



Money Advice Unit,
Hertfordshire County Council,
Farnham House, Six Hills Way,
Stevenage, SG1 2FQ



TRAINING PROGRAMME Winter 2023/2024

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 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 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 – Winter 2023/2024

Course	Dec	Jan	Feb	Mar
Introduction to benefits			6 th	8 th face to face
Personal independence payment overview			20 th	19 th face to face
Benefits and limited capability for work overview		30 th		13 th face to face
Universal credit and housing costs				27 th face to face
Welfare benefits overview (should attend both sessions)	14 th & 15 th PM	29 th & 30 th AM		
UC in Depth (should attend both mornings)				7 th & 8 th
Preparing for appeal tribunals (should attend both mornings)		22 nd & 23 rd		
Universal Credit and benefits for families (should attend both mornings)		23 rd & 24 th	29 th & 1 st Mar	
UC Amounts (half day only)			21 st	
Benefits for European migrants (should attend both mornings)			8 th & 9 th	
Work capability assessment (should attend both mornings)				20 th & 21 st
PIP in depth (should attend both mornings)		18 th & 19 th	15 th & 16 th	
Benefits for older people (should attend both mornings)			27 th & 28 th	
Children with disabilities (should attend both mornings)			5 th & 6 th	
Benefits for young people (should attend both mornings)				14 th & 15 th
Universal Credit Managed Migration (half day only)			2 nd	4 th
Benefits for students (should attend both mornings)				27 th & 28 th

Title: Introduction to benefits

Delivery: **Robertson House (face to face)**

Date: 8th March 2024

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: Introduction to benefits

Delivery: **MS Teams (online)**

Date: 6th February 2024

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: **Robertson House (face to face)**

Date: 19th March 2024

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: Personal independence payment overview

Delivery: **MS Teams (online)**

Date: 20th February 2024

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: **Benefits and limited capability for work**
Delivery: **Robertson House (face to face)**
Date: 13th March 2024
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: **Benefits and limited capability for work**
Delivery: **MS Teams (online)**
Date: 30th January 2024
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.

Title: **Universal credit and housing costs**
Delivery: **Robertson House (face to face)**
Date: 27th March 2024
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
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*)
Delivery: Zoom (online)
Date: 14th & 15th December 2023
1.45 p.m. – 4.45 p.m. (*course run over both afternoons*)

Date: 29th & 30th January 2024
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 benefits or who need a refresher of the basics. No previous experience is required.

Aim: To provide participants with an overview of the benefits system with a focus on income maximization. No knowledge of benefits is required.

Objectives: By the end of the course participants will:

- 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: 7th & 8th March 2024
10.00 a.m. – 12.45 p.m. (*course run over both mornings*)

Time: This course is for staff/volunteers working with working age

Membership: 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: 22nd & 23rd February 2024
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: 23rd & 24th January 2024 (repeated 29 February & 1 March 2024)

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: 21st February 2024

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: 8th & 9th February 2024
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: 20th & 21st March 2024
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: PIP in Depth (*two morning course*)
Delivery: Zoom (online)
Date: 18th & 19th January 2024 (repeated 15th & 16th February)
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: Benefits for Older People (*two morning course*)
Delivery: Zoom (online)
Date: 27th & 28th February 2024
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: 5th & 6th February 2024
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: 14th & 15th March 2024
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: 2 February 2024 (repeated 4 March 2024)
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
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: 27th & 28th March 2024
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