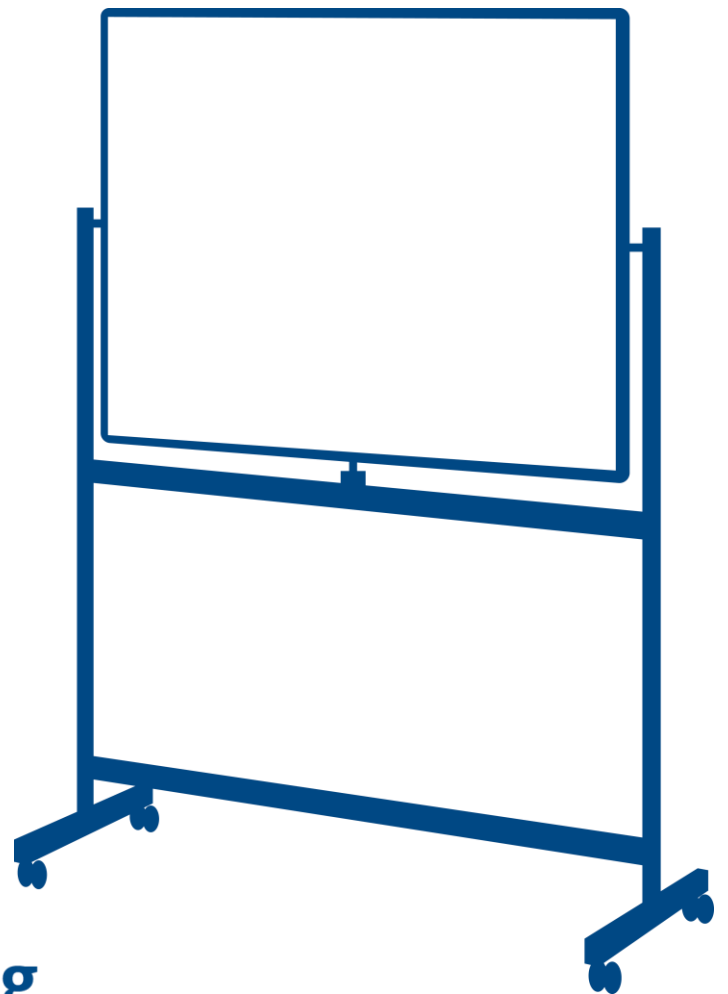


# Training services

Course brochure 2017



Reading



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# An introduction to Training Services from Citizens Advice Reading

## About our training

As a trusted and established training service, we have been offering courses to a wide range of organisations for over 10 years both in our training venue in Reading and at client's locations.

Our courses cover a number of different subjects and soft skills specifically aimed at **front line workers** who provide information and advice to clients as well as courses for **managers** from all organisations who want to develop their skills in managing their staff more effectively.

## About our courses

We offer an open programme of courses all year round as well as tailored courses for organisations in house.

**Open programme** - For our open programme of courses see our website for course dates.

**Tailored / In house courses** - If you are interested in a tailored / in house course please contact us on [training.manager@readingcab.org.uk](mailto:training.manager@readingcab.org.uk) for a discussion and a quote.

All our training includes case studies, exercises and where appropriate online tools using laptops. We provide take away materials for each course to support ongoing learning.

A full day course runs from 10am-4pm (lunch not included). A half day course runs from 10am -1pm.

## About our trainers

We are a professional team of trainers who have had many years of direct experience of working both in the advice sector and in Human Resource Management. We have worked and trained in both charity and commercial organisations and are committed to providing up to date, relevant and practical training.

# Course fees

These fees apply to our regular schedule of courses:

|          | Charities | Statutory | Commercial |
|----------|-----------|-----------|------------|
| Half day | £50       | £60       | £90        |
| Full day | £90       | £110      | £160       |

## Discounts for multiple bookings:

2 people - 10% discount

3 people - 20% discount

For tailored / in house courses please email [training.manager@readingcab.org.uk](mailto:training.manager@readingcab.org.uk) for a discussion and a quote.

# How to book

You can book a place on one of our courses using our online booking form at [rcab.org.uk/training-services/](https://rcab.org.uk/training-services/)

Or email [training.manager@readingcab.org.uk](mailto:training.manager@readingcab.org.uk).

Or leave a message on our answer phone on **0118 952 3027** for somebody to call you back.

