

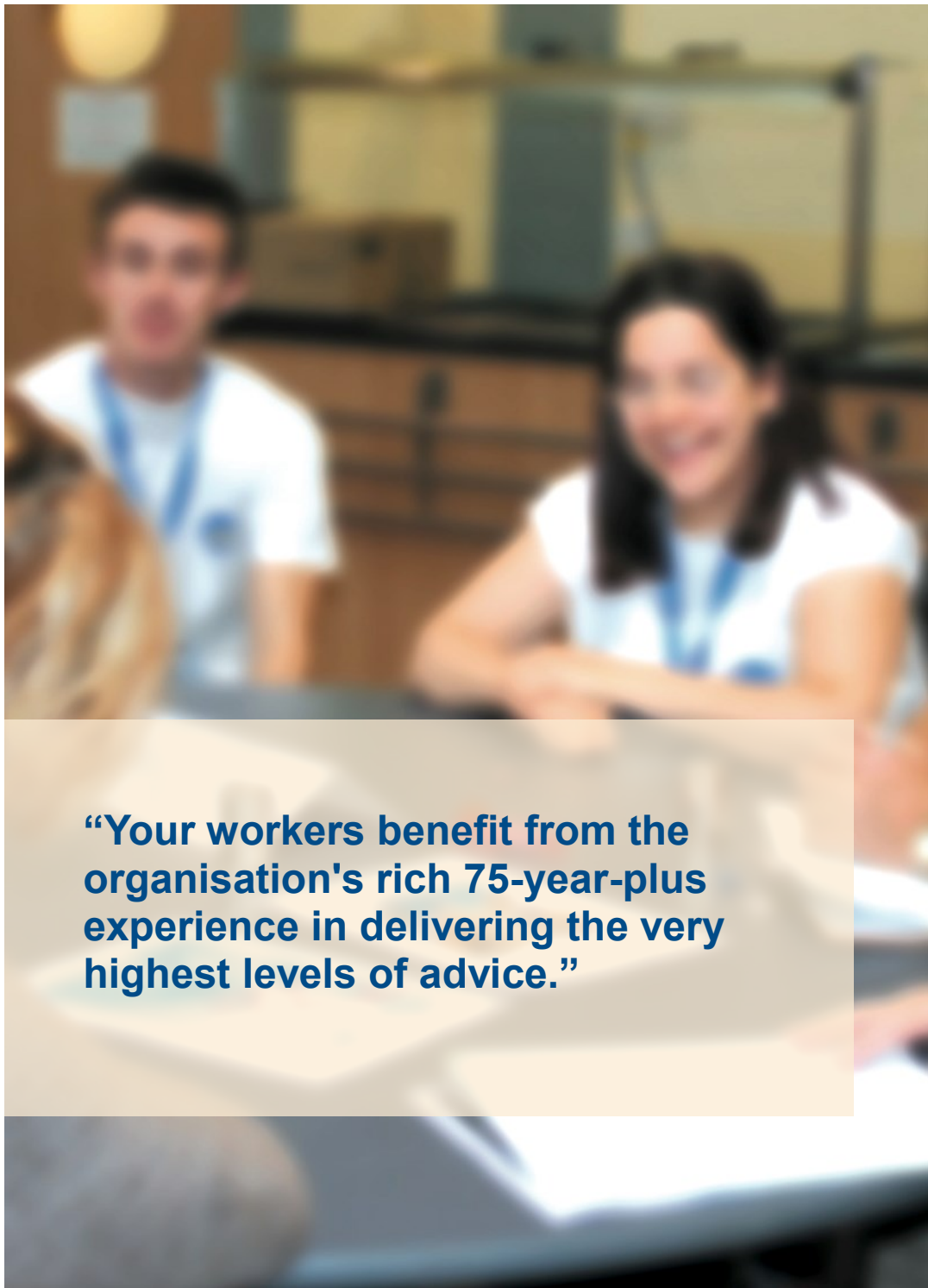


Training Brochure

October to December 2018

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?

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 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.

www.snsCab.org.uk/how-you-can-help-us/buy-our-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

This is just a small sample of the many courses we offer. Visit www.snsCab.org.uk/how-you-can-help-us/buy-our-training/course-descriptions

For a full list of courses and descriptions.

Or we can put together a course to your specifications—see page on course fees for more.



ESA & UC for people with disabilities and health problems

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. Income related ESA is being replaced by Universal Credit for all claimants by the end of March 2023.

This session will examine the ESA/UC limited capability for work assessment criteria and relevant case law which has changed the way in which the assessments are interpreted. It will also cover how UC works for claimants who are found to have limited capability for work/limited capability for work-related activity.

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

This course replaces ESA level 1

Making work pay

This session looks at Universal Credit for people who are in work including self-employment.

Maximising legacy benefits

This session covers how to ensure claimants get the maximum transitional protection when they are migrated to Universal Credit.

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 “

Restrictions on benefits for families

This course examines when families would be affected by the two child limit and the benefit cap and under what circumstances they are excluded from these restrictions.

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!”

Universal Credit Level 2 – Moving from legacy benefits to Universal Credit and other tricky bits

Now full service UC has been introduced in parts of Stoke-on-Trent and Staffordshire Moorlands, the question of when someone has to claim Universal Credit has become a tricky one to answer. Some people have to claim UC if they have a change of circumstances and others will have to wait until the managed migration process begins sometime after July 2019. This course will be look at:

who has to claim UC now and who can wait until after the managed migration starts.

