... extremely interesting, well structured and simple to follow...
... fantastic – moves quickly/smoothly ...
... good balance of presentation/information ...
... trainer was very clear and put me at ease ...
... very motivating and empowering...
... training materials and handouts excellent resources...
... excellent, enjoyed every minute of it ...
... simplifies something I never thought I’d be able to do...
## The Courses

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## Rightsnet Welfare Benefits Training

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about Lasa and rightsnet training

Lasa has provided expert advice and information services since 1984 (see www.lasa.org.uk). A recognised centre of excellence and innovation, our welfare benefits support services are considered to be some of the best in the UK.

With the publication of this programme we are expanding our training with a range of new benefits-related courses including domestic violence and benefits and community care and benefits. Your feedback has also helped us to develop courses for particular client groups, for example dla/aa for people with mental health problems and our new benefits and offenders course.

Advisers need a broad set of skills to deliver effective advice to their clients. To meet these needs we are also introducing a range of skills courses. For advisers whose clients face multiple debts and low income there is now an introduction to debt advice course, devised in response to trainees who told us they find this area confusing and don’t always feel confident when advising clients on debt. The course will increase your confidence and demystify basic debt advice.

A large part of advice work depends on how well the adviser manages the interview and communicates with the client. This isn’t always easy. Our interviewing skills course will help you develop the skills required for effective interviewing.

We often hear our own trainees say that after attending our courses they are expected to train other people in their organisation. Our new training for trainers course will help you develop the skills and confidence required to structure and deliver effective, interesting courses.

Check out the website – www.rightsnet.org.uk/training – for news, or subscribe to our email updates list.

Our welfare benefit training is CPD accredited (law society reference BMKL/LASA), and our trainers have extensive experience in providing expert social security advice and support to individuals and organisations.

who we train

Rightsnet welfare benefits training courses are designed to meet the needs of staff working in a wide range of organisations, including housing associations, local government and the independent advice sector. Most of our courses have a maximum of twelve participants. This ensures that everyone receives individual attention, and it allows trainees to share ideas and establish links with others working in the field.

Our introductory level courses are aimed at staff (paid or voluntary) working in either a supportive or advisory role with people claiming benefits; whilst our intermediate and advanced courses are aimed at specialist advisers. Some courses do require prior knowledge of the benefit system. Please see the course outlines for further details or ring us on 020 7377 9981.

venue and access

Training courses take place at Lasa’s fully equipped training room. For details on the location and transport see the map on the back cover. Lasa training facilities include: access and toilets for disabled people, an induction loop and parking for disabled people. Parking must be arranged at least 2 days before the course.
We can also provide course materials and this programme in alternative formats. If you require parking, or have any other access requirements please let us know when you book.

“Simply the best” … “good value for money”
equal opportunities statement

Lasa recognises that certain groups and individuals are disadvantaged and discriminated against because of the way that society is structured. Lasa is committed to equality of opportunity, taking positive steps to ensure that we do not perpetuate this discrimination.

how to book

Prices are on page 21.

● Book 3 or 4 courses and save £10 per course.
● Book 5 or more and save £15 per course.

For our booking form, please see page 22.

“Excellently presented, very informative”

not sure what course is for you?

We’ve grouped our courses so you can tell which will meet your needs:

all client groups
welfare benefits overview
practical solutions to common benefit problems
income support and income-based jsa
housing benefit
preparing a case for an appeal
introduction to debt advice
interviewing skills [new]

supporting/advising people living in temporary and supported housing
income support and income-based jsa
housing benefit
practical solutions to common benefit problems
in and out of work
claiming benefits as incapable of work
dla/aa for people with drug and alcohol problems
the social fund – extra help for vulnerable people
introduction to debt advice
disability living allowance for people with mental health problems
interviewing skills [new]

money for people managing health conditions
claiming benefits as incapable of work
community care and benefits [new]
disability living allowance and attendance allowance
housing benefit
in and out of work
introduction to debt advice
interviewing skills [new]

maintaining financial independence for older people
pension credit and other benefits for older people
disability living allowance and attendance allowance
housing benefit
community care and benefits

extra money for families
domestic violence and benefits [new]
tax credits
the Children Act and benefits [new]
housing benefit
maternity rights and benefits [new]
the social fund – extra help for vulnerable people
introduction to debt advice

extra money for people in or starting work
tax credits
housing benefit
in and out of work
introduction to debt advice

benefits for people from abroad
benefits for people subject to immigration control
EU law, the right to reside and habitual residence tests

benefits and young people
benefits and young people
the social fund – extra help for vulnerable people
introduction to debt advice
the Children Act and benefits

skills courses for welfare rights advisers
challenging benefit decisions
preparing a case for an appeal
representation at appeal tribunals
introduction to debt advice
interviewing skills [new]
training for trainers

training opportunities for freelance trainers

Lasa also employs freelance trainers to deliver courses throughout the country. If you are interested in delivering rightsnet courses and/or if you already have a welfare benefits training course that is not covered below but you would be interested in developing and delivering for us please contact 020 7377 9981 or email training@lasa.org.uk.
welfare benefits overview

This is THE essential course for all new and returning staff working in an advisory or supportive capacity with benefit claimants.

