



Money Advice Unit,  
Hertfordshire County Council,  
Farnham House, Six Hills Way,  
Stevenage, SG1 1FQ



# TRAINING PROGRAMME Spring/Summer 2023

On-line and face-to-face training courses now available!



## **About our training courses**

Our training courses are a mixture of face to face delivery and online, using Zoom or MS Teams. Please see each individual course description for more details and timings.

Our courses are a combination of single and double days run over mornings or afternoons. Please make a careful note of dates and the timing of the courses while booking them.

Instructions for how to access our online courses will be emailed to you once your booking is confirmed along with course material.

Our face-to-face courses are held at: Hertfordshire Development Centre, Robertson House, Six Hills Way, Stevenage, SG1 2FQ.

There is a restaurant where you can buy lunch and refreshments, or you can bring your own food. If you have any queries or need further assistance, please contact Hertfordshire Development Centre on 01438 845114.

You will need a parking permit to park your car while attending face to face training courses. You will receive one along with your invite to attend the courses. Please make sure you park your car using the pass provided.

## **How to book a course**

Our booking form is attached as a separate word document. Please fill in a copy of it ( separate form for each attendee) and email it to [MAUtraining@hertfordshire.gov.uk](mailto:MAUtraining@hertfordshire.gov.uk) You will receive confirmation of your booking. There is no charge for these courses, but we will only accept bookings from people who work in the statutory or voluntary sector in Hertfordshire.

Due to demand, we only allow a maximum of two participants from each organisation per course.

When we have processed your booking form, we will send you an email confirmation of your booking. Please allow up to 5 working days for emails to be processed before contacting us.

We also send an email reminder before the course is due to run. Please do not attend a course unless you receive a booking confirmation. Booking instructions will be sent to participants in the week before the course.

Please tell us if you need any additional assistance when you book.

## **On the day of the training**

Registration starts from 09.45 am for a 10.00 am start for the morning courses and 1.45 pm for a 2.00 pm start for the afternoon courses. Please note that latecomers may not be admitted.

## **Any queries?**

For all training queries please email [MAUtraining@hertfordshire.gov.uk](mailto:MAUtraining@hertfordshire.gov.uk)

or call 01438 843456

Remember we also have a free online Universal Credit course available at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)

We produce a wide range of factsheets on different areas of welfare benefits. All our benefit factsheets can be found at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits) which includes a benefit calculator supplied by

## Training calendar – Spring/Summer 2023

Course	March	April	May	June	July
Introduction to benefits	2 <sup>nd</sup>		16 <sup>th</sup> <small>face to face</small>	8 <sup>th</sup>	
Personal independence payment overview		25 <sup>th</sup>	23 <sup>rd</sup>	20 <sup>th</sup> <small>face to face</small>	
Benefits and limited capability for work overview		19 <sup>th</sup>	24 <sup>th</sup> <small>face to face</small>	28 <sup>th</sup>	
Universal credit and housing costs		26 <sup>th</sup> <small>face to face</small>			
Welfare benefits overview <b>(should attend both mornings)</b>		3 <sup>rd</sup> & 4 <sup>th</sup>	18 <sup>th</sup> & 19 <sup>th</sup>		3 <sup>rd</sup> & 4 <sup>th</sup>
UC in Depth <b>(should attend both mornings)</b>	16 <sup>th</sup> & 17 <sup>th</sup>	27 <sup>th</sup> & 28 <sup>th</sup>	25 <sup>th</sup> & 26 <sup>th</sup>		
Preparing for appeal tribunals <b>(should attend both mornings)</b>		20 <sup>th</sup> & 21 <sup>st</sup>		13 <sup>th</sup> & 14 <sup>th</sup>	
Universal Credit and benefits for families <b>(should attend both mornings)</b>			4 <sup>th</sup> & 5 <sup>th</sup>	22 <sup>nd</sup> & 23 <sup>rd</sup>	
UC Amounts (half day)		11 <sup>th</sup>		5 <sup>th</sup>	
Benefits for European migrants <b>(should attend both mornings)</b>				6 <sup>th</sup> & 7 <sup>th</sup>	
Work capability assessment <b>(should attend both mornings)</b>	30 <sup>th</sup> & 31 <sup>st</sup>	26 <sup>th</sup> & 27 <sup>th</sup>		29 <sup>th</sup> & 30 <sup>th</sup>	
Remote interviewing skills <b>(should attend both mornings)</b>	28 <sup>th</sup> & 29 <sup>th</sup>			14 <sup>th</sup> & 15 <sup>th</sup>	
PIP in depth <b>(should attend both mornings)</b>	6 <sup>th</sup> & 7 <sup>th</sup>		22 <sup>nd</sup> & 23 <sup>rd</sup>		
Mental health awareness <b>(should attend both mornings)</b>		12 <sup>th</sup> & 13 <sup>th</sup> PM		1 <sup>st</sup> & 2 <sup>nd</sup> PM	

