



TRAINING PROGRAMME

- **ESA and the Work Capability Assessment**
- **Benefits and Tax Credits – an Essential Guide for Advisers**
- **Introduction to Money Advice**
- **Benefits Update**

JANUARY 2010

to

APRIL 2010

Welcome to our new training programme, which runs from January 2010 to April 2010.

We aim to provide high-quality, low-cost, locally-based money advice and welfare benefits training for volunteers and paid workers who, in the course of their work, advise people with debt and benefits problems in Gloucestershire.

Our training courses are also open to advisers working in agencies outside Gloucestershire.

All of our trainers are recognised in their area of work and are able to draw upon considerable practice and experience.

Our current programme provides a range of courses that are suitable not only for those who are new to money advice and welfare benefits but also for advisers who want to develop their existing skills and knowledge.

**GLOUCESTERSHIRE MONEY ADVICE
SERVICE**

**Sandford Park Offices
College Road
CHELTENHAM GL53 7HX**

Tel: 01242 224859

Fax: 01242 257996

Email: admin@glomas.org.uk

TRAINING CALENDAR

| Date | Course / Duration | Level | Location |
|-------------------------------------|---|---------------------|-------------------|
| February 2010 Tuesday 9th | ESA and the Work Capability Assessment (1 day) | Standard | Gloucester |
| March 2010 Thursday 11th | Benefits and Tax Credits – an Essential Guide for Advisers (1 day) | Introductory | Gloucester |
| Monday 22nd & Monday 29th | Introduction to Money Advice (2 day) | Introductory | Cheltenham |
| April 2010 Tuesday 20th | Benefits Update (Half day) | Standard | Gloucester |

COURSE FEES JANUARY 2010 - APRIL 2010

INTRODUCTION TO MONEY ADVICE (Two day)

Gloucestershire-based

| | |
|------------|------|
| Voluntary | £90 |
| Statutory | £200 |
| Commercial | £400 |

Outside Gloucestershire

| | |
|------------|------|
| Voluntary | £130 |
| Statutory | £300 |
| