**Training Services**



Courses 2019-2020



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*Cover image created by David Reeves, Volunteer Adviser*

**Introduction**

**About us**

Citizens Advice Bournemouth Christchurch & Poole is an independent charity that provides information, education and advice services to help people resolve problems. We are part of a national network of over 280 individual charities that deliver advice across England & Wales, overseen by a national framework provided by Citizens Advice.

In our 80 year history we have developed numerous training courses to support our teams. This ensures that the advice and information we share with our clients is relevant to their particular needs while maintaining our core principles of being free, independent, confidential and impartial.

Our courses cover a number of subjects tailored for all workers who provide information and advice to their clients.

**About our courses**

All of our courses have been designed by subject matter experts and are delivered by an experienced team of trainers. All of our trainers have years of practice in the advice sector, and are committed to delivering quality, up-to-date and relevant training. Our trainers have experience in delivering courses to the charitable sector, as well as statutory and commercial organisations across the conurbation. Each training course will include case studies, exercises, opportunities for discussion and other appropriate resources.

All of our courses can take place at a venue of your choice, however if you would like us to arrange a suitable venue, please contact us using the details below.

If you are looking for a subject or area of advice that is not listed in this brochure, please contact our training team to discuss your needs.

For further information on our courses, or if you would like to discuss a more tailored training programme, please contact the training team at training@citizensadvicebcp.org.uk

BENEFITS

**Universal Credit in Practice**

***Aims of the course:***

To provide learners with an understanding of UC, where it sits in the Benefit System and which benefits it has replaced. To provide them with the information they need to enable them to support their clients through the application process from beginning to end.

***Objectives:***

* Identify which benefits Universal Credit has replaced.
* Learn how to assist clients with the application, along with the information they will need to have acquired before they apply for this benefit.
* Learn how to support clients through the process.
* Understand what elements are paid alongside the standard allowance.
* Outline the process going forward, depending on what the client’s personal circumstances are.
* Identify the circumstances under which a client may have to apply for UC whilst going through the appeal procedure for ESA. Outline the process and the potential outcomes.
* Demonstrate an understanding of the information they need to support their clients through both the Mandatory Reconsideration and the Appeal process.

***Method of Delivery:***

Tutor lead presentation, group discussion, dissemination of case histories.

***Who is this course for:***

Anyone who works with the appropriate client group.

***Duration:***

1 Day

BENEFITS

**Disability Benefits:**

**Disability Living Allowance to Personal Independence Payment incorporating Carer’s Allowance**.

***Aims of the course:***

To provide learners with the correct information as to enable them to apply on their client’s behalf or to support clients through the process of applying for PIP and the linked benefit of Carers allowance.

***Objectives:***

* Learn how to apply for PIP if requested by the DWP and understand when the DLA benefit will cease.
* Learn how to support new claimants to apply for PIP.
* Understand who is eligible to apply.
* Understand how much the applicant will receive depending on which level they are awarded.
* Discuss good practice with form filling to give the applicants the best possible chance of a successful application.
* To provide information on the points system.
* Understand how the applicant can be supported through the Mandatory Reconsideration phase, as well as the Tribunal Appeal process.
* Learn who can apply for Carers allowance, how to apply and how much will be awarded to the successful applicants, information as to how this benefit links in with PIP.

***Method of Delivery:***

Tutor lead presentation, group discussion, case studies

***Who is this course for:***

Any individual who works with the appropriate client group

***Duration:***

1 Day

**Benefits for Students**

BENEFITS

***Aims of the course:***

This course will explore the restrictions that will affect a student while claiming benefits as well as the eligibility rules and which benefits can be claimed.

***Objectives:***

* Identify who meets the criteria of student benefits while studying in Higher or Further Education.
* Demonstrate an understanding of the rules, as to who can claim and which benefit they can claim.
* How means testing will affect what they can claim, and how much they will receive.
* Explain which students will have to look for work whilst claiming, and which students don’t. Learn the reasons for these differences.
* Understand the financial implications of the summer break and what happens when their course ends.
* Application process for UC and the appeal process.

***Method of Delivery:***

Tutor lead presentation, group discussions, case studies.

***Who is this course for:***

Any individual who works with or advises students who are claiming, or who wish to claim, benefits.

***Duration:***

1 Day

**Benefits for Older People**

BENEFITS

***Aims of the course:***

This course is aimed at providing information to learners so that they will be able to advise their clients on a comprehensive range of benefits for which they may apply.