<b>Benefits for older people (should attend both mornings)</b>		5 <sup>th</sup> & 6 <sup>th</sup>	11 <sup>th</sup> & 12 <sup>th</sup>	8 <sup>th</sup> & 9 <sup>th</sup>	
<b>Children with disabilities (should attend both mornings)</b>	9 <sup>th</sup> & 10 <sup>th</sup>		9 <sup>th</sup> & 10 <sup>th</sup>		
<b>Benefits for young people (should attend both mornings)</b>	21 <sup>st</sup> & 22 <sup>nd</sup>		2 <sup>nd</sup> & 3 <sup>rd</sup>		
<b>Universal Credit Managed Migration</b>	13 <sup>th</sup>	12 <sup>th</sup>	17 <sup>th</sup>	12 <sup>th</sup>	
<b>Benefits for students (should attend both mornings)</b>			30 <sup>th</sup> & 31 <sup>st</sup>	26 <sup>th</sup> & 27 <sup>th</sup>	

**Title:** Introduction to benefits  
**Delivery:** MS Teams (online)  
**Date:** 2<sup>nd</sup> March 2023 (repeated 8<sup>th</sup> June 2023)  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** No knowledge of benefits is required  
**Aim:** This half 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 basic entitlement to benefits

**Title:** Introduction to benefits  
**Delivery:** Robertson House (face to face)  
**Date:** 16<sup>th</sup> May 2023  
**Time:** 10.00 a.m. – 4.00 p.m. (full day)  
**Membership:** No knowledge of benefits is required  
**Aim:** This full 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 basic entitlement to benefits

**Title:** Personal independence payment overview  
**Delivery:** MS Teams (online)  
**Date:** 25<sup>th</sup> April 2023 (repeated 23<sup>rd</sup> May 2023)  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** No prior knowledge of personal independence payment is required  
**Aim:** This half day course looks at claims for working age adults with a long-term health condition or disability who need help with daily living or mobility.  
**Objectives:** By the end of the course participants should be able to:

- understand who can claim PIP
- identify how the claims and assessment process works
- be able to support service users to make effective claims for PIP

**Title:** Personal independence payment overview  
**Delivery:** Robertson House (face to face)  
**Date:** 20<sup>th</sup> June 2023  
**Time:** 10.00 a.m. – 4.00 p.m.  
**Membership:** No prior knowledge of personal independence payment is required  
**Aim:** This full day course looks at claims for working age adults with a long-term health condition or disability who need help with daily living or mobility.  
**Objectives:** By the end of the course participants should be able to:

- understand who can claim PIP
- identify how the claims and assessment process works
- be able to support service users to make effective claims for PIP

**Title:** **Benefits and limited capability for work**  
**Delivery:** **MS Teams (online)**  
**Date:** 19<sup>th</sup> April 2023 (repeated 28<sup>th</sup> June 2023)  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** Participants should have attended either introduction to benefits and introduction to universal credit or have a good working knowledge of these benefits  
**Aim:** To give participants a thorough overview of the rules relating to claiming universal credit and employment and support allowance on the basis of having limited capability for work  
**Objectives:** By the end of the course participants should:

- understand the how ESA and UC operate for claimants who have limited capability for work
- examine the work capability assessment
- be able to identify who satisfies and who is treated as satisfying both the LCW and LCWRA assessments.