who this course is for:
Anyone whose work requires them to have an understanding of how the benefit system works and/or practical skills for dealing with the DWP or Local Authority benefit offices. No prior knowledge of the benefit system is needed.

what this course is about:
Attending this course will increase your ability to maximise your client’s income by spotting entitlement to benefits and by demystifying the working of the benefits system.
We know that dealing with the DWP or Local Authority benefit offices on behalf of clients is often stressful and confusing. We’ve even heard it described as nightmarish. We can’t promise to take away all the stress but this essential one day course will provide you with the knowledge and skills needed to make sense of it all. By the end of the course you will be aware of what benefits there are, the basic rules for entitlement and who administers them. You’ll also learn where to look to find out more about Social Security benefits. The aim is to increase your awareness of opportunities to maximise your client’s income and demystify the workings of the benefit system.

new to advice?
Check these courses – practical solutions to common benefit problems, income support and ibjsa, housing benefit, the social fund and dla/aa.

dates

Thursday 12th October
Monday 23rd October
Friday 10th November
Monday 27th November
Wednesday 13th December
Tuesday 9th January
Monday 29th January
Thursday 15th February
Monday 5th March
Friday 30th March
Tuesday 17th April

practical solutions to common benefit problems

who this course is for:
If you are a more experienced adviser we recommend you attend the challenging benefit decisions course.

what this course is about:
There is light at the end of the tunnel!

Pulling your hair out in complete frustration because a benefit query has got stuck in no man’s land? Feel that your client has not been fairly treated but you seem to have hit a wall of bureaucracy when trying to get recompense? Dread calling the DWP because you always feel that whatever you have done wasn’t quite what was required?

This’ll be the course for you then! The course is aimed at those of you who deal with benefits as part of your work – you need to know how to solve those problems that come up again and again (new claim fails to be paid, missing payments not replaced etc, challenging an overpayment) in the quickest and most direct way, and how to get what you want from your contact with the DWP, the Revenue, and housing benefit departments.

At the end of the course you will be able to identify under-claiming of benefits, understand what evidence is needed to support a claim and know how to formally challenge a wrong decision and take forward a complaint and request for compensation.

providing basic advice?
Check these courses – introduction to debt advice, income support and ibjsa, housing benefit, the social fund and dla/aa.

dates

Wednesday 11th October
Monday 15th January
Tuesday 27th March
income support and income-based jobseeker’s allowance

who this course is for:
Workers who advise or support people claiming income support and/or income-based jobseeker’s allowance. This course is also useful for more experienced advisers who want to update their knowledge and examine the impact of the introduction of child tax credits on benefit calculations.

If you work primarily with either 16/17 years olds or people over 60, we recommend that you attend our benefits and young people course (see page 13) or our pension credit and other benefits for older people course in addition to this course (see page 7).

what this course is about:
Are you confused about why different people are paid different amounts of benefit? Are you unsure about when people can claim income support and when they need to claim income-based jobseeker’s allowance? And while we’re talking about JSA what are those labour market conditions all about?

On this course you will learn who is eligible and how to make a claim. We’ll make sense of applicable amounts and equip you with a framework to calculate entitlement and identify when people are being underpaid. You will also learn about the labour market conditions and what steps claimants need to take to avoid being sanctioned and losing money. By the end of the course you will feel confident when advising clients on whether they are entitled to IS/IBJSA, how they can claim and how much they should receive.

maximising people’s income?
Check these courses – pension credit, housing benefit, the social fund, tax credits and DLA/AO.

pension credit and other benefits for older people

who this course is for:
Staff advising older people on eligibility for benefits, particularly the pension credit.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Do you work with or advise older people? Are you confident about advising them on their eligibility to claim pension credit? Do you understand how it interacts with other benefits people might be receiving such as carer’s allowance and housing benefit?

This course will give you the knowledge to answer all these questions positively. Not only will you be able to successfully identify who is eligible to claim pension credit, advise on how to claim and correctly carry out a pension credit calculation (with no tears), you will also be able to advise your clients on the other benefits they may be entitled to and how the different benefits interact. This will enable you to maximise your clients’ income and reduce the huge amount in benefits under-claimed by older people each year.

advising older people?
Check these courses – housing benefit, the social fund, DLA/AO and community care and benefits.
tax credits

who this course is for:
Staff working in an advisory or supportive capacity with families and/or people in low paid work.

what this course is about:
Working tax credit and child tax credit were introduced in April 2003 to provide support for working people on a low income and families with responsibility for children. Since April 2004, child tax credits have replaced most benefit provision for children and the Department for Work and Pensions will move families claiming income support and income-based jobseeker’s allowance for children onto child tax credit. As a result all families will have to deal with the Revenue and a system that is unfamiliar to claimants and advisers alike.

This course will increase your confidence when advising on tax credits. You will learn who is eligible for tax credits and how to advise clients on the procedures for making an effective claim. We will also teach you a no tears step-by-step foolproof calculation that really works. For many trainees our calculation sheet has become an indispensable and much used tool for advising clients on tax credits. You also learn how to minimise overpayments.

working with families and/or people who work?
Check these courses – housing benefit, the social fund, domestic violence and benefits, the Children Act and benefits and dla/aoa.

tax credits – the problem areas

who this course is for:
Experienced advisers already familiar with the eligibility criteria and the tax credit calculation. We recommend that advisers who are not confident in either of the above attend the introductory tax credits course first.

what this course is about:
Do you find yourself unable to approach the Revenue with the confidence you feel when dealing with the DWP? We are not going to claim that we can change that but this course does begin to address some of the issues that advisers are wrestling with.

