



Money Advice Unit,
Hertfordshire County Council,
Farnham House, Six Hills Way,
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TRAINING PROGRAMME Autumn 2022



About our training courses

Our training courses are being held using Microsoft Teams or Zoom. You may need to download this software to your PC or smartphone if you do not already have it. Instructions will be emailed to you once your booking is confirmed along with course material.

Please see the course descriptions for more detail of dates and times.

How to book a course

Our booking form is attached as a separate word document. Please fill in a copy of it 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.

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. 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

All of our benefit factsheets can be found at www.hertfordshire.gov.uk/benefits which includes a benefit calculator supplied by



Training calendar – Autumn 2022

Course	September	October	November
Introduction to benefits	6 th	5 th	8 th
Personal independence payment overview	28 th	11 th	15 th
Benefits and limited capability for work overview	27 th	25 th	22 nd
Universal credit and housing costs			9 th & 10 th
Benefits for the terminally ill and recently bereaved		18 th	
Welfare benefit overview	8 th & 9 th		3 rd and 4 th
UC in Depth	13 th & 14 th		28 th & 29 th
Preparing for appeal tribunals	15 th & 16 th		
Benefits for families	22 nd & 23 rd		1 st & 2 nd
UC Amounts (half day)	30 th		
Benefits for European Migrants		3 rd & 4 th	24 th & 25 th
Limited Capability for work		6 th & 7 th	
Remote Interviewing Skills		12 th & 13 th	
PIP in depth		18 th & 19 th 26 th & 27 th	
Mental Health Awareness		20 th and 21 st	
Benefits for Older People			17 th & 18 th
Children with disabilities			30 th and 1 st December

Title: Introduction to benefits
Date: 6th September 2022 (repeated 5th October and 8th November 2022)
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
Date: 28th September 2022 (repeated 11th October and, 15th November 2022)
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 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 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
Date: 27th September 2022 (repeated on 25th October and 22nd November)
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: **Universal credit and housing costs** (*note course runs over two mornings and participants must attend both sessions*)
Date: 9th & 10th November 2022
Time: 10.00 a.m. – 1.00 p.m. (*course run over both mornings*)
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: **Benefits for the terminally ill and recently bereaved**
Date: 18th October 2022
Time: 10.00 a.m. – 1.00 p.m.
Membership: No prior knowledge of the benefits system required. This course is ideal for hospital and hospice staff working in this area.
Aim: This course looks at benefits for the terminally ill and family members, including changes in special rules and co-habiting couples
Objectives: By the end of the course participants will be able to:

- Know what benefits can be claimed under special rules for the terminally ill
- Identify how the claims process works
- support claimants and family members to make successful applications for benefits
- support family members with benefits post bereavement
- understand recent rule changes for terminal illness and bereavement benefits.

Title: **Welfare Benefits Overview**
Date: 8th & 9th September 2022 (repeated 3rd & 4th November)
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
Membership: 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
Date: 13th & 14th September 2022 (repeated 28th & 29th November 2022)
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
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 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
Date: 15th & 16th September 2022
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: Benefits for Families
Date: 22nd & 23rd September 2022 (repeated 1st & 2nd November 2022)
Time: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
Membership: 10.00 a.m. – 12.45 p.m. (**course run over both mornings**)
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 (1 day only)
Date: 30th September 2022
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
Date: 3rd & 4th October 2022 (repeated 24th & 25th November)
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: Limited Capability for Work
Date: 6th & 7th October 2022
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
Date: 12th & 13th October 2022
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
Date: 18th & 19th October 2022 (repeated 26th & 27th October)
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
Date: 20th & 21st October 2022
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**
Date: 17th & 18th November 2022
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**
Date: 30th November and 1st December 2022
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 needs. 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.