**Title:** **Benefits and limited capability for work**  
**Delivery:** **Robertson House (face to face)**  
**Date:** 24<sup>th</sup> May 2023  
**Time:** 10.00 a.m. – 4.00 p.m.  
**Membership:** Participants should have attended either introduction to benefits and introduction to universal credit or have a good working knowledge of these benefits  
**Aim:** A full day course giving participants a thorough overview of the rules relating to claiming universal credit and employment and support allowance on the basis of having limited capability for work  
**Objectives:** By the end of the course participants should:

- understand the how ESA and UC operate for claimants who have limited capability for work
- examine the work capability assessment
- be able to identify who satisfies and who is treated as satisfying both the LCW and LCWRA assessments.

**Title:** Universal credit and housing costs  
**Delivery:** Robertson House (face to face)  
**Date:** 26<sup>th</sup> April 2023  
**Time:** 10.00 a.m. – 4.00 p.m.  
**Membership:** Participants should have completed the online Universal Credit course at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)  
**Aim:** This course looks at how working age claimants get help with housing costs through universal credit.  
**Objectives:** By the end of the course participants should have a better understanding of:

- what housing costs can be met through universal credit
- who is eligible for housing costs and how these are paid
- liability issues and how different types of rent are treated
- problem areas such as liability, non-dependents, bedroom tax, benefit cap, local housing allowances, discretionary housing payments and ‘untidy tenancies’.

**Title:** Welfare benefits overview (*two morning course*)  
**Zoom (online)**  
**Delivery:** 3<sup>rd</sup> & 4<sup>th</sup> April 2023 (repeated 18<sup>th</sup> & 19<sup>th</sup> May and 3<sup>rd</sup> & 4<sup>th</sup> July)  
**Date:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Time:** This course is for staff/volunteers who are new to benefits or who need a refresher of the basics. No previous experience is required.  
**Membership:** To provide participants with an overview of the benefits system with a focus on income maximization. No knowledge of benefits is required.  
**Aim:** By the end of the course participants will:  
**Objectives:**

- Be able to recognise entitlement for the different benefits that make up the system.
- Be able to maximise income from benefits.

**Title:** UC in Depth (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 16<sup>th</sup> & 17<sup>th</sup> March 2023 (repeated 27<sup>th</sup> & 28<sup>th</sup> April and 25<sup>th</sup> & 26<sup>th</sup> May)  
**Time:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Membership:** This course is for staff/volunteers working with working age people on a low income. Some previous experience of having worked with Universal Credit (UC) claimants is assumed. If you are new to Universal Credit, you should attend the UC and Benefits for Families course instead.  
**Aim:** To address typical Universal Credit problem areas and solutions.  
**Objectives:** By the end of the course participants will:

- Be able to help claimants tackle more complex problems when claiming UC.
- Have gained the skills needed to ensure the right decision is made on a UC application.



**Title:** Preparing for Appeal Tribunals (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 20<sup>th</sup> & 21<sup>st</sup> April 2023 (repeated 13<sup>th</sup> & 14<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)  
**Membership:** This course is for staff/volunteers supporting claimants to the First-tier Tribunal. A working knowledge of the wider benefits system is assumed.  
**Aim:** To provide participants with the skills needed to support a claimant up to and including the First-tier Tribunal.  
**Objectives:** By the end of the course participants will:

- Know how to write an effective written submission to the Tribunal.
- Be able to successfully challenge benefits decisions.