We will help you to offer clients more proactive advice, examining tactical issues on what and when to notify changes of circumstance in order to maximise income and reduce overpayments. You will learn how to do pro-rata calculations and have the opportunity to think through the options available to people claiming tax credits. We also consider underpayments and overpayments, how they occur and how to ask for a write off.

This course will give you an opportunity to explore the practical implications of a system that brings new responsibilities for claimants and the potential for both income maximisation and relieving financial hardship.

taking on difficult cases?
Check these courses – challenging benefit decisions, preparing a case for an appeal and representation at appeal tribunals.

dates

Friday 27th October
Wednesday 17th January
Thursday 22nd March
• Level: Introductory
• CPD Hours: 5

dates

Tuesday 24th October
Thursday 18th January
Wednesday 18th April
• Level: Introductory
• CPD Hours: 5
who this course is for:
Staff needing to advise clients/tenants on whether they can claim housing benefit and how much they are likely to receive.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Do you want to feel confident about advising clients on housing benefit entitlement and the amount they should receive? Then this course is for you, whether your role is income maximisation, rent arrears minimisation or a bit of both.

We ensure that, by the end of the day, you will know how to identify who is eligible for housing benefit and how to make an effective claim. This includes accurately checking the start date of a claim and how to claim backdated housing benefit. In addition you will learn how to carry out an accurate assessment of a client's entitlement, using a step-by-step framework for calculating housing benefit. This will allow you to identify when clients are being underpaid or are not claiming the housing benefit they are entitled to.

maximising people’s income?
Check these courses – pension credit, income support and ibjsa, the social fund, benefits and offenders and dla/aa.

the social fund – extra help for vulnerable people

who this course is for:
Staff working in an advisory, supportive or resettlement role with people claiming benefits.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Successful applications to the Social Fund for community care grants and crisis loans can make a huge impact on people’s lives. They can provide the money for beds, cookers and other essential items or desperately needed cash to feed people in crisis. Yet these payments can appear to be based on luck and chance.

Social Fund decisions must be made on certain criteria. Attending this course will increase your chances of gaining positive decisions by learning what these criteria are and how to apply the rules to help your clients make effective applications. You will learn how to advise your clients on which type of payment it is appropriate to apply for and what information they need to give.

Whilst the course focuses on community care grants and crisis loans you will also learn about the full range of other payments available from the Social Fund and when clients may be eligible for them.

By the end of the course you will feel confident about advising clients on entitlement to Social Fund payments and helping them to make effective applications.

providing basic advice?
Check these courses – welfare benefits overview, introduction to debt advice, income support and ibjsa, housing benefit and dla/aa.
claiming benefits as incapable of work

who this course is for:
Staff working in an advisory and/or supportive capacity with clients who are ill and/or disabled.
Staff attending will be expected to have a working knowledge of means tested benefits, including how to calculate applicable amounts. If not we recommend that you attend the welfare benefits overview and/or the income support and income-based jobseeker’s allowance courses first.

what this course is about:
One of the government’s aims is to get as many people as possible off benefits and into paid employment: this can create problems for people who are not capable of work. Over the last few years the benefit system for people incapable of work has been “tinkered with” but the publication of the Welfare Reform Bill spells the end of the current system. No doubt this will mean tougher tests and problems for people claiming under the new system: it is therefore important to get as many people into the current system as possible.
You will learn which benefits people incapable of work can claim, how to claim and how to satisfy the relevant conditions. Problems often arise when the DWP find your client capable of work, whilst you and your client are sure they are not able. The ‘Personal Capability Assessment’ is the hurdle that most people claiming benefits as incapable of work must jump and clear. We will cover when this test applies, what it consists of and how to advise clients facing it. We also cover where the IB50 questionnaire fits into all of this and who is exempt from being tested.
By the end of the day you will feel confident about how to advise clients who need to claim benefits as incapable of work.

advising ill/sick or disabled people?
Check these courses – income support and ibjsa, community care and benefits, dla/aa and effective form filling.

disability living allowance and attendance allowance

who this course is for:
Staff who work in an advisory or supportive role with people with disabilities/health problems that cause care and/or mobility needs and who may be entitled to dla or aa. If you work with people with mental health problems – see page 11. If you work with people who are drug/alcohol users – see page 11.
If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
A successful dla and aa claim can provide people with anything from an extra £16 to over £150 per week in benefits, but filling in the form can be time consuming and confusing. Often the results are disappointing with people receiving either negative decisions or low awards. This is mainly due to the information (or lack of it) on the application form. This course will help you ensure that your clients put the relevant information on that form.
We can’t guarantee you a 100% success rate for claims but this course will give you the practical skills and knowledge you need to make a claim. You will learn about the type of care needs and mobility problems that are relevant for these important benefits and the rules for the different rates of dla/aa. We will look at what questions you need to ask clients and who can provide supporting evidence. You will also learn about the positive effects successful claims have on other benefits, and who needs to be told what and when in order to maximise your clients’ income.

advising ill/sick or disabled people?
Check these courses – income support and ibjsa, housing benefit, claiming benefits as incapable of work, community care and benefits and effective form filling.
dla/aa for people with drug and alcohol problems

who this course is for:
Staff who work in an advisory or supportive role with people who have drug and alcohol problems and who may be entitled to dla or aa. Please note that there is some cross-over material in each of the dla courses. This course concentrates on the evidence and information required for people with drug and alcohol problems.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Many people with substance misuse problems are eligible for dla/aa but helping them make effective claims is often problematic.

Not only are there difficulties in presenting the information and collecting the necessary evidence, but for many support workers there are also concerns that a successful claim and more cash in clients’ pockets will lead to a deterioration rather than an improvement in their condition.

This course will not only help you develop the necessary skills and knowledge to make a successful claim, but will also give you the opportunity to consider the larger issues around income maximisation when working with this client group.

This course deals with all these issues and will give you the skills needed to help you make an effective claim.

advising ill or disabled people?
Check these courses – income support and ibjsa, housing benefit, claiming benefits as incapable of work, community care and benefits and effective form filling.

dates
Tuesday 13th February

Level: Introductory
CPD Hours: 5

PLEASE SEE PAGES 21 & 22 FOR COSTS AND BOOKING DETAILS • www.rightsnet.org.uk/training

dla/aa for people with mental health problems

who this course is for:
Staff who work in an advisory or supportive role with people who have mental health problems and may be entitled to dla. Please note that there is some cross-over material in each of the dla courses. This course concentrates on the evidence and information required for people with mental health problems.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Claiming dla or aa is always problematic, but when it comes to people with mental health problems there’s an added set of complications. Clients often fail to acknowledge there are any issues for them or do not have an insight into their problems.

This course examines ways to discuss mental health problems in a way that encourages full disclosure and to help people “stay on board” while collecting information and completing the form. We will also look at where to get supporting evidence (particularly if your client is not in contact with mental health services) and communication techniques that will help you “draw” information from your client without making clients feel worse about their condition.

We will also look at the knock on effects that a successful dla claim has on other benefits.

advising ill or disabled people?
Check these courses – income support and ibjsa, housing benefit, claiming benefits as incapable of work, community care and benefits and effective form filling.

dates
Friday 20th October
Thursday 8th February

Level: Introductory
CPD Hours: 5
effective form filling

who this course is for:
Staff advising people completing dla/aa forms and the incapacity for work questionnaires (IB50).

what this course is about:
People claiming dla/aa or claiming benefits as incapable of work often fail at the first attempt. This is usually a result of how the application form has been completed, people can often over (or under) estimate their capabilities.

We will look at the communication skills needed to ensure your client gives an accurate and full picture of how they are affected by their illness or disability.

We will look at the basic conditions of entitlement for these benefits and some examples of how not to complete forms! You will also be kept busy with lots of practical exercises and will come away feeling confident about helping people to make effective claims.

advising ill or disabled people?
Check these courses – dla/aa, claiming benefits as incapable of work, income support/ibjsa and community care and benefits.

developing your interviewing skills

who this course is for:
Anyone who is either new to interviewing, or people who wish to refresh and enhance their current level of skill.

what this course is about:
A large part of advice and support work depends on how effectively the adviser manages the interview and communicates with the client. This practical short course will help advisers develop the skills required for effective interviewing. It will cover the following:

● preparing for and structuring interviews
● creating the right climate and framework
● getting the information – questioning and listening skills
● using clues in body language
● closing the interview
● managing difficult emotions (such as anger, or distress)
● practical exercises.

Please note: this course is not suitable for people wanting to develop Recruitment and Selection Interviewing skills.
who this course is for:
Experienced advisers working with clients who want to return to work or are being encouraged into work.

People attending this course will be expected to have a working knowledge of the benefit system and the ability to carry out calculations for all means tested benefits including tax credits. You will be asked to complete exercises that will be based on this expectation.

what this course is about:
Most claimants are being asked by the DWP to look at the benefits of working, many people on incapacity benefit would like to do some work to counter isolation and keep up or enhance skills.

This course covers advice for people in all positions and gives you the knowledge you need to provide them with expert advice on their options. We cover permitted work for people claiming benefits as incapable of work and how people can protect their benefit entitlement by using the linking rules. Knowing whether a return to work will make you financially better off is vital for someone considering this option and we will provide you with a framework for calculating this, taking into account both in-work benefit entitlement and any increase in expenditure people may face. The calculation sheet is an invaluable addition to any adviser’s toolkit.

We also look at what help is available for people returning to work, and what happens when people leave work and have to go back on to benefits. We will also consider non benefit issues that influence people's decision making and put your ability to advise into context.

working with families and/or people who work?
Check these courses – housing benefit, the social fund, tax credits, the Children Act and benefits and introduction to debt advice.

benefits and young people

who this course is for:
Staff who work with young people (16/17 year olds) in an advisory or supportive role.

Experienced advisers who want to increase their benefit knowledge for this client group.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details). As part of the course you will be asked to complete exercises that are based on your knowledge of the benefit system.

what this course is about:
The rules covering benefits for young people are often completely different from those for over 18s. Advisers confident about advising other client groups are often unsure of the rules for this group. Support workers specialising in working with young people are often not confident about advising on benefits. So young people, desperately in need of advice, often fall through the gaps in the system and in an adviser's knowledge.