***Objectives:***

* Demonstrate an understanding of the current rules.
* Show understanding of means testing limits.
* To be able to complete the appropriate benefit forms, particularly Attendance Allowance.
* Understand the overlapping rules regarding the Carers Allowance and the State Pension.
* Understand how to carry out a Benefit Check and how they can help you to help your clients.
* How to support clients through Mandatory Reconsideration and Tribunal Appeals.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

Anyone who works with the appropriate client group.

***Duration:***

1 Day

**Limited Capability for Work**

BENEFITS

**Incorporating ESA, new style ESA/JSA and UC**

***Aims of the course:***

To provide information on the application process of these benefits, and how the work capability element affects clients with whom we work. We will also navigate the assessment process and how to support clients through the process should they need to appeal.

***Objectives:***

* Demonstrate a full understanding of the renewal application for the legacy benefit of ESA.
* Understand the application process for new claimants who will need to apply for UC and/or New Style ESA/JSA.
* To be able to explain and discuss the Work Capability criteria, how this impacts on the client and whether they are placed in the Work Related Activity Group, or the Support Group.
* To understand how to support clients in getting their benefit’s reinstated should they miss critical appointments or dates for returning forms or documentation to the DWP.
* Understand the options available to clients who would like to return to work and the implications as to how this will affect them financially.
* Learn how to action a Mandatory Reconsideration and a Tribunal Appeal on behalf of a client, or to support clients through these processes.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

Anyone who works with the appropriate client group.

***Duration:***

1 Day

**Housing Benefit and DHP’s**

BENEFITS

***Aims of the course:***

This course provides an understanding of who is eligible for Housing Benefit payments, how amounts are calculated and how to make a claim.

***Objectives:***

* To understand the eligibility criteria for Housing Benefit.
* To understand how Housing Benefit is calculated.
* Identify what changes in circumstances affect entitlement.
* Learn how to make a claim and when payment should start.
* Identify the most common problem areas and possible solutions.
* To explain how Housing Benefit is changing, including the effect of Universal Credit.
* Understand how the Discretionary Housing Payment scheme is managed locally and how to make effective applications.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

Anyone who works with the appropriate client group.

***Duration:***

1 Day

**Maximising Income for Tenants**

BENEFITS

***Aims of the course:***

This course is aimed at housing teams to support them to maximise income for their tenants. The course will consider the whole benefits system, but particularly focuses on housing related payments and getting the rent paid.

***Objectives:***

* To gain awareness on the range of benefits that make up the benefits and tax credits system and who is eligible to claim them.
* Understand when a tenant should claim housing related benefits through Universal Credit and when it should be Housing Benefit.
* To explain when and how it is possible to fill gaps in the rent account by getting housing related benefits paid retrospectively.
* Learn how to ensure that you identify the correct benefits for tenants and assist with the claims process.
* Understand the work requirements that affect vulnerable client groups.
* To understand the typical problems that may occur with tenants.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

This course is aimed at housing officers and teams, and anyone who works with vulnerable housing tenants.

***Duration:***

1 Day

**Benefits for EEA Nationals**

BENEFITS

***Aims of the course:***

This course is aimed at those wishing to provide advice and guidance on welfare benefits and tax credits to non-British European nationals.

***Objectives:***

* To show an understanding of what an EEA national’s legal rights are post Brexit.
* Gain an understanding of the differences of the residence tests and how they impact on benefit applications.
* Understand which nationalities have a right to reside.
* Gain the ability to advise on the Genuine Prospects of work test.
* To understand the residence rights of all groups of employed and self employed people.
* Understand the rights of a family member or carer, identifying who falls within this category.
* Identify who has a permanent right of residency.
* Understand the extra rules that affect Croatians.
* To show an awareness on the latest developments in legislation, and how any changes affect EEA Nationals.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

This course is aimed at anyone that works with non-British European nationals who has a basic understanding of the current welfare benefits system.

***Duration:***

1 Day

**Introduction to Debt**

DEBT

***Aims of the course:***

This course provides an overview of the debt advice process. It provides learners with the practical tools they need to support their clients with debt issues.

***Objectives:***

* To identify which debts are priority and which are non-priority.
* To show a basic understanding of liability for debt including the Statute of Limitations Act.
* Understand how to effectively maximise income.
* Be able to prepare a financial statement.
* To understand how to calculate pro-rata offers to creditors.
* Learn how to deal with common problems with creditors.
* Explain effective debt management.
* To have an awareness of what national resources are available to help clients deal with debt and when it is appropriate to refer to them.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

This course is aimed at anyone that works with clients with debt issues.

