

Money Advice Unit

Training Programme

**Autumn
2018**



Quality training from the Money Advice Unit

Our trainers are experienced advisers who aim to deliver high quality training courses and materials.

We ask participants for feedback after each course. We use this to develop and improve future courses.

We monitor and review our training provision to ensure that we meet consistently high standards. Please tell us how you think we can improve our training. Please see page 7 for our quality policy and contact details.

About our training courses

We think you'll agree that it's vital you choose the best course(s) for you. To help you do this, we have graded our courses from 1 – 3 in levels of participant experience needed.

1 = introductory	We will expect you to know little about benefits/debt
2 = standard	We will expect you to have a working knowledge of benefits/debt, or have attended level 1 training.
3 = more advanced	We will expect you to have a good working knowledge of benefits/debts, or to have attended level 2 training.

For all training queries please contact 01438 843456 (Comnet 53456)

If you have special needs, e.g. you need larger print materials, or to bring someone with you to help you, please tell us.

Our nomination form is at the end of this booklet. Please fill in a copy of it and send it to the Money Advice Unit.

Training Venue

All our courses are held at: **Hertfordshire Development Centre, Robertson House, Six Hills Way, Stevenage, SG1 2FQ.**

The venue has free parking and is wheelchair accessible. Delegate carparking is approximately a 10 minute walk from Robertson House. There is a restaurant where you can buy lunch and refreshments. We encourage car-sharing. We will send you a map when we confirm your booking.

All our courses unless otherwise stated start at 10.00 a.m. and finish at 4.30 p.m.

Training calendar – Autumn 2018

Course	September	October	November
Introduction to benefits	4 th		
Getting ready for universal credit	10 th		
Personal independence payment	19 th		
Introduction to debt	26 th		
Introduction to benefits		4 th	
Older people and benefits		24 th	
Getting ready for universal credit		31 st	
Introduction to housing benefit			12 th
Introduction to benefits			21 st
Getting ready for universal credit			26 th

Title: Introduction to benefits
Date: 4th September 2018 (repeated 4th October & 21st November 2018)
Time: 10.00 a.m. – 4.30 p.m.
Level: 1
Membership: No knowledge of benefits is required
Aim This one day course is designed to give an overview of the benefit system
Objectives: By the end of the course participants will be able to:

- name the different categories of benefits
- understand how different types of benefits interact with each other
- identify entitlement to benefits

Title: Getting ready for universal credit
Date: 10th September 2018 (repeated 31st October & 26th November 2018)
Time: 10.00 a.m. – 4.30 p.m.
Level: 1
Membership: Some prior knowledge of the current benefit system is **essential**. Please note there is an introduction to benefits course available.
Aim: This full day course examines universal credit (UC) which is available across the county to certain claimants but is being rolled out for new claims from all claimant groups between November 2017 and September 2018
Objectives: By the end of the course participants should be aware of:

- the general entitlement rules
- the claims process
- how UC is calculated
- how conditionality and sanctions are applied
- the difference between 'live service' and 'full service'
- the timetable for roll out of 'full service' in Hertfordshire
- the potential impact on their clients

Title: Personal independence payment
Date: 19th September 2018
Time: 10.00 a.m. – 4.30 p.m.
Level: 1
Membership: Participants do not need any previous knowledge of the subject
Aim: This full day course examines the personal independence payment paid to disabled adults who need help with daily living or mobility.
Objectives: By the end of the course participants should be able to:

- understand the entitlement rules for PIP
- identify how the claims and assessment process works
- understand how disability living allowance claimants are being affected by PIP
- be able to support service users to make effective claims for PIP

Title: Introduction to debt advice
Date: 26th September 2018
Time: 10.00 a.m. – 4.30 p.m.
Level: 1
Membership: No knowledge of debt advice is required
Aim: This course provides an introduction to dealing with debt and is the basis for our level 2 money advice courses.
Objectives: By the end of the course participants will be able to:

- outline the debt advice process
- recognise ways to maximise income
- prepare a financial statement
- understand priority and non priority debts
- identify options for dealing with creditors

Title: Older people and benefits
Date: 24th October 2018
Time: 10.00 a.m. – 4.30 p.m.
Level: 1
Membership: No knowledge of benefits is required
Aim: To give an overview of the main benefits available to older people
Benefits covered include: state pension, disability living allowance, personal independence payment, attendance allowance, carers allowance, pension credit, housing and council tax support, one-off payments and health benefits.
Objectives: By the end of the course participants should be able to:

- identify the appropriate benefits for older people
- understand how benefits for older people interact with each other
- be aware of the reasons for underclaiming among older people

Title: Introduction to housing benefit
Date: 12th November 2018
Time: 10.00 a.m. – 4.30 p.m.
Level: 2
Membership: Basic knowledge of benefits is required. Please note there is a level 1 course on “introduction to benefits”.
Aim: Examine the key aspects of the housing benefit system and focus on the calculation of an award
Objectives: By the end of the course participants should be able to:

- be able to identify who is entitled to housing benefit
- understand the under occupancy rules and size restriction in private rent
- be able to assist clients to manage their claims
- be able to calculate housing benefit awards
- understand how to challenge decisions


Fees for this training programme

Agency	Fee (per day)	
Hertfordshire County Council, Hertfordshire Citizens Advice, Health, voluntary organisations in Hertfordshire.	Free	
Statutory agencies, housing associations	Hertfordshire organisations £55 per day, per place	Out-of-county organisations £100 per day, per place
Businesses, solicitors	£80 per day, per place	£120 per day, per place
Out-of-county voluntary organisations	£60 per place, per day	
Fees for organisations not listed above are at the discretion of the Head of Unit		

In-house training

The Money Advice Unit can also offers our training courses inhouse. In-house training is an economical way to train, retrain, and update a number of staff members.

If you would like to discuss inhouse training for your organisation, please call Michael Chambers at the Money Advice Unit.

 01438 843456 (**Comnet 53456**)

fax 01438 843400 (**Comnet 53400**)

Agency	In-house training fee
Hertfordshire County Council, Hertfordshire Citizens Advice Bureau, Health, voluntary organisations in Hertfordshire.	Free
Statutory agencies, housing associations.	½ day £300 1 day £500 2 days £800
Businesses, solicitors and out of county organisations	½ day £600 1 day £700 2 days £1000
In-house fees for organisations not listed above are at the discretion of the Head of Unit.	

Cancellation

At least 2 weeks notice	50% refund
Less than 2 weeks notice	No refund

Non-attendance

If for any reason you cannot attend your course, please tell us as soon as you can.

Our courses are usually fully subscribed and have waiting lists. If you are unable to attend please give us at least 48 hours. This will allow us to let someone else take your place. We will invoice the full cost of a day's course for all non attendees who have not notified us.

Contact details - Money Advice Unit Office

☎ 01438 843456 Comnet 53456
Fax 01438 843400 Comnet 53400
E-mail mauadmin@hertfordshire.gov.uk
Farnham House, Stevenage, Hertfordshire, SG1 2FQ

Please contact the office if you have a query about training, courses or booking on a course.

Advice Line - benefits and debt advice - 5 days a week.

☎ 01438 843444 Comnet 53444
E-mail moneyadvice.unit@hertfordshire.gov.uk
Monday - Friday 9.30 am - 12.30 pm

The advice line is for advisers only. Please do not give this number to clients, or put it on general display.

Information materials

The Money Advice Unit produces a variety of information including factsheets, information packs, benefit rate cards and a guide to using the Money Advice Unit. This information is available at www.hertfordshire.gov.uk/benefits. Organisations can register on our mailing list to receive copies of our information materials. Please contact us for further details.

Quality policy

1. We are committed to providing a high quality service to all the people who use it.
2. We will listen to the views of clients and other service users continuously, and aim to involve them actively in the planning, delivery and evaluation of our service. In doing so, we will seek to develop better ways of communicating with the people who use our service. We will provide clear information about our service, how to access it, and how to influence service delivery and developments.
3. We want to ensure that all staff are skilled and trained appropriately. We will invest in training and development at all levels, enabling everyone to update and improve their skills.
4. We will take action to ensure that our belief in equality of opportunity influences everything we do.
5. We will aim to work in partnership with other statutory and voluntary agencies to this same high standard.
6. We will aim to learn from all we do, to ensure that our service improves continuously and meets the changing needs of individuals and local communities.



Money Advice Unit Training Nomination Form

Places on any one course are limited to 2 per organisation (contact us if you want to send more than 2 people). To be nominated for a place, send a **copy** of this form to:-

Money Advice Unit
Adult Care Services, Farnham House, Stevenage,
Hertfordshire SG1 2FQ

☎ 01438 843456 (Comnet 53456)

☎ Fax 01438 843400 Comnet 53400 E-mail mauadmin@hertfordshire.gov.uk

We will confirm your place by e-mail or post and send you further details of your course **at least 2 weeks** before it takes place. **Meanwhile, please pencil the course date in your diary.** If your nomination is unsuccessful, we will give it priority for the next course date.

The majority of our training is provided free to participants and as such we have a high demand for our courses and a waiting list of people for each course.

If you are unable to attend please notify us on 01438 843456 or e-mail us on mauadmin@hertfordshire.gov.uk as soon as possible.

We will invoice the full cost of the course to any participant who fails to attend without notifying us beforehand. It is also our policy to notify line managers of non-attenders.

Course title	Date	Name(s) of participant(s) (BLOCK LETTERS PLEASE)

Contact name:
Section/team:
Address:
E-mail:
☎ Comnet Fax

Do you have any special requirements? (e.g. you are a wheelchair user)

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Are you willing to car-share? (please tick) Yes No

If yes, please tell us which town/village you will be travelling from..... and provide a contact telephone number we can give out.....

I am a: (please tick which) Driver Passenger

Fee-payers only

I enclose a cheque for £.....payable to Hertfordshire County Council

I would like a receipt (please tick)

Please ask your manager to authorise your nomination by signing below:

Signed..... Date.....