# Welfare benefits courses

## Introduction to benefits

(Full day - 10am to 4pm)

This course provides an overview of the welfare benefits system. It is suitable for delegates who have little or no understanding of benefits. The following will be covered:

- Contributory benefits.
- Non-contributory benefits.
- Means tested benefits.
- Tax credits.
- Overlapping benefits.
- Claiming benefits.
- Difficulties with benefit claims (immigration / sanctions / challenging a decision).
- The social fund and emergency help.
- Introduction to turn2us (online benefits tool).

## Welfare reform

(Half day - 10am to 1pm)

This course provides an overview of the changes that have taken and are taking place. This course is suitable for delegates who have attended the Introduction to Benefits course above or who have a basic understanding of benefits. It will cover the following:

- The benefit cap.
- Universal credit.
- Personal independence payment.
- Housing benefit changes.
- Council tax.
- Social fund changes.

## Universal credit

(Half day - 10am to 1pm)

The course provides an overview of universal credit. It will cover the following:

- What is universal credit?
- Who is eligible?
- How to claim.
- How existing benefits will change.
- How universal credit will be calculated.
- How other benefits will be affected.
- Claimant's commitment.
- Sanctions.

## Benefits for people on a low income

(Full day - 10am to 4pm)

This course covers existing means tested benefits in depth, including some practice calculations and an overview of universal credit. It is suitable for delegates who have either attended the Introduction to benefits course above or who have a basic understanding of benefits already. It will cover the following:

- Income support.
- Job seekers allowance.
- Tax credits.
- Housing benefit and local housing allowance.
- Council tax support.
- Social fund.

For each of these benefits, the course includes:

- eligibility and rules
- key factors about the benefit
- benefit calculation
- claims process
- effect on other benefits
- appeals process.

The course covers an overview of universal credit. For a more detailed course see Universal credit course.

## Sickness and disability benefits

(Full day - 10am to 4pm)

This course covers sickness and disability benefits in depth. It is suitable for delegates who have either attended the Introduction to benefits course above or who have a basic understanding of benefits already. It will cover the following:

- Statutory sick pay.
- Disability living allowance for children.
- Attendance and carers' allowance.
- Employment and support allowance.
- Personal independence payment.

It will include:

- eligibility rules
- understanding the components and rates
- making effective claims – providing the evidence
- special rules for terminally ill claimants
- guidance on completing the claim form
- how claims are assessed.

## Effective form filling: ESA and PIP

(Half day - 10am to 1pm)

This course looks at the ESA and PIP forms in detail and provides tips on how to complete these forms effectively. It is suitable for delegates who have either attended the Introduction to Benefits course and ideally the Sickness and Disability Benefits Course above or who have a basic understanding of sickness and disability benefits already. It will cover the following:

- General tips on form filling.
- ESA claims process.
- Understanding the descriptors.
- Completing ESA50.
- PIP claims process.
- Understanding the areas of assessment.
- Completing PIP form.



## Benefits and coming to the UK

(Half day - 10am to 1pm)

This course covers the rules about people who come to the UK and claim benefits. It is suitable for delegates who have either attended the Introduction to benefits course above or who have a basic understanding of benefits already. It will cover the following:

EEA Nationals:

- In work or self-employed.
- Seeking work.
- Family members and other with rights.
- The habitual residence test (HRT) and the right to reside.
- Rights of EEA (A8) nationals.
- Rights of EEA (A2) nationals.

Non EEA Nationals

- Those subject to immigration control.
- Asylum seekers and refugees.

Rights to NHS treatment

## Benefits appeals and tribunals

(Half day - 10am to 1pm)

This course covers how to make appeals and prepare for tribunals. It is suitable for delegates who have either attended the benefits courses above and or have a good understanding of benefits. It will cover the following:

- Mandatory reconsideration.
- Revision.
- Supersession.
- Making an appeal to first tier tribunal.
- Case preparation – getting evidence and applying the law.
- Tribunal hearing.
- Role of Chair.
- Overview of skills required for presenting at tribunal.

## Benefits for older people

(Half day - 10am to 1pm)

This course covers the key benefits older people may be able to claim. It is suitable for delegates who have little or no understanding of benefits. It will cover the following:

- Pension credit.
- Housing benefit.
- Council tax reduction scheme.
- State retirement pension (including the new rules).
- Carers allowance.
- Attendance allowance.
- Winter fuel payment.
- Other sources of income.