This course is a step towards rectifying that. You will learn the eligibility conditions young people face when claiming is/jansa and severe hardship payments, and how to advise them to make a valid claim, including the roles the different organisations (e.g, Connexions) play in making a claim. We look at the importance of accessing other money including applications to the Social Fund. You will also learn about housing benefit restrictions for young people and how discretionary housing payments can sometimes help and how to apply for them.

working with young people?
Check these courses – housing benefit, the social fund, the Children Act and benefits, domestic violence and benefits and introduction to debt advice.
the Children Act and benefits – help with improving children’s lives

who this course is for:
Advisers, family placement workers, support workers and other people working in a supportive/advisory role who work with children and need to know more about welfare benefits and the implementation of the “Every Child Matters” framework.

what this course is about:
The “Every Child Matters” framework is aimed at improving the lives of children; ensuring that families and children are receiving the correct welfare benefits can be crucial to their health and well-being.

This course will guide trainees through the relevant legislation and policies connected with the Children Act, it will enable advisers to identify relevant benefits and understand how financial support and good benefits advice can help support parents, foster carers, and potential adopters and can help support placement stability for looked after children.

The course includes:
- how to spot benefit (including disability living allowance for a disabled child) and tax credits entitlement
- how to advise foster carers on benefits, tax credits and tax allowances
- the effect that residence orders, adoption and special guardianship orders have on benefits
- potential benefit entitlement for 16 and 17 year olds leaving care.

working with families?
Check these courses – the social fund, tax credits, income support and ibjsa, housing benefit, maternity rights and benefits and domestic violence and benefits.

domestic violence and benefits

who this course is for:
Benefits advisers, social services staff, housing officers, helpline workers, counsellors/therapists, medical professionals and anyone who works in a supportive or advisory role with people affected by domestic violence. The course assumes a basic knowledge of the benefits system.

what this course is about:
This course looks at some of the financial considerations of a domestic violence situation and what benefit options may be available. Advice about benefits can be crucial when deciding whether to leave a violent relationship and what steps to take next.

The course will include looking at what help is available in an emergency: what help is available to help to pay rent, council tax and a mortgage – and what happens if as a result of temporary absence, payments need to be paid on more than one home.

We will look at what benefits are available when a person (and their children) has fled domestic violence and the impact on any existing claim. If it is the child or young person who has had to leave home: we will look at the potential problems and what support is available. The course also looks at help with setting up a new home and the longer-term decisions that need to be examined – what help is available with going into work and better-off calculations.

working with families?
Check these courses – tax credits, the social fund, income support and ibjsa, housing benefit, young people and benefits, the Children Act and benefits and maternity rights and benefits.
who this course is for:
Benefit advisers, housing support workers, social services staff and anyone who works in a supportive or advisory role with people who need help to live independently in the community.

what this course is about:
There are many different ways in which care and support can be provided in the community. Some of these are free but some may be charged for.

This course helps you to identify what care is available, who can provide it and what can be charged for. It explains how to request community care assessments and, if necessary, how to challenge them.

Charging can vary enormously from one area to another. The course examines the guidance covering charging policies and some of the reasons for local variation. It looks at the different benefits available to help maximise a client’s income and how these may be taken into account when assessing charges. It also considers ways to effectively challenge charges.

working with ill/disabled people?
Check these courses – our dla/aa courses, housing benefit, the social fund, pension credit, claiming benefits as incapable of work and income support and ibjsa.

● Level: Introductory
● CPD Hours: 5

benefits and offenders

who this course is for:
Advisers, housing support workers, drug and alcohol support workers, social services staff, probation services staff, youth offending team staff and anyone who works in a supportive or advisory role with offenders and their families.

what this course is about:
Going into prison has a major impact on prisoners and their families’ situation; imprisonment often affects a family’s financial situation and can impact on what welfare benefits people are claiming/can claim.

The interaction of the benefits system and sentencing has a wide variety of effects upon the money available to offenders and to their families.

This course will enable you to:
● identify what benefits are available to offenders and their households
● understand the different types of sentences
● understand the impact of different types of sentences on benefit entitlement
● maximise income for prisoners.

working with prisoners and their families?
Check these courses – income support and ibjsa, housing benefit, tax credits and the social fund.

● Level: Introductory
● CPD Hours: 5

PLEASE SEE PAGES 21 & 22 FOR COSTS AND BOOKING DETAILS • www.rightsnet.org.uk/training
maternity rights and benefits

who this course is for:
Midwives, health visitors, Sure Start Children’s Centre staff, staff working in a supportive or advisory role with pregnant women or new families. The course does not assume any prior knowledge of benefits or employment rights.

what this course is about:
This course covers the basics of employment rights for pregnant women and new parents and provides an introduction to the benefits available before and after the birth of a child (eg Sure Start Maternity Grants). The course looks at employment rights during pregnancy (including rights to time off for ante-natal care), financial help in pregnancy, maternity leave and pay and paternity leave and pay.

