

Citizens Advice Hampshire Courses 2020-2021

All the on-demand courses below can be tailored to meet the requirements of your team where necessary by agreement with the trainer.

Introduction to Debt Advice

Tutor: Gill Ormond Audience: Trainee Advisers

This is a one-day course for all new or trainee advisers looking at getting started with debt advice, and how to work towards the individual accreditation for giving debt advice at “adviser” level.

Learning Outcomes: By the end of the session, learners will be able to:

- Explain the regulatory framework for debt advice in the UK
- Explain the importance of a systematic approach to debt advice, and apply it to client cases (through case study)
- Assist clients in preparing a budget
- Advise clients how to maximise income
- Prepare a financial statement
- Explain the range of options and strategies available, and to help clients identify the most appropriate for their circumstances
- Negotiate with Priority and non-Priority creditors

Introduction to Welfare Benefits

Tutor: Gill Ormond. Audience: Trainee Advisers

This is a two-day course for new or trainee advisers with limited experience of the Welfare Benefits system.

Please note that this can also be offered as a 1-day course, in a different format if required

Learning Outcomes:

- To recognise the differences between contributory, non- contributory and means tested benefits
- To describe the main features of JSA, ESA, SRP (contributory benefits)
- To explain the main features of JSA/IS/ESA/PC/ (non-contributory – means tested legacy benefits)
- To explain how Universal Credit is claimed and calculated, and recognise the many Research and Campaigns issues surrounding it.
- To explain the main features and the claiming process for DLA, PIP and AA and to explain the relationship with Carer’s Allowance and Universal Credit.
- To be able to help clients understand how help with Housing Costs and Housing Benefit are calculated
- To explain the main features of tax credits

Universal Credit – an Introduction

Tutor: Gill Ormond Audience: All Advisers

With full-service roll-out only around the corner for many areas, it is imperative that all advisers have a full understanding of how it will impact clients. This one-day course is designed for anyone giving advice and information to clients, and will provide a general introduction to Universal Credit (UC). It will provide learners with some practical tools to help clients minimise the impact of the many issues which UC will present.

By the end of this session, learners will be able to:

- Explain the claims process, and how UC is payed
- Identify the various components of UC explain how they are calculated
- Explain 'claimant commitment' and 'conditionality' for claiming UC
- Describe the conditionality groups and how a client may be placed into a particular group
- Identify and explain the sanctions and within UC
- Identify the problems which many clients will face as they transition to UC, and identify some of the opportunities to mitigate these problems.

PIP, DLA and AA – Successful Applications- (a whole day course)

Tutor: Gill Ormond

This course is for anyone who wants to ensure success when helping clients to apply for Personal Independent Payment, Disability Living Allowance and Attendance Allowance. We will cover:

- Structure of PIP, DLA and AA
- Eligibility and the Claiming Process
- The language of DLA and AA application forms
- PIP Descriptors, and the PIP1 form
- Working with clients and health professionals
- Reviews and Changes of Circumstances
- Impact on other benefits

Quick Benefits Calculator

Tutor: Gill Ormond Audience: Experienced Advisers

This is a one-day hands-on workshop for advisers with a good understanding of the Welfare Benefits System. There will be plenty of real cases to practice on and develop confidence.

Learning Outcomes: by the end of the session, users will be able to use the Quick Benefits Calculator to:

- identify entitlement to means-tested benefits
- determine Personal allowances, Premiums and applicable amounts and explain how they impact on means tested benefits.

- calculate Housing Benefit and Universal Credit Housing Costs Element for rented accommodation in the private and public sectors, and for mortgaged accommodation.
- calculate Tax Credits
- make What if Calculations
- calculate Universal Credit

How to Challenge Benefit Decisions

Tutor: Gill Ormond Audience: Experienced Advisers

This one-day course is 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 representing clients at the First-tier Tribunal.

This course is aimed at advisers with a good working knowledge of the welfare benefits system.

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
- What happens at the hearing

Universal Credit - The Tricky Bits (a whole day course)

Tutor: Gill Ormond

This course is for advisers who have some experience of working with clients on Universal Credit. It will look at some of the more complex areas of Universal Credit including:

- Issues with applications and re-applications, eligibility and the claims process.
- Being in Education
- Overlap with Carer's Allowance
- Assessment Periods – problems with irregular payments and significant changes in circumstances
- Deductions from Universal Credit
- Benefit Cap
- Sanctions
- Rent arrears
- benefit overpayment
- Mandatory Reconsiderations
- Transitional Protection and Managed Migration

ASK-Re for Advisers – (whole day course) for LCAs planning to roll out this program or needing to bring advisers up to speed
Tutor: Gill Ormond

Course objectives:

- Understand how attitudes and beliefs towards Gender Violence and Abuse (GVA) can impact on practice
- Understand the nature and prevalence of GVA
- Understand the impact of GVA on victims and their children
- Be able to encourage and respond appropriately to disclosures of GVA
- Understand the purpose and process involved in asking a routine question about GVA as part of the advice process and develop confidence in using ASK RE
- Know how to identify risk in relation to GVA and know about options for high risk victims, i.e. MARAC
- Understand relevant support options (including the law) relating to GVA victims
- Understand help-seeking process in relation to GVA
- Know how to report GVA disclosures on Casebook

Mental Health Awareness

Tutor: Abigail de Castella Audience: All

This is a one-day course for anyone wishing to understand more about Mental Health and how to identify, support and signpost clients.

Learning Outcomes:

- Understanding Mental Health
- Risk Factors and Stigma
- Mental Health Crisis -
- Support & Signposting
- The importance of Self Care in MH – for Staff and Clients
- Recovery & Wellbeing

Suicide Awareness

Tutor: Abigail de Castella Audience: All

This is a one-day course for anyone wishing to understand more about Suicide and how to support clients.