***Duration:***

1 Day

**Equality, Diversity & Inclusion**

EQUALITY & DIVERSITY

***Aims of the course:***

This course has been designed to help learners understand more about their responsibilities for promoting equality, tackling all forms of discrimination and fostering good relationships between diverse groups of people in the workplace.

***Objectives:***

* To understand the context of Equality, Diversity and Inclusion (ED&I) within a work or a community setting.
* Learn how to develop an inclusive and diverse service.
* Learn how to support and nurture a diverse workforce.
* Understand what strategies are needed for effective engagement with diverse organisations.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

This course is aimed at frontline staff, community leaders and practitioners, senior managers, decision makers and those responsible for the commissioning of services.

***Duration:***

½ Day

**Tackling Hate Crime**

HATE CRIME

**Encouraging Reporting**

***Aims of the course:***

This course will equip learners with a comprehensive overview of what hate crime is. Learn what the likely causes of hate crime are, as well as what support is available in the local community to victims.

***Objectives:***

* To understand the differences between hate crime and hate related incidents.
* To explore the causes of incidents.
* To identify what support is available for victims.
* To understand how a caseworker can give advice and support.

***Method of Delivery:***

Tutor lead presentation, group discussions and case studies.

***Who is this course for:***

This course is aimed at frontline staff, community leaders and representatives, senior managers and heads of service.

***Duration:***

2 hours

**Simply Risk Assessment**

HEALTH & SAFETY

***Aims of the course:***

This course has been designed to outline the simple process of conducting risk assessments in a variety of workplaces/situations. It will provide learners with an awareness of the benefits of risk assessment in any environment.

***Objectives:***

* To increase awareness of the most common hazards in the workplace.
* To contribute to the risk assessment programmes in their workplaces.
* To be able to conduct risk assessments (assuming they have the necessary technical knowledge in relation to the activities / environments / issues being assessed).
* Assist employers in meeting legal requirements and promote improved standards of health and safety within their organisation.

***Method of Delivery:***

Tutor lead presentation, group discussions.

***Who is this course for:***

This course is designed for anyone with a responsibility to conduct risk assessments. It is particularly useful for managers and supervisors but it will be equally beneficial to individual team workers, team leaders or any other staff that contributing to the risk assessment process.

***Duration:***

½ Day

**First Aid for the Street**

HEALTH & SAFETY

***Aims of the course:***

This course has been designed in conjunction with a specialist First Aid consultancy to provide training to community and support workers who are dealing with a range of issues in their daily/nightly roles. This course will give you the Emergency First Aid qualification (as per HSE guidance) as well as the opportunity to discuss first aid issues specifically related to the work you may be carrying out.

***Objectives:***

* Learn how to prioritise injuries and relevant action in an emergency.
* Understand how to provide immediate medical care in an emergency.
* Assess if someone is unconscious, the causes, whether or not they are breathing and how and when to put them into the recovery position or start CPR.
* Learn how to deal with Minor/Major wounds and bleeding
* Safely use an AED.

***Method of Delivery:***

Tutor lead presentation, practical demonstrations, group discussions.

***Who is this course for:***

This course is designed for anyone who works in the community who may be faced with an Emergency First Aid issue. It is especially useful to those supporting the homeless, or those with addictions who may need urgent first aid interventions.

This course will be delivered by qualified and experienced trainers, all of whom are either currently serving or are ex-Emergency services personnel.

***Duration:***

1 Day

**Fees and Booking information**

These fees (per session) apply to our regular courses, up to a maximum of 12 delegates (for the First Aid course, please see below \*):

|  |  |  |
| --- | --- | --- |
|  | **Charities** | **Statutory/ other organisations** |
| Half Day *(3 hours)* | £150 | £200 |
| Full Day *(6 hours)* | £250 | £300 |

\* First Aid for the Street: £600/session (£50/person) (for a maximum of 12 delegates)

For bespoke training solutions, please contact us for a quote and to discuss your needs.

To book any of our courses listed in the brochure, please contact training@citizensadvicebcp.org.uk

**Cancellations**

If you need to cancel your booking, the following cancellation fees will apply:

* 5+ weeks before the course - No Charge
* 3 to 4 weeks before the course - 50%
* 14 days before the course - 100%