The course also covers at the options for non-working parents (including the role of the CSA) and if someone is returning to work – we look at what benefits are available and their employment rights regarding flexible working, parental leave and time off for dependants.

working with families?
Check these courses – tax credits, the social fund, income support and ibjsa, housing benefit, young people and benefits, domestic violence and benefits and the Children Act and benefits.

equality: the law – delivering services to diverse communities

who this course is for:
Staff and managers who are involved in service delivery to diverse communities: who need to know their legal responsibilities in terms of equality legalisation.

what this course is about:
The course will cover how equalities legalisation impacts on and effects service delivery. We will look at the legislative framework and the responsibilities of organisations and workers. We will also look at the issues involved in delivering services to different communities and methods to improve cross cultural communication and understanding.

This course will not deal with welfare benefits, but will look at service delivery as a whole.
who this course is for:
More experienced advisers working with people who are 'subject to immigration control' (including asylum seekers).
People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:
Immigration status and benefits can be (and often is) hugely complicated. This course addresses and answers many of the queries we hear from advisers on this subject. Who is “a person subject to immigration control” and what counts as “public funds”? What are the exceptions to the rules? And what happens when families have mixed immigration status?

The course then looks at the position of asylum seekers including what support is available for unaccompanied minors – and what rights these young people have when they become “care leavers”.

We will cover challenging refusal and the ending of support, “hard cases” support and what happens when a person finally becomes eligible to claim benefits through gaining residence or other status.

By the end of the course you should understand who is subject to immigration control for benefits and feel confident advising people who have family members subject to restrictions, asylum seekers including unaccompanied minors, overstayers and others. For advising residents from the EU please see our EU law, the right to reside and habitual residence tests course (page 17).

dates

Thursday 19th October
Monday 12th February

- Level: Intermediate
- CPD Hours: 5

EU law, the right to reside and habitual residence tests

who this course is for:
More experienced advisers working with clients from the European Union.
People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:
Your client’s EU status has allowed them to enter, work or study and live in the UK but once here they may fall sick, have children or only earn very low wages and need to claim benefits to survive. This is when problems often arise.

This course comprehensively covers the EU law as enforced from 30.4.06 and its impact on our benefits system and who can claim. You will spend the morning looking at the law and then cover the different groups who can be resident in the UK including students, workers, work seekers, the self employed, and their potential benefit entitlements.

The second part of the day looks at the right to reside and the habitual residence test in more detail. It examines the current case law in this area and considers the possible arguments that could be used to establish “appreciable period” and “settled intention” and challenging decisions and appeals in relation to right to reside and habitual residence test.

This course will ensure that you are able to correctly advise clients from the EU on their rights to benefits and identify and challenge incorrect decisions.

dates

Friday 20th October
Tuesday 12th December
Wednesday 7th February
Tuesday 6th March
Monday 23rd April

- Level: Intermediate
- CPD Hours: 5
challenging benefit decisions

who this course is for:
Staff working with people who claim benefits and who help them deal with problems and need to challenge benefit decisions.
A working knowledge of benefit rules is required.

what this course is about:
So you identified what your client can claim and helped complete the necessary forms, but it’s not gone according to plan. Your client has returned to you with a letter from the DWP/Local Authority that says something you disagree with. Your client could have been turned down on grounds you think are incorrect or the dates or amount of benefit seems wrong. We all know that the benefit system makes mistakes but how do you go about challenging them?

If you are sometimes unsure on what steps to take – for instance whether to ask for a revision or a supersession – then this course will help. You will learn how to deal effectively with poor decision-making by the DWP and Local Authorities by first knowing how to check whether a decision is correct and then selecting the most appropriate procedure to challenge the decision. We also cover what information will ensure the best possible outcome for your client.

By the end of the day you will be confident that you know the correct procedures for challenging decisions, how to get poor decisions changed and how to maximise clients’ income.

taking cases to appeal?
Check these courses – preparing a case for an appeal and representation at appeal tribunals.

preparing a case for an appeal

who this course is for:
This is an intermediate level practical course for advisers who are ready to prepare cases for appeal and have a good working knowledge of the benefit system.
This course does not include representation skills (see course on page 19).

what this course is about:
Do you feel daunted by the thought of preparing a case for appeal, sorting through all the information and then putting together a written submission? This course will increase your confidence and give you the necessary skills to identify the relevant legal questions to be answered and the facts to prove the case. This practical course uses a real case to develop the techniques for pulling together the facts and the law into a coherent written submission for the appeal. You will look at how to obtain and evaluate evidence and who to obtain it from.

By the end of the course you will be able to plan and prepare a written submission for an appeal tribunal.

taking cases to appeal?
Check these courses – challenging benefit decisions and representation at appeal tribunals.

representation at appeal tribunals

who this course is for:
This is an advanced level course for experienced advisers who are ready to prepare cases and represent at appeals and have a good working knowledge of the benefit rules relevant to their clients’ case. It is also suitable for advisers who already represent at tribunals and would like to increase their confidence and skills.

It is essential that participants are able to attend the full two days.

what this course is about:
Representing at appeal tribunals can make even experienced advisers feel nervous. This course will increase your confidence by providing you with a structure for preparing cases as well as practice in the skills necessary for presenting a case at tribunal.

A well recommended practical course, it is highly participative and gives you the opportunity to develop your analytical abilities and practice your presentation and advocacy skills. You will spend the two days learning the skills needed to prepare and present a case from beginning to end. You will look at how the law is structured, how to use reference materials, weigh up evidence and the balance of probabilities through to the appeal system procedures including adjournments. You will also have the opportunity to take part in a mock tribunal.