Transitional Protection rules

Sanctions and other deductions from Universal Credit

Universal Credit and supported housing

UC and self-employment

This is now a 2 hour course charged the same as our bite size sessions.



Other services from Advice House

Lunch Club

- Bitesize Benefit Training
- Latest Benefit Updates
- Networking

Lunch Club is for front-line staff and volunteers working with people affected by Welfare Reform. **Free** to everyone but if demand is high we will give priority to voluntary and statutory organisations in North Staffordshire.

People who already have a good working knowledge of the benefit system will get the most out of Lunch Club but attendance is open to all.

Usually held on the 3rd Wednesday of the month from 1-2pm at Advice House but please check with us first as we sometimes have to vary the date or venue. Invitations are sent each month to everyone on the Advice House mailing list

North Staffs Advice Network Meetings

These are strategic planning and networking meetings

- **Free** to all staff and volunteers who work with clients affected by Welfare Reform.
- Held several times a year

- Meetings will be advertised to everyone on the Advice House mailing list .

Staff and volunteers from organisations outside of North Staffordshire are welcome to attend but we may have to restrict the number of delegates each organisation can send.

Advice House Benefits Newsletter

Our **free** monthly benefits newsletter, containing all the latest information on the benefits system, is sent out to everyone on the Advice House mailing list. Also available to download from our website.

www.snscab.org.uk/who-are-we/reports

Advice House Webpage

Information about all our services including benefits and other training are available on our website.

www.snscab.org.uk/how-you-can-help-us/buy-our-training

Advice House mailing list

Telephone Deborah Williamson on 01782 408 668 or email deborah.williamson@snscab.org.uk to be added to the mailing list.



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.

All of our courses are updated by our experienced trainers every time they are delivered.



Dates, Times and Venues

October to Dec 2018

Date	Course	Time	Trainer	Venue
Tuesday 16th October 2018	Universal Credit (UC) level 1	10am-1pm (3 hours)	TM	AH
Thursday 18th October 2018	Universal Credit (UC) level 2	10am-1pm (3 hours)	TM	AH
Tuesday 30th October 2018	Personal Independence Payment (PIP) level 1	10am-1pm (3 hours)	TM	AH
Thursday 1st November 2018	Benefit restrictions for families - bite size	2pm-4pm (2 hours)	SH	AH
Thursday 15th November 2018	Employment and Support Allowance (ESA) level 1	10am-1pm (3 hours)	TM	AH
Thursday 15th November 2018	Maximising legacy benefits - bite size	2pm-4pm (2 hours)	SH	AH
Thursday 22nd November 2018	Universal Credit (UC) level 2	10am-1pm (3 hours)	TM	AH
Thursday 29th November 2018	Making work pay	10am-1pm (3 hours)	SH	AH

Trainers

TM—Tina Mendolia

SH—Sarah Honeysett

We reserve the right to substitute a different trainer than advertised.

Venues

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



Course Fees

Full courses (3 hours):

£40 + VAT (£48) per training place

1½ hour and 2 hour courses (including bite size courses):

£20 + VAT (£24) per training place

All courses must be paid for in advance

Special offer

Book 2 or more places on the same course and get them at a discount.

Full courses: £30 + VAT (£36) per place

Bite size courses: £15 + VAT (£18) per place

Places do not have to be booked at the same time to qualify for the discount but please note if you later cancel all but one of the places you will be charged full price for that place.

In-house sessions

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 booking more than one course.

Concessions

We have no funding to provide free or discounted training places at present other than the special offer above.

Return your completed booking form to:

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

Or post to:

CASNS, 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

Cancellations

If you need to cancel

Please note that fees are non-returnable for cancellations made less than 5 working days before the session.

Contact Deborah Williamson on 01782 408 668 or deborah.williamson@snsCab.org.uk

If we need to cancel

We reserve the right to cancel any course if we do not have enough bookings to make the course viable. We will notify you as soon as possible and refund any course fees you have paid.



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.



<p align="center">Contact Details</p> <p>Name:</p> <p>Address (Training certificates will be sent to this address)</p> <p>Telephone:</p> <p>Email:</p>	<p>Name of your organisation:</p>				
	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>	<p>Please note that fees must be paid in advance and are non-refundable for cancellations made less 5 working days before the session</p>			<p>SUBTOTAL</p>	
				<p>VAT</p>	
				<p>TOTAL to pay</p>	
<p>OFFICE USE ONLY</p> <p>PASSED TO FINANCE DEPT</p> <p>DATE:</p> <p>TEAM:</p> <p>MANAGER SIGNATURE:</p> <p>.....</p>	..	<p>I enclose a cheque made payable to:</p> <p align="center">Staffordshire North & Stoke-on-Trent Citizens Advice Bureaux</p>			
	..	<p>Please invoice me for the amount shown.</p> <p>(Your Purchase Order No or other Ref No if applicable))</p>			

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.			

Email your completed form to Deborah Williamson at deborah.williamson@snsCab.org.uk

Or post to: Deborah Williamson, CASNS, Advice House, Cheapside, Hanley, Stoke-on-Trent, ST1 1HL