TRAINING PROGRAMME
Spring/Summer 2026

About our training courses

Our training courses are delivered online, using MS Teams. Please see each individual course description for more details and timings.

Our online courses are 3 hours from 10 – 1pm. 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.

Remember we also have free online courses available at www.hertfordshire.gov.uk/benefits

These cover:

- Universal Credit Overview
- Introduction to Welfare Benefits
- Benefits for Older People

Each course takes less than an hour to complete and you can dip in and out – it's a great way to keep up to date or if you're new to wanting to know about benefits. Booking for these courses is not required.

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 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. Please note that latecomers may not be admitted.

If you are unable to attend a course you have booked please let us know by emailing MAUtraining@hertfordshire.gov.uk

If you do not attend a course without letting us know we may not accept any future bookings from you.

Any queries?

For all training queries please email 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

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 which includes a benefit calculator supplied by

Training calendar – Spring/Summer 2026

Course	March	April	May	June
Introduction to benefits	25th	15th	8th	4th
Personal independence payment overview		22nd		17th
Benefits and limited capability for work overview	27th		15th	
E-learning course - Introduction to welfare benefits	These on-demand e-learning courses are available at **www.hertfordshire.gov.uk/benefits**			
E-learning course – Universal credit overview				
E-learning course – Benefits for older people				

Title:	**Introduction to benefits**
Delivery:	**MS Teams (online)**
Date:	25th March 2026 (repeated 15th April, 8th May & 4th June)
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:	**Personal independence payment overview**
Delivery:	**MS Teams (online)**
Date:	22nd April 2026 (repeated 17th June)
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 their daily living or mobility.
Objectives:	By the end of the course participants should be able to:

- understand who can claim PIP
- know how the claims and assessment process works
- be able to effectively support PIP claimants

Title:	**Benefits and limited capability for work**
Delivery:	**MS Teams (online)**
Date:	27th March 2026 (repeated 15th May)
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 an 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.