The course is both very demanding and hugely enjoyable. At the end of the two days you will feel confident when advising on the appeal system and procedures, you will know how to use the law and necessary reference books, and how to prepare and present a submission including obtaining and using evidence.

taking cases to appeal?
Check these courses – challenging benefit decisions and preparing a case for an appeal.

introduction to debt advice

who this course is for:
Staff working in an advisory or supportive capacity with clients who need advice on dealing with debt.

what this course is about:
Do the people you work with need help to deal with their debts? Are you worried whether the advice you are giving is correct? Do your clients often have multiple debts and low incomes? This course will give you the knowledge you need to help people out of the mess debt puts them in. The course will provide you with a money advice model to help get to grips with debt, including the knowledge to correctly identify priority and non-priority debts. You will learn what steps creditors can take when people don’t pay their debts and how clients can respond. You will also have the opportunity to draw up a financial statement and write a money advice letter to a creditor.

providing basic advice?
Check these courses – welfare benefits overview, income support and ibjsa, housing benefit and the social fund.

dates

Monday 4th December and Tuesday 5th December
Tuesday 13th March and Wednesday 14th March

• Level: Advanced
• CPD Hours: 10

Wednesday 29th November
Monday 19th February

• Level: Introductory
• CPD Hours: 5

PLEASE SEE PAGES 21 & 22 FOR COSTS AND BOOKING DETAILS  ●  www.rightsnet.org.uk/training
**training for trainers**

**who this course is for:**
This practical and enjoyable 3 day course will enable those new to training to develop both the skills and confidence required for training others in a supportive atmosphere. For those who are more experienced, the course will enable you to reflect on and further develop your training skills and abilities.

**what this course is about:**
This course will cover the following:

- how adults learn
- how to plan a course
- making your subject matter interesting
- styles, methods and techniques that get information across
- dealing with difficult situations and people
- using visual aids and written materials effectively
- practical work (delivering a short training session).

It is essential that participants attend all three days.

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**dates**

Wednesday 15th, Thursday 16th and Friday 17th November

- **Level:** Intermediate
- **CPD Hours:** 15

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**rightsnet**

**news discussion briefcase updater swopshop toolkit search**

**rightsjobs benefit rates training policy links publications**

**www.rightsnet.org.uk**

**the welfare rights website**

With millions of visits every year from advisers across the UK, rightsnet – lasa’s welfare rights website – provides access to the most up-to-date welfare benefit and tax credit information on the web.

Updated daily, rightsnet offers –

- **News** – more than 800 news stories are published to the site each year, with links, within 24 hours of their issue, to new legislation, case law and court decisions, official guidance, and policy documents
- **Discussion** – dedicated forums where advisers across the country meet to share their experience and expertise, and access support with their cases
- **Resources** – hundreds of leaflets and factsheets, free benefit calculators, claim forms, summaries of the latest commissioners’ decisions, benefit rates, advice related job vacancies … and more!

“By far the fastest, cheapest and most user-friendly way to keep right up to date … a brilliant way of sharing information, resources and solutions to problems”

“As essential to the job as the Welfare Rights Handbook – I can’t imagine being without it”

“Transforms welfare rights advice … It’s absolutely brilliant”

“Seems to get better each week”
how to book

Some courses fill quickly so if possible please give an alternative date in case your first choice is not available. You can check availability by calling the training team on 020 7377 9981.

Please note, we cannot take telephone or e-mail bookings.

Please use the booking form on page 22, photocopy the form and fill in one form for each person attending each course. You can return the completed form(s) to us by post, by fax to 020 7247 4725 or you can send your booking via the website www.rightsnet.org.uk/training.

We reserve the right to refuse bookings.

transfers and cancellations

Please carefully check the dates you wish to book – transfers are not possible once a place is booked.

If a participant cannot attend on the day a colleague from the same organisation can take their place. Otherwise transfers are not possible once a course is booked.

Cancellations must be made in writing; we are unable to refund course fees for cancellations received within 28 days of the course date. If cancellations are received within 28 days of the course the full fee remains payable.

Occasionally we are forced to postpone a course, for instance due to sickness. If so we will advise you as soon as possible and try our best to rearrange another date that suits you. If you are unable to attend an alternative date you are entitled to a refund.

how to pay

The course cost depends on the type and size of the organisation you work for. Tick the box that matches your organisation on the booking form, and enter the corresponding amount.

Please do not send payment with your booking. We will invoice your organisation as soon as we confirm availability and cost. If there is a problem with the course(s) or the cost, we will contact you. Otherwise we will send you an acknowledgement and invoice within a week.

Upon receiving our invoice we would appreciate payment as soon as possible.

