citizens advice Hampshire

Citizens Advice Hampshire Online Courses 2021-2022

Online courses available are:

- Introduction to Welfare Benefits
- Universal Credit 1: (*Eligibility, Structure and Making a Claim)*
- Universal Credit 2: *(Calculating Universal Credit)*
- Introduction to Debt Advice 1: Exploration, Emergencies and First Steps
- Introduction to Debt Advice 2: Debt Solutions Explained
- PIP: Successful Applications
- Confidence with Online Benefit Check Software
- How to Challenge Benefits Decisions
- Managing in Challenging Times
- Getting the Most from your Team
- New to Management or Supervision
- Level 2 Award in First Aid for Mental Health (accredited) *New
- Train the Trainer *New
- Skills for Advice
- Quality in Case Recording

Introduction to Welfare Benefits

Tutor: Gill Ormond
Audience: New advisers with limited experience of giving Benefits Advice
Session: Whole day

This whole-day interactive online-course is designed for new advisers with limited experience of giving Benefits Advice. The course will run in two two-hour interactive sessions (with breaks), morning and afternoon.

Objectives:

- understand the underlying framework of the benefits system
- recognise the differences between contributory, non- contributory and means tested benefits
- identify which suite of benefits might be claimed by a range of client groups
- recognise the principles of entitlement to Universal Credit and explain its main features.
- help clients understand how help with Housing Costs and Housing Benefit are calculated
- identify where disability and carer benefits may be claimed

Universal Credit 1 (Eligibility, Structure and Making a Claim)

Tutor: Gill Ormond
Audience: All advisers
Session: 2.5 hours

This half-day interactive online-course is designed for anyone giving advice and information to clients and will provide a general introduction to Universal Credit (UC). Whilst not compulsory, it is recommended that advisers attend both UC courses in sequence.

Objectives:

- Identify who can and cannot claim Universal Credit
- Identify who should and should not claim Universal Credit
- Understand the structure of universal credit, and which elements should be included for which delegates.
- Guide a client through making a claim
- Recognise the potential pitfalls in the claim process, and know how to mitigate these
- Understand how the process has changed in the current Covid -19 crisis.

Universal Credit 2 (Calculating Universal Credit)

Tutor: Gill Ormond
Audience: All advisers
Session: 2.5 hours

This half-day interactive on-line course is designed for anyone giving advice and information to clients and will help advisers understand the detail of how UC is calculated. Whilst not compulsory, it is recommended that advisers attend both UC courses in sequence.

Objectives:

- Identify the rates associated with each element in a claim
- Calculate the Housing Cost Element for claimants in different types of accommodation
- Calculate the childcare element for those eligible
- Apply work allowances and taper rates
- Understand how different types of income are taken into account
- Advise a client about Assessment Periods, changes of circumstances and late payments from Employers
- Understand how the Benefit Cap applies to UC awards

Introduction to Debt Advice 1: Exploration, Emergencies and First Steps

Tutor: Gill Ormond
Audience: New Advisers
Session: 2.5 hours

This half-day interactive online course is for advisers new to debt advice, and looks at the early stages of the Debt Advice Model.
Objectives:

- Explain the standardised process for debt advice – why we have it, and what it looks like
- Explain that some people use the CIA tool in CASEBook, and understand WHY

- Be able to identify and deal with emergencies
- Know how to check liability
- Be able to support clients to develop an accurate income and expenditure budget

Pre-course Work
Unusually, this course has some pre-coursework:

Prepare your own budget. Use the Work out your Budget feature on the Citizens Advice Website here to complete a record of your own personal income and expenditure.

https://www.citizensadvice.org.uk/debt-and-money/budgeting/budgeting/work-out-your-budget/

Please take the time to complete the budget as fully and accurately as possible - the more accurate it is, the more useful it will be. You will **NOT** be asked to share the information with others on the course, it will remain entirely confidential to you. You should set aside at least a couple of hours to gather the relevant information.

Introduction to Debt Advice 2: Debt Solutions Explained

Tutor: Gill Ormond
Audience: New Advisers
Session: 2.5 hours

This half-day interactive online course is for advisers new to debt advice and looks at the range of debt strategies available to clients in debt. Delegates will use case studies to consider the most appropriate debt solutions for a range of situations

Objectives:
Options:
- Describe the main debt management solutions
- Match the most appropriate solutions to client needs

Actions:
- Understand how to negotiate with Priority Creditors
- Understand how to make offers to non-priority creditors

PIP: Successful Applications

Tutor: Gill Ormond
Audience: Advisers
Session: 2.5 hours

This half-day interactive on-line course is for anyone who wants to ensure success when helping clients to apply for Personal Independent Payment.

Objectives:
- Explain the structure of PIP, the eligibility criteria and the Claiming Process
- Apply the PIP Descriptors to client circumstances, and calculate the elements of PIP a client should get

- Complete the PIP2 form using effective language
- Prepare a client to express themselves effectively at their PIP Assessment
- Recognise the impact on other benefits.

Confidence with Online Benefit Check Software

Tutor: Gill Ormond
Audience: Advisers with a good working knowledge of the Benefits system
Session: half day

This course will aim to build confidence in using online benefit check resources to advise clients remotely. Delegates must be confident in moving between different web-pages and completing online forms without support from the Tutor. Delegates must have their own copy or access online to the Essential Information Questions Booklet.

- Understand how to access various benefits checkers
- Recognise the importance of good exploration for completing an online benefits check
- Consider strategies for overcoming the barriers to good advice when advising remotely
- Use case studies to build confidence in the use of three different online checkers
- Analyse the difference between the online benefit checkers, to make good decisions about which to use in which circumstances.