**Title:** Universal Credit and Benefits for Families (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 4<sup>th</sup> & 5<sup>th</sup> May 2023 (repeated 22<sup>nd</sup> & 23<sup>rd</sup> June 2023)  
**Time:** 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)  
**Membership:** This course is for staff/volunteers working with working age people with children. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.  
**Aim:** To help participants understand Universal Credit (UC) including how to maximise income when working with families with children.  
**Objectives:** By the end of the course participants will:

- Understand who should claim Universal Credit.
- Be familiar with the elements that make up a Universal Credit award for families and how income affects entitlement

**Title:** UC Amounts (*half day only*)  
**Delivery:** Zoom (online)  
**Date:** 11<sup>th</sup> April 2023 (repeated 5 June)  
**Time:** 10.00 a.m. – 12.45 p.m.  
**Membership:** This course is for staff/volunteers working with working age people who are on a low income. A working knowledge of the wider benefits system is assumed or having attended the Benefits for Families course.  
**Aim:** To teach participants how to calculate entitlement to Universal Credit.  
**Objectives:** By the end of the course participants will:

- Understand how Universal Credit is calculated.
- Be able to calculate UC accurately on behalf of clients and service users

**Title:** Benefits for European Migrants (*two morning course*)  
**Delivery:** Zoom(online)  
**Date:** 6<sup>th</sup> & 7<sup>th</sup> June 2023  
**Time:** 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)  
**Membership:** This course is for staff/volunteers working with non-British nationals from a European Economic Area country. A working knowledge of the wider benefits system is assumed.  
**Aim:** To help participants understand the post-Brexit benefit entitlement rules affecting EEA nationals living in the UK with a focus on means tested benefits including Universal Credit.  
**Objectives:** By the end of the course participants will:

- Understand when an EEA national is entitled to benefits and when they are not.
- Be able to identify incorrect decisions and get them corrected.

**Title:** Work Capability Assessment (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 30<sup>th</sup> & 31<sup>st</sup> March 2023 (repeated 26<sup>th</sup> & 27<sup>th</sup> April and 29<sup>th</sup> & 30<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m. (*course run over both mornings*)  
**Membership:** This course is for staff/volunteers working with working age people who are affected by a health condition or a disability. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.  
**Aim:** To help participants understand how capability for work is assessed in Universal Credit and Employment and Support Allowance.  
**Objectives:** By the end of the course participants will:

- Understand the Work Capability Assessment criteria.
- Be able to complete the UC50/ESA50 form effectively on behalf of a claimant.

**Title:** Remote Interviewing Skills (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 28<sup>th</sup> & 29<sup>th</sup> March 2023 (repeated 14<sup>th</sup> & 15<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Membership:** This course is for staff/volunteers who are new to interviewing clients and conducting casework. It is also relevant to those who wish to revisit and refresh their interviewing skills and techniques especially with regards to increased communication taking place over the telephone and online. No knowledge of benefits is required.  
**Aim:** To provide participants with the techniques and skills necessary to conduct productive interviews over the telephone and online. It also considers the differences when conducting interviews in person.  
**Objectives:** By the end of the course participants will:

- Be able to use an 'Interview Process' to structure interactions with service users and clients.
- Have considered the skills and techniques that are required to conduct productive interviews over the phone and online.

**Title:** PIP in Depth (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 6<sup>th</sup> & 7<sup>th</sup> March 2023 (repeated 22<sup>nd</sup> & 23<sup>rd</sup> May)  
**Time:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Membership:** This course is for staff/volunteers working with working age people who are affected by a health condition or a disability. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.  
**Aim:** To help participants understand the entitlement conditions for PIP and teach how to make effective applications.  
**Objectives:** By the end of the course participants will:

- Understand the entitlement conditions for PIP.
- Know how to make effective applications to PIP including how to fill out the form.

**Title:** **Mental Health Awareness (*two afternoon course*)**  
**Delivery:** **Zoom (online)**  
**Date:** 12<sup>th</sup> & 13<sup>th</sup> April 2023 (repeated 1<sup>st</sup> & 2<sup>nd</sup> June)  
**Time:** 1.45 p.m. – 4.45 p.m. (***course run over both afternoons***)  
**Membership:** This course is for any staff/volunteers working in the advice sector who would like to better understand Mental Health. No previous knowledge or experience is required.  
**Aim:** To provide participants with the skills and techniques that can be used to support clients, colleagues and ourselves when signs and symptoms of mental distress may be present.  
**Objectives:** By the end of the course participants will:

- Be aware of signs and symptoms which may indicate additional support is required.
- Consider how to use a 3-step action plan to assist clients, colleagues and ourselves in relation to Mental Health: '*Engage, Empathise, Empower*'.

