners	10am-1pm	CCL
Mon 6th March	Benefits after a death—bite size	2pm-3.30pm	CCL
Tue 7th March	ESA level 1	10am-1pm	CCL
Tue 7th March	ESA level 2	2pm-5pm	CCL
Wed 8th March	PIP level 1	10am-1pm	CCL
Wed 8th March	PIP level 2	2pm-5pm	CCL
Mon 13th March	Universal Credit level 1	10am-1pm	CCL
Mon 13th March	Universal Credit level 2	2pm-5pm	CCL
Tue 14th March	Benefits for under 25s	10am-1pm	CCL
Wed 15th March	Benefits for self-employed people	10am-1pm	CCL
Mon 20th March	Benefits for families with children	10am-1pm	CCL
Mon 20th March	DLA for under 16s—bite size	2pm-3.30pm	CCL
Tue 21st March	Cohabitation and benefits—bite size	2pm-3.30pm	CCL

AH—SNSCAB, Advice House, Cheapside, Hanley, ST1 1HL

CCL— Tolkien Room, City Central Library, Bethesda Street, Stoke-On-Trent, ST1 3RS



Course Fees

(see Concessions section to see if you qualify for free or discounted rate)

Voluntary Sector (excluding Registered Social Landlords)

£35 + VAT (£42) per person per session for full courses

or £17.50 + VAT (£21) for Bite Size courses

Statutory Sector, Registered Social Landlords & the Private Sector including CICs

£45 + VAT (£54) per person per session for full courses

or £22.50 + VAT (£27) for bite size courses

In-house sessions

(See Concessions section to see if your organisation qualifies for free or discounted rate)

we can deliver any of the Welfare Benefits Courses in the brochure at your venue for groups of up to 15 people. Or we can create a bespoke course for you.

Half day course - £300 + VAT (£360); Full day course - £500 + VAT (£600) plus travel costs if outside of North Staffs. Please enquire about discounts for multiple bookings.

Return your completed booking form to:

Deborah Williamson at deborah.williamson@snsCab.org.uk

Or post to:

SNSCAB, Advice House, Cheapside, Hanley, Stoke-on-Trent, ST1 1HL

Please indicate on your form if you are enclosing a cheque or if you would prefer to be invoiced for your order. Payment can be made by cheque or BACS.

Cheques should be made payable to:

Staffordshire North & Stoke-on-Trent Citizens Advice Bureaux

Please note that fees are non-returnable for cancellations made less than 48 hours before the session.

Concessions

Concessions apply to advertised sessions and to in-house sessions at your venue unless otherwise stated.

Wider Welfare Reform Group Funding (Stoke City Council):

Concessions are for the period 1st April 2016 to 31st March 2017

These concessions do not apply to Registered Social Landlords or Private Sector organisations including CICs who must pay the full price

Cooperative Working Partners - FREE

Please Use code: **WRG-CW**

Stoke-on-Trent Council staff - FREE

Please use code: **WRG-SC**

If you are an employee of Stoke City Council AND a Cooperative Working Partner

Please use code: **WRG-CWSC**

Voluntary & community sector organisations working with clients in Stoke-on-Trent - FREE (excluding RSLs and CICs)

Please use code: **WRG-VS**

NB: We are required by our funder to provide evidence of how effective the training has been to you through the collection of feedback both at the training session and a few months after training. You will need to give an email address at the training session so that we can send you a link to the follow up feedback form when 3 months has passed. By booking training at a concessionary rate through the Wider Welfare Reform Group Funding stream you are agreeing to provide this feedback.



Helping people to live well



Booking form

Please use this form to book advertised courses.

If you would like us to deliver training at your organisation please use the in-house booking form overleaf.

ADVICE HOUSE



<p>Contact Details</p> <p>Name:</p> <p>Address (Training certificates will be sent to this address)</p> <p>Telephone:</p> <p>Email:</p>	Name of your organisation:				
	Attendee Name (optional)	Course Title	Course Date	Concession Code	Fee
<p>Contact for invoicing (if different)</p> <p>Name:</p> <p>Address:</p> <p>Telephone:</p> <p>Email:</p>	Please note that fees must be paid in advance and are non-refundable for cancellations made less than 48 hours before the session			SUBTOTAL	
				VAT	
				TOTAL to pay	
<p>OFFICE USE ONLY</p> <p>PASSED TO FINANCE DEPT</p> <p>DATE:</p> <p>TEAM:</p> <p>MANAGER SIGNATURE:</p> <p>.....</p>	..	I enclose a cheque made payable to: Staffordshire North & Stoke-on-Trent Citizens Advice Bureaux			
	..	Please invoice me for the amount shown. (Your Purchase Order No or other Ref No if applicable			

Booking form – In-house training

Please use this form if you would like us to deliver training at your organisation. Fill in any details you have and one of our trainers will contact you to discuss your requirements further

Contact Details	Training topic	Date(s) you would like the training	Length of session
Name:	Give title or a brief description if you would like a bespoke course		Eg full day, half day or other
Organisation:			
Address:			
Tel:			
Email:			
Concessionary rates and discounts for multiple bookings may be available. See brochure or contact us for further details.			

Completed forms should be emailed to Sue Garside (sue.garside@sncab.org.uk) for Refugee and Asylum sessions or Deborah Williamson (Deborah.williamson@sncab.org.uk) for Welfare Benefits sessions or posted to SNSCAB, Advice House, Cheapside, Hanley, S-o-T, ST1 1HL