Learning Outcomes:

- Understanding Suicide
- Risk Factors and Stigma
- Suicidal Thoughts, Behaviours and Crisis
- Wellbeing & Self Care
- Support & Signposting

Managing Difficult Situations

Tutor: Abigail de Castella Audience: All

This is a full day workshop for anyone wishing to explore and understand potentially challenging situations in an Advice context and how to deal with them.

- Learning Outcomes:
- Crisis Awareness - Identify situations that could escalate
- Non-judgmental listening and communication
- Defuse and de-escalate situations
- Risk factors, triggers, and risk assessments
- Explore good practices, controls and strategies to deal with potential risks including MH & Suicide Crisis

Managing in Tough Times

Tutor: Abigail de Castella Audience: All

This is a full day course to explore the skills needed when managing through difficult times in the workplace

Learning Outcomes:

- Workplace Wellbeing
- Resilience
- Emotional Intelligence
- Team awareness and behaviours
- Key skills needed
- Tools and techniques to manage change

Getting the most from your Team

Tutor: Carol Clark Audience: Management and Supervisors

This is a full day 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

Changing Demands and Dynamics

Tutor: Sue Dewey or Carol Clark. Audience: Management and Supervisors

This workshop will explore the drivers for change and how to cope with the challenges, demands and impact that it presents. Looking specifically at

- Personal resilience
- Emotional response to change
- Tools and techniques to manage change

Managing Projects Effectively (half or full day options)

Tutor: Sue Dewey or Carol Clark. Audience: Management and Supervisors

This course gives you the opportunity to consider a structured approach to managing specific projects and outcomes. Looking specifically at

- Defining Outcomes
- Project Management Cycle
- Terms of Reference
- Planning
- Evaluation

Maximising Your Time

Tutor: Carol Clark Audience: Management and Supervisors

Ever feel you need more hours in the day? Overwhelmed by conflicting priorities and demands? This is an opportunity to draw breath, take stock and consider strategies for you to take control and maximise your time.

- Reflect on your own working practices and how these impact on managing your time
- Develop practical ways to take control of your time and manage it effectively
- Consider how to establish priorities
- Introduction to planning tools
- Consider how to delegate effectively
- Consider the implications on your personal wellbeing of effective time management

Introduction to first line management

Tutor: Carol Clark Audience: Management and Supervisors

- Consider the role and responsibilities of first line Manager and how these link to your organisation's goals
- Consider skills and knowledge needed using self-review models
- Identify the first line manager's immediate stakeholders and their needs
- Explore methods to develop and maintain working relationships
- Identify the data and information available to the first line manager and consider how to use effectively
- Consider methods of identifying and supporting the performance of team members

- Be able to reflect on own development needs (Gap analysis) and start to produce own development plan using SMART objectives

Supervision and Appraisals

Tutor: Carol Clark Audience: Management and Supervisors

- Be able to explore the benefits of appraisals.
- Develop a framework with which to conduct and document planful and meaningful performance meetings and appraisals which suits your own team's individual needs
- Explore different coaching methods and tools and gain an understanding of different learning styles and how to use these in development meetings
- Tackling difficult conversations & giving constructive feedback
- Identifying issues and carrying out Root Cause Analysis
- Understand how to set Enabling SMART objectives and be able to practice and demonstrate how to set them
- Understand how and when to use the CIGAR coaching model and be able to describe when this can be used

Managing and communicating information

Tutor: Carol Clark Audience: Management and Supervisors

- Identify information and data used in the organisation that needs to be communicated
- Identify the communication methods that could be used to suit your team's needs
- Consider the target audience for the communication
- Evaluate the impact of the communication

Presentation skills

Tutor: Sue Dewey or Carol Clark. Audience: Management and Supervisors

- To identify your key message
- To understand how to plan and design your presentation
- Understand delivery techniques
- Discuss strategies for dealing with nerves

Supervision and Support for volunteers (half or full day options)

Tutor: Carol Clark Audience: Management and Supervisors

Develop skills and knowledge for effective supervision and support of volunteers

- Explore the benefits and practicalities of regular reviews and one to ones
- Giving appropriate & developmental feedback
- Strategies to deal with difficult conversations
- Coaching and support for your volunteers

Team Building (half or full day options)

Tutor: Carol Clark Audience: Management and Supervisors

Understand each other better and how to work together as an effective team and make the most of each other's strengths using different methods and theories

- Belbin
- Personality Traits
- Colour Works
- Learning Styles
- Vision
- Roles and Responsibilities
- Explore how will you use this information to develop your team?

Work Smarter not Harder (half or full day options)

Tutor: Sue Dewey or Carol Clark. Audience: Management and Supervisors

Identify changes that can be made to your personal working practice that will improve the management of your time.

Dealing with Change (half or full day options)

Tutor: Carol Clark Audience: Management and Supervisors

- To consider emotional responses and reactions to change and understand how to deal with them.
- Understand the importance of planning for change to ensure a successful implementation
- Consider different communication techniques and how to deal with resistance to change

Empowerment – Enabling others (half or full day options)

Tutor: Carol Clark Audience: Management and Supervisors

To develop the skills to support and empower others to be less dependent and be able to act themselves

- To consider the meaning of “less dependent” and what this looks like in practice
- To identify actionable steps to empower others and achieve the goal of “less dependency”
- To explore the skills needed to empower others, including influencing skills, and developing a culture of accountable freedom
- Review your coaching skills and understand how these can help to empower others
- Revisit the key skills of questioning and listening and where these can help support empowerment and enablement

Outcomes Awareness (a half day course) – course still in development