



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



TRAINING PROGRAMME Summer 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 MS Teams. Please see each individual course description for more details and timings.

Our online courses are 3 hours from 10 – 1pm. Our face to face courses are 10 – 4.00 pm. 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 – Summer 2024

Course	April	May	June
Introduction to benefits	22nd	2nd	5th <small>face to face</small>
Personal independence payment overview	24th	28th	26th <small>face to face</small>
Benefits and limited capability for work overview	23rd	21st	25th <small>face to face</small>
Universal credit and housing costs			12th <small>face to face</small>
Money management, budgeting & income maximisation			19th

Title: Introduction to benefits

Delivery: Robertson House (face to face)

Date: 5th June 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: 22nd April 2024 (repeated 2nd May 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: 26th June 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: 24th April 2024 (repeated 28th May 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: 25th June 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: 23rd April 2024 (repeated 21st May 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: 12 June 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: Money management, budgeting & income maximisation
Delivery: MS Teams (online)
Date: 19th June 2024
Time: 10.00 a.m. – .00 p.m.
Membership: No previous knowledge of financial inclusion is required.
Aim: This half day course gives an overview of budgeting techniques to help clients manage their money more effectively
Objectives: By the end of the course participants should have a better understanding of:

- the basic principles of budgeting
- the difference between priority and non priority debts
- strategies to maximise income and reduce non-essential expenditure