

**Citizens Advice**

**Bournemouth**

**Training Catalogue**

**2017/2018**



**citizens  
advice**

**Bournemouth**

## **Citizens Advice Bournemouth**

Citizens Advice Bournemouth is an independent charity that provides information, education and advice services. We value diversity, champion equality, and challenge discrimination and harassment.

*The charity for your community*

### **Campaign with us**

Join our Research and Campaigns team by contacting [recruitment@bournemouthcab.co.uk](mailto:recruitment@bournemouthcab.co.uk)

### **Become a volunteer**

Support our work by becoming a volunteer, by contacting [recruitment@bournemouthcab.co.uk](mailto:recruitment@bournemouthcab.co.uk)

### **Make a donation**

There are several ways you can donate to us; this can be done through the 'Donate' section on our website, leaving a legacy or texting. If you would like to donate to us by text, you can do so through JustGiving by texting BMTH40 and the amount you wish to donate (either: **£1, £2, £3, £4, £5 or £10**).

### **Be a partner**

To sponsor events and publications please contact our Operations Manager Emma Lee at [admin@bournemouthcab.co.uk](mailto:admin@bournemouthcab.co.uk) or call 01202 290967.

Address: Citizens Advice Bournemouth, The West Wing, Town Hall, Bourne Avenue, Bournemouth, Dorset BH2 6DX

Reception: 01202 290967

### **Public Information Services**

**Adviceline:** 03444 111 444, Monday – Friday 10am to 3:30pm

[advice@bournemouthcab.co.uk](mailto:advice@bournemouthcab.co.uk)

Follow Citizens Advice Bournemouth on Twitter @BournemouthCAB

Website: [www.bournemouthcab.co.uk](http://www.bournemouthcab.co.uk)

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## Fees & Booking Information

### Fees

| <b>Fees (per person)<br/>2017/18</b> | <b>Voluntary<br/>Organisations</b> | <b>Statutory/other<br/>organisations</b> |
|--------------------------------------|------------------------------------|--|
| Half-day course                      | £55                                | £64                                      |
| One-day course                       | £85                                | £100                                     |
| Two-day course                       | £127.50                            | £150                                     |
| Full Day on-site training<br>p/day   | £100                               | £115                                     |
| Half Day on-site training<br>p/day   | £50                                | £59                                      |

Additional courses included may be individually priced.

### Booking

To book a course, please check the availability by contacting us at [admin@bournemouthcab.co.uk](mailto:admin@bournemouthcab.co.uk).

### Course times

Full day courses run from 10am until 4:30pm,

Half-day courses will run for about 3 hours, either from 10am or 1pm.

Tea and coffee provided for off-site training. Lunch is not provided.

### Course materials

We provide handouts with relevant information for the course during training. Please indicate before the course if you require your handouts to be printed in large print.

## Advantages of in-house training

- Choosing an in-house version of one of our training courses will be more economical when several members of your staff will be attending the session
- You benefit from having a trainer 'to yourselves' for the day. At your premises the trainer can confidentially answer questions relating to the specific needs of your organisation
- Your staff will not incur the travel and accommodation costs associated with attending an onsite session
- Offers the flexibility of choosing your own venue
- We provide the expert tutor(s) and all the training materials

## Courses tailored to your requirements

Tailored in-house training courses; where we adapt the course length, content and emphasis of an existing course to suit your particular objectives and requirements.

We offer tailored training to ensure that your whole organisation is prepared for the forthcoming changes on matters such as Universal Credit.

Standard courses; where we deliver the course in a standard format.

For a quote and more information, contact [reception@bournemouthcab.co.uk](mailto:reception@bournemouthcab.co.uk).

We have used our experience and expertise to inform and design the courses in this training programme.



## Terms and Conditions

- a) Courses/events are invoiced by Citizens Advice Bournemouth upon completion and are payable within 7 working days of the invoice date.
- b) Cancellation fees are payable within 14 days of cancellation or postponement being notified to Citizens Advice Bournemouth.
- c) If the Client wishes to cancel a training/speaking event, they can do so:

| <b>Amount of weeks prior to the event/course date.</b> | <b>% of course/event fee.<br/>This is in addition to expenses already incurred.</b> |
|--|---|
| More than 4 weeks.                                     | 20%   |
| Between 3 and 4 weeks.                                 | 40%   |
| Within 2 weeks.  | 60%   |
| Within 1 week.   | 100%  |

A minimum of 4 weeks' notice is required if you wish to change the date of a confirmed training/speaking event. If changing the date/time of an event/course, it will be treated as a cancellation and the cancellation policy and fees will apply.

- d) If the Client wishes to cancel or reschedule a one to one session from Jo Huey, they can do so:

Up to 1 week before with no charge except for any room hire cost or fees already paid.

Cancellations made 1 week to 48 hours before a session will result in a charge of 50% of the hourly fee.

Cancellations within the last 48 hours will result in the client paying 100% of the hourly fee.

- e) Travel

If required to attend the Client's premises, the Client will reimburse Citizens Advice Bournemouth for reasonable transport and/or accommodation

expenses, including travel time to and from the customer location; however, this does not apply where the Client's premises are located within 10 miles of Town Hall, Bournemouth, Dorset.

Where applicable, travel by car is charged at 45 pence per mile. Travel by other modes of transport is recharged at cost. Travel time is costed, based at £35 per hour.

f) Expenses

Where additional expenses are incurred, accommodation costs (including meals) and any additional expenses incurred on the Client's behalf will be recharged at cost (e.g. room hire, equipment hire, purchase of materials, use of third party suppliers, etc.)

**You agree that the cancellation fees constitute a genuine pre-estimate of the expenses likely to be incurred as a result of your cancellation or postponement.**

**If the trainer is unable to complete the work required, at least 24 hours' notice will be given to the Client within reason.**

**Citizens Advice Bournemouth shall operate on the understanding that the Client is in agreement with these Terms and Conditions of business.**

## **Benefit Essentials** [Full day course]

- Understand how the benefits system is structured and the differences between contributory, non-contributory and means tested benefits
- Know who can claim each of the benefits which make up the system
- Have an awareness of the principles behind means testing and how the benefit authorities work out entitlement
- Know which benefits can be paid at the same time and which cannot
- Be able to complete basic benefit checks
- Be able to advise people on how to challenge decisions
- Awareness of welfare reform and how the benefits system is changing
- Permitted work

This practical course is aimed at non-benefits specialists working with people for whom benefits and tax credits are an issue. It provides a comprehensive introduction to the benefits and tax credits system and enables staff to complete basic income maximisation checks on behalf of service users.



## Universal Credit [Full day course]

- Eligibility
- Understanding the different work related requirements (work focused interviews, work preparation, work search and work availability) and how they are supposed to be applied
- How to apply and where to get help with an online application
- Preparing for a Universal Credit interview
- How Universal Credit works for couples
- How Universal Credit works if you are self employed
- DWP Sanctions and Appeals
- Advance payments

This course will teach advisers the conditionality of Universal Credit, assisting with applications; ensuring that inappropriate conditionality is not imposed, and helping with challenging sanction decisions when mistakes have been made.

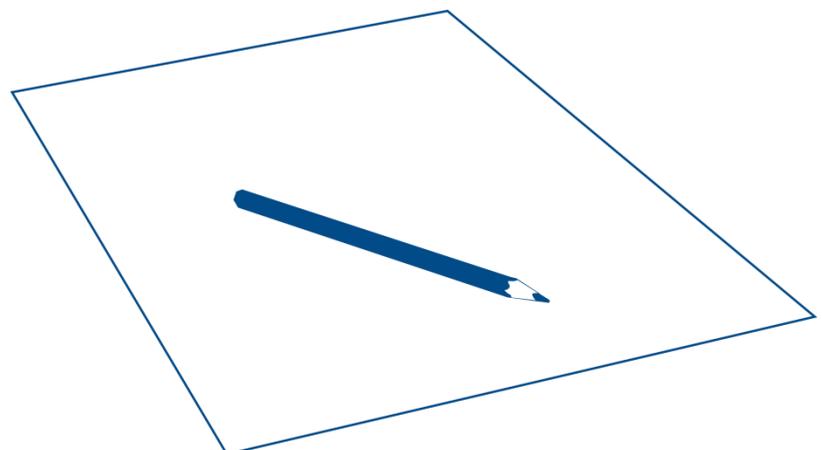


## **Personal Independence Payments (PIP), Employment Support Allowance (ESA) & Attendance Allowance (AA) Essentials**

[Full day course]