Joining details and a map to the venue are sent to participants one week before each course – please ensure we have the best address for contacting participants.

course costs per person attending

<table>
<thead>
<tr>
<th></th>
<th>Voluntary organisations 1–10 full time members of staff (in the whole organisation)</th>
<th>Voluntary organisations 11–50 full time members of staff (in the whole organisation)</th>
<th>Voluntary organisations 51+ full time members of staff (in the whole organisation)</th>
<th>Other organisations e.g. statutory/local authorities, lawyers etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>One day</td>
<td>£95</td>
<td>£140</td>
<td>£185</td>
<td>£185</td>
</tr>
<tr>
<td>Two days (RAT course)</td>
<td>£190</td>
<td>£280</td>
<td>£370</td>
<td>£370</td>
</tr>
<tr>
<td>Three days (training for trainers course)</td>
<td>£240</td>
<td>£340</td>
<td>£450</td>
<td>£450</td>
</tr>
</tbody>
</table>

● book 3 or 4 courses and save £10 on each course

● book 5 or more courses and save £15 on each course

Please note — all the courses must be booked at the same time and attended by the same person.

Please do not send payment with your booking. We will invoice you.
rightsnet training booking form

Please photocopy this booking form for each participant, and for each course. Please complete in block capitals. Alternatively you can send your booking via our website at www.rightsnet.org.uk/training.

Name of participant: 

Job title: 

Organisation: 

Address: 

Tel: 

Fax: 

Contact tel if different: 

E-mail: 

Invoice name & address: 

course title 

date (1st choice): 

date (2nd choice): 


Which borough does your organisation serve? 

Do you have any access requirements?  Yes*  No ❑ 

*We will contact you to discuss. 

your organisation  Please tick one 

1–10 staff ❑  11–50 staff ❑  51+ staff ❑  others ❑ 

Do you intend to claim Law Society accreditation for attendance? (only applicable to lawyers) 

Yes ❑  No ❑  (Law Society ref: BMKL/LASA) 

Please invoice my organisation for the amount of: £ 

Post or fax this form to: 

Rightsnet Training 

Lasa, Universal House 

88–94 Wentworth Street 

London E1 7SA 

Fax: 020 7247 4725 

If you do not want to receive future mailings from us, please tick. ❑ 

For office use only 

Invoice no: 

Invoice date: 

Database ref: 

Date entered: 

transfers and cancellations 

If a participant cannot attend on the day a colleague from the same organisation can take their place. Otherwise transfers are not possible once a course is booked. 

Cancellations must be made in writing; we are unable to refund course fees for cancellations received within 28 days of the course date. If cancellations are received within 28 days of the course the full fee remains payable. 

Occasionally we are forced to postpone a course, for instance due to sickness. If so we will advise you as soon as possible and try our best to rearrange another date that suits you. If you are unable to attend an alternative date you are entitled to a refund.
other Lasa services

**AIMS:**
The Advice & Information Management System is a client contact database that enables agencies to collect data relating to their service users, capturing details for social policy and reporting purposes, as well as offering a range of integrated functions designed to assist workers with their casework management.

For a free demo: please email aims@lasa.org.uk
Tel: 020 7377 2806

**Circuit Riders In the UK:**
ICT development and support for the voluntary sector
Circuit Riders are technology development and support workers, each of whom supports a caseload of organisations the same way a development worker might. In the UK we have more than 360 subscribers to the ukriders list who are there because they are interested in Circuit Riding or are a Circuit Rider themselves.

**Lasa Appeals Team:**
The Lasa Appeals Team takes benefit appeal cases from advice agencies across London; preparing submissions for appeal tribunals, representing at hearings and taking cases to the Social Security Commissioners. We are also happy to advise on whether grounds exist for appeal to the Commissioner on cases we have not represented in the earlier stages.

Tel: 020 7426 4476

**Lasa’s Information Systems Team:**
Lasa’s Information Systems Team provides Information and Communications Technology (ICT) advice to voluntary organisations including:
- Knowledgebase a free, comprehensive online source of independent information on ICT
- Publications including computanews and guides to using ICT
- ICT Health checks and consultancies.

For more information see: www.lasa.org.uk/it

**Multikulti:**
The Multikulti website aims to support citizenship through the delivery of culturally appropriate and accurately translated information in 12 community languages in the following areas of welfare law: debt, employment, health, housing, immigration, racism & discrimination and welfare benefits.

Website: www.multikulti.org.uk • Tel: 020 7247 7226

**Rightsnet:**
Rightsnet – lasa’s welfare rights website – provides access to the most-up-to-date welfare and tax information on the web. Updated daily, rightsnet publishes more than 800 news stories per year, summaries of the latest commissioners’ decisions, provides dedicated forums where advisers can share their experience and expertise, free benefit calculators … and more!

www.rightsnet.org.uk – the welfare rights website

**Specialist Support Project:**
Provision of telephone advice, casework support and training to first tier organisations who either have CSL General Civic Law Contracts or Quality Mark (at Specialist or General Help with casework level in any area of law.

Website: ssp@lasa.org.uk
Advice line: 020 7247 8935 (Wednesday 2.00–4.30, Thursday 10.30–1.00, Friday 2.00–4.30)
where to find us

Our address is:

Rightsnet Training
3rd Floor
Universal House
88–94 Wentworth Street
London
E1 7SA

how to get here

Nearest tube stations:
ALDGATE EAST (Hammersmith & City and District Lines) and two minutes walk
LIVERPOOL STREET (Central Line, Circle Line and Hammersmith & City Line), five—ten minutes walk

Nearest bus stops:
254, 25, 40 (Whitechapel High Street)
67 (Commercial Street)

Universal House is at the Brick Lane end of Wentworth Street near the corner with Osborn Street