**Title:** **Benefits for Older People (*two morning course*)**  
**Delivery:** **Zoom (online)**  
**Date:** 5<sup>th</sup> & 6<sup>th</sup> April 2023 (repeated 11<sup>th</sup> & 12<sup>th</sup> May and 8<sup>th</sup> & 9<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m. (***course run over both mornings***)  
**Membership:** This course is for staff/volunteers working with people who are aged 66 or older. No previous experience is required although a working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.  
**Aim:** To help participants understand pension credit and attendance allowance including how to maximise income when working with older people.  
**Objectives:** By the end of the course participants will:

- Understand who qualifies for pension credit and how much people are likely to get.
- Understand who qualifies for attendance allowance and how to make effective applications.

**Title:** Children with Disabilities (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 9<sup>th</sup> & 10<sup>th</sup> March 2023 (repeated 9<sup>th</sup> & 10<sup>th</sup> May)  
**Time:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Membership:** This course is for staff/volunteers working with families where there is a child under 16 with a disability/additional need. A working knowledge of the wider benefits system is helpful or having attended the Welfare Benefits Overview course.  
**Aim:** To help participants understand the entitlement conditions for Disability Living Allowance (DLA) including how to maximise income when working with children with disabilities.  
**Objectives:** By the end of the course participants will:

- Understand the entitlement conditions for DLA
- Know how to make effective applications to DLA including how to fill out the form.
- Have an awareness of other entitlements that may be available following an award of DLA.

**Title:** Benefits for Young People (*two morning course*)  
**Delivery:** Zoom (online)  
**Date:** 21<sup>st</sup> & 22<sup>nd</sup> March 2023 (repeated 2<sup>nd</sup> & 3<sup>rd</sup> May)  
**Time:** 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)  
**Membership:** This course is for staff/volunteers who work with young people aged 16-25. A working knowledge of benefits is assumed. If participants are new to benefits, it may be advisable to first attend the Welfare Benefits Overview course.  
**Aim:** To help participants understand the restrictions on claiming benefits in respect of young people, with a focus on Universal Credit.  
**Objectives:** By the end of the course participants will:

- Have an understanding of the benefits which have restrictions for young people and those which do not.
- Know when a young person is eligible for Universal Credit when they are in education.
- Know when a young person is eligible for Universal Credit when not in education.
- Be able to help young people ensure they have access to financial support through benefits.

**Title:** Universal Credit Managed Migration (half day only)  
**Delivery:** Zoom (online)  
**Date:** 13<sup>th</sup> March 2023 (repeated 12<sup>th</sup> April, 17<sup>th</sup> May and 12<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m.  
**Membership:** Participants should have completed the online Universal Credit course at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)  
**Aim:** This course looks at managed migration, the DWP process of moving people getting legacy benefits to Universal Credit.  
**Objectives:** By the end of the course participants will:

- Have an understanding of the managed migration process including timescales and deadlines
- Be aware of the different types of transitional protection claimants will have
- Know how transitional protection is worked out including when it is eroded and/or lost

**Title:** Benefits for students  
**Delivery:** Zoom (online)  
**Date:** 30<sup>th</sup> & 31<sup>st</sup> May 2023 (repeated 26<sup>th</sup> & 27<sup>th</sup> June)  
**Time:** 10.00 a.m. – 12.45 p.m.  
**Membership:** This course is for participants who have a working knowledge of the wider system who work with students in Further Education, Higher Education, or both  
**Aim:** This course looks at student entitlement to benefits, including both legacy benefits and Universal Credit and how student income affects these  
**Objectives:** By the end of the course participants will:

- Understand the definitions of ‘full time student’ in legacy benefits and which students can claim UC
- Have an awareness of how student income affects benefits
- Understand work related requirements when claiming UC and what happens to students at the end of their course and during holidays
- Be aware of how students status affects disability and carers benefits