- What is PIP?
- Who is entitled to PIP, ESA and AA
- Permitted work
- Helping a client who is thinking about claiming PIP, ESA or AA
- Tips and guidance in completing the form
- How medical assessments are scored
- Getting the decision - what next
- Stays in hospital or residential care
- Transferring to PIP from Disability Living Allowance

The course is aimed at those working with disabled people with some knowledge of sickness and disability benefits, but assumes no previous knowledge of PIP.



# Debt

## Debt Essentials [Full day course]

- Causes of debt and its effects on clients
- Working out a personal budget (financial statement)
- Dealing with priority debt and non priority debts
- Debt strategies and solutions including bankruptcy, IVAs and debt relief orders
- Dealing with court action (county court judgements) and enforcement including bailiffs
- Support Schemes and available grants

This course has been designed to give advisers an overview of debt options and handling actions related to debt; providing an understanding of additional support and grants available to assist clients with getting back on track.



# Financial Capability

## **Financial Capability** [1 or 2 day course]

- Budgeting and completing a financial 'healthcheck'
- Providing help with bills
- Getting financial advice
- Credit – How it works, different types of credit, including what is APR
- Are there Loan Sharks working near you? How to spot the signs and what to do
- Priority/Non priority debts
- Borrowing money; credit cards, personal & payday loans & credit unions

## **Optional sections to mix and match depending on requirements (time dependent):-**

- Saving money – how and where to save
- Supermarket Psychology
- Food and Money
- Spending diaries and what influences our spending
- Children and money
- Communication and money

# Housing

## Housing [Full day course]

- Dealing with homelessness
- Information on finding accommodation
- Housing options for older people
- Reporting problems with housing
- Using letting agents
- Help with rent/mortgage

This course is designed for those who help vulnerable people, older generations and those with financial problems. It covers grants and funds to help those struggling to pay their mortgage or rent. It covers how to report issues to landlords and help available for those who are homeless.



## **Employment Basics** [Full day course]

- Rights at work; pay, discrimination
- Contracts of employment; holidays; sick pay; agency workers
- Self-employment
- Employer duties
- Government employment schemes
- 'Work for your benefit' schemes

## **Grievances and Dismissals** [Half day course]

- Discrimination in the workplace
- Dealing with disciplinary action and dismissal
- Employment tribunals, fees and fee remission

## Equality & Diversity [Full day course]

- Equality Act 2010 – Discrimination and your rights
- Human Rights Act 1998 – Public Authorities
- Public sector equality duty
- Making a formal complaint
- Taking legal action
- Equality Advisory Support Service (EASS)
- Advisory Conciliation and Arbitration Service (ACAS) – Discrimination in Employment



## Jo Huey: Experience, Learn, Grow



### Supporting those affected by alcoholism in the family

#### **Affected by someone else's drinking or helping those who have been?**

Trainer Jo Huey is a qualified Master Neuro Linguistic Programming Practitioner, an Emotional Freedom Technique Practitioner and an adult child of an alcoholic.

#### **Speaker Engagement [£90 per session. Onsite]**

Jo is available for speaking events of audiences that support others, who want to understand more about living with an alcoholic and how to support those affected. Through Citizens Advice Bournemouth, Jo offers this one-hour talk for frontline workers, talking about her experience in an alcoholic home and how she changed her life.

#### **Who are you? 3 hour workshop [£60 pp. Offsite]**

#### ***Connecting and supporting those affected by someone's drinking - now or in the past***

This workshop designed to directly support individuals affected by another's alcoholism. Living with an alcoholic is tough. It's a complex environment that affects family members profoundly. For a calmer, more confident and fulfilled life, join Jo and others who have experienced these issues in a supportive environment.