



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



TRAINING PROGRAMME Winter 2021

About our training courses

Our training courses are being held using Microsoft Teams. You will 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.

All of our courses are from 10.00 am – 12.30 pm with one 15 minute break.

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. Bookings must be authorised by a manager but there is no charge for these courses. Electronic signatures are acceptable.

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

When we receive your booking form we will send you an email confirmation of your booking. We also send an email reminder approximately one week before the course is due to run. Please do not attend a course unless you receive a booking confirmation.

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 – Winter 2021

Course	December	January	February
Introduction to benefits	16 th	20 th	23 rd
Personal independence payment	14 th	18 th	22 nd
Benefits and limited capability for work	15 th	19 th	16 th
Universal credit and housing costs			1 st & 9 th
Benefits for the terminally ill and recently bereaved			17 th

Title: Introduction to benefits
Date: 16th December 2021 (repeated 20th January & 23rd February 2022)
Time: 10.00 a.m. – 12.30 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: 14th December 2021 (repeated 18th January & 22nd February 2022)
Time: 10.00 a.m. – 12.30 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: 15th December 2021 (repeated on 19th January & 16th February 2022)
Time: 10.00 a.m. – 12.30 p.m.
Level: 2
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
- understand how UC will impact on new and existing claimants

Title: **Universal credit and housing costs (*note course runs over two mornings and participants must attend both sessions*)**
Date: 1st February and 9th February 2022
Time: 10.00 a.m. – 12.30 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: **Benefits for the terminally ill and recently bereaved**
Date: 17th February 2022
Time: 10.00 a.m. – 12.30 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.