Challenging Benefits Decisions

Tutor: Gill Ormond
Audience: all advisers with a good working knowledge of the benefits system - access to CPAG online will be essential
Session: This course is run over **two** half days – delegates must attend both sessions

This is a course for those who would like to extend their generalist benefits advice work into helping clients to challenge decisions. It provides a basic grounding in preparing submissions and supporting clients to attend the First-tier Tribunal. The course is aimed at advisers with a good working knowledge of the welfare benefits system. Delegates will use case studies to look at different types of tribunal submission. Please note that this course will require delegates to be confident in handling and reading multiple course "handouts" on screen during the session, since printing handouts for online courses is not practical.

This course will include:

- identifying those decisions which are and are not appealable
- revisions and supersessions (including mandatory reconsideration)
- time limits
- The appeal system and process for appealing
- case preparation – finding the law, gathering evidence, and using this to write an effective submission
- supporting client to attend the hearing

Skills for Advice

Tutor: Gill Ormond
Audience: New Advisers
Session: 3 hours

This half-day interactive on-line course is designed for those who are completely new to giving advice. It looks at the skills required to be a great adviser, and how to apply them to each stage of the advice process.

Objectives:

- To explain the Initial Advice model and the skills required
- To apply the skills of listening, questioning and summarising in client interviews
- To describe the purpose of the EIQ and identify client goal
- To know how to decide whether to signpost or refer
- To know how to agree a plan of action with the client

Quality in Case Recording

Tutor: Gill Ormond
Audience: All advisers
Session: 3 hours

This half-day interactive on-line course is designed for anyone who wants to make sure that their CASEBook case records are as good as they can be. The Quality of Advice Audit stipulates what needs to be recorded and how, and this course will show you how to meet those requirements every time.

Objectives:

- To describe the basis of Quality of Advice Audit Requirements
- To understand the concepts of satisfactory, unsatisfactory and detrimental in the context of the QAA
- To meet the requirements in terms of
- Understanding the Issue
- Research and Advice
- Next Steps
- To recognise what good looks like in case records

Train the Trainer

Tutor: Sue Dewey
Audience: Trainers, Managers
Session: Two 3-hour sessions

This course is delivered in two 3-hour sessions on consecutive days.

- Course outcomes:
- Identify factors that help us to learn
- Identify barriers to learning and how to overcome them

- Write clear Aims and Objectives
    - Establish Learning Outcomes
- Explore and understand range of learning methods and to use appropriately
- Understand KOLB model of learning
- Understand learning styles
- Be able to write a Lesson Plan
- Consider effective delivery techniques
    - Be able to evaluate sessions

Managing in Challenging Times

Tutor: Sue Dewey
Audience: Managers and Supervisors
Session: 2.5 hours

For new and experienced Managers an opportunity to explore the skills needed when leading teams through difficult times:

- Personal resilience
- Personal Wellbeing
- Impact for others
- Emotional Intelligence
- Team awareness and behaviours
- Key skills needed

Getting the Most from your Team

Tutor: Carol Clark/Sue Dewey
Audience: Management and Supervisors
Session: 2.5 hours

This is a course giving participants an opportunity to consider, with other CA Managers and Leaders, how you manage and direct your team to meet the challenges that you face.

- Personal Leadership and Management styles, exploring other styles and when to use them
- Team Dynamics and behaviours
- Providing clear direction and support utilising the different management styles to use with individuals
- Setting clear expectations
- Achieving Team objectives linked to organisational goals

New to Management or Supervision

Tutor: Sue Dewey
Audience: New Managers and Session Supervisors
Session: 2 three-hour sessions delivered over 2 weeks

An opportunity to build a foundation of the key skills needed for your role:

- Consider role and responsibilities of first line Manager
- Consider skills and knowledge needed
- Identify the first line manager's immediate stakeholders and their needs
- Personal Leadership and Management styles, exploring other styles and when to use them
- Providing clear direction and setting expectations
- Identify the data and information available to the first line manager an consider how to use effectively
- Consider methods of identifying and supporting the performance of team members

Level 2 Award in First Aid for Mental Health (accredited) *New

Tutor: Gill Ormond / Sue Dewey
Audience: Advisers
Session: Whole day

This accredited whole-day course is for all Advisers with a desire to provide first line support to people living with poor Mental Health.

There is a £10 certification fee for this course. Your LCA will be invoiced so please check before you book.

Mental Health First Aid won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and potentially stop a crisis from happening.

In this Level 2 Mental Health First Aid (Advice Sector) course you'll learn how to:

- recognise the warning signs of mental ill-health
- develop the skills and confidence to approach and support someone while keeping yourself safe
- gain skills and knowledge to empower people to access the support they need for recovery or successful management of their symptoms
- process create a more mentally supportive workplace
- gain an understanding of how to support positive wellbeing and tackle stigma in the world around you.

Each candidate will be required to undertake a 40-minute one-to-one online assessment. Delegates will need to book a time slot with the tutor within a few days of the course, at a mutually convenient time. On successful completion of the assessment a Level 2 Award in First Aid for Mental Health Certificate will be issued to the learner. This qualification is valid for three years from the date of achievement.

Upon submission of a completed registration form, delegates will be issued with a 96-page E-Book containing comprehensive guidance on First Aid for Mental Health training.

Bite Sized Sessions on:

These sessions are 90 minutes long and are designed to support and develop your working practices.

Tutor: Sue Dewey
Audience: Managers, Session Supervisors and anyone running group digital sessions
Session: 90 minutes

- Behaving Assertively – getting the balance right
- Communicating with Impact – getting your message across
- Being clear – setting boundaries and expectations
- Dealing with uncertainty – managing emotional response to change
- Managing Performance - supervision that motivates and inspires
- Getting organised – managing priorities and workload demands
- Train the Trainer – using digital platforms effectively for group sessions
- Managing the Virtual workplace – how to make this effective