

Citizens Advice Hampshire Online Courses

September - March 2020-2021

Online courses available are:

- Introduction to Welfare Benefits
- Universal Credit Level 1: (*Eligibility, Structure and Making a Claim*)
- Universal Credit Level 2: (*Calculating Universal Credit*)
- PIP: Successful Applications
- Mental Health: Communication
- Supporting Advisers
- Developing Personal Resilience

Developing Personal Resilience

Tutors: Sue Dewey

Audience: All Session Supervisors, Manager & paid staff and Advisers

Session: 2.5 hours

These are challenging times for us all – how are you coping?

Could you benefit from some strategies to help you adapt to your new working practices?

Then this course is for you.

Objectives:

- Recognise your personal thinking patterns and triggers
- Identify personal coping mechanisms
- Identify traits of assertive behaviour

Supporting Advisers

Tutor: Carol Clark

Audience: All Session and supervisors and anyone managing Advisers

Session: 2.5 hours

Are you providing your team with the support that they need right now?

Are some of your team struggling with new working practices?

Then this course is for you.....

Objectives:

- To understand the needs and challenges of advisers working from home
- To recognise the support needed
- To develop a plan to provide the appropriate support for your advisers.

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

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.

Mental Health: Communication

Tutor: Abbie de Castella
Audience: Adviceline volunteers, and anyone looking to incorporate new communication skills into their role
Session: 2.5 hours

This short course looks at the barriers we face when communicating with clients. Mental Health symptoms can cause difficulties for people in the way they engage and interact. We'll explore some solution-based theories to enable us to actively listen, communicate effectively, and influence behaviour to keep escalations to a minimum.

By the end of the session, you will be able to:

- Recognise when interactions are escalating and why
- Understand and practise effective communication skills
- Apply communication solutions to influence client behaviour