## Debt courses

### Helping clients to manage money

(Half day - 10am to 1pm)

This course covers how to help clients manage money. It is suitable for delegates who wish to understand better how to help clients budget, to understand credit, how to maximise their income and how to deal with debt. It will cover the following:

- Attitudes to money.
- Budgeting.
- Maximising income (benefits / switching / comparison websites).
- Bank accounts.
- Understanding and paying bills.
- Types of credit.
- Annual percentage rate (APR).
- Dealing with debt.

## Helping clients to manage debt

(Full day - 10am to 4pm)

This course covers how to help clients manage debt problems. It provides an overview of the debt process that the client should follow and gives an overview of the debt options available to the clients. The course will cover the following:

- The initial interview and exploring the client's situation.
- Identifying emergencies.
- Priority and non-priority debts.
- Maximising income.
- Helping the client to prepare a financial statement.
- Making offers to creditors.
- A guide to debt recovery action.
- How to deal with bailiffs.
- An overview of other debt options (bankruptcy / debt relief orders / individual voluntary arrangements and administration orders).

## Common court forms in money advice

(Half day - 10am to 1pm)

This course covers the common queries clients have relating to court forms. It will help you to recognise different forms, identify key information on the forms, time limits and how to reply to them. It is suitable for delegates who have attended the Helping clients to manage debt course or who have a basic understanding of the debt process. The course will cover the following:

- Which court?
- Debt recovery in the county court.
- Which court form?
- Claiming money in the county court.
- Repossession of property in the county court.
- Dealing with county court bailiff action.
- Making an application to the county court.
- Debts in the magistrate's court.
- Court fees.
- How to obtain court forms.
- Her majesty's courts service (HMCS) online services.
- Getting further help and advice.

# Bankruptcy and other debt solutions

(Half day - 10am to 1pm)

This course provides an overview of the options available to resolve debt and specifically looks at bankruptcy and debt relief orders. It is suitable for delegates who have attended the Helping clients to manage debt course or who have a basic understanding of the debt process. The course will cover the following:

Non insolvency options

- Negotiating with creditors.
- Debt management companies.

Insolvency options

- Bankruptcy.
- Debt relief orders.
- Individual voluntary arrangements.
- Administration orders.

## Housing courses

### Housing rights and homelessness

(Full day - 10am to 4pm)

This course provides a comprehensive overview of housing law, tenants' rights, and homelessness. It covers the following:

Housing status

- Establishing client's status.
- Rights and responsibilities.
- Landlord's rights and responsibilities.
- Grounds for possession.
- Excluded occupiers, squatters and travellers.

Homelessness

- Issues surrounding eligibility.
- Needs.
- Duties of local authorities.
- Appeals and prevention of homelessness.

# Frontline skills courses

## Dealing with difficult clients

(Half day - 10am to 1pm)

This course focuses on techniques to use in dealing with difficult clients. It is suitable for anyone who has face to face or phone contact with clients. The course will help you to learn how to get beyond the presenting problem and it will include sessions on how to deal with clients who are:

- aggressive or angry
- vulnerable
- hard to understand
- emotional
- reluctant to speak

and clients who have:

- unrealistic expectations
- mental health issues.

This is a very interactive session and there will be an opportunity for delegates to raise and discuss specific challenges they face.

# Management skills courses

## Managing volunteers

(Half day - 10am to 1pm)

This course focuses on ways to support, supervise and retain volunteers, including:

- Understanding support and supervision of volunteers.
- Good practice in supervising volunteers.
- Communication.
- Work delegation.
- Motivating and developing volunteers.
- Dealing with performance and other issues.

# Managing staff – an essential guide to employment law

(Full day - 10am to 4pm)

This course provides an overview of employment law from recruitment through to termination. It assumes little or no knowledge of the subject and is suited for line managers at any level who wish to increase their understanding and confidence in managing staff within the law. It covers the following:

- Recruiting within the law.
- Contracts of employment / variations.
- Grievances / disciplinaries / dismissal.
- Holidays and sickness.
- Health and safety.
- Pay / hours.
- Notice.
- Redundancy.
- Bullying.



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Citizens Advice Reading is an operating name of Reading Citizens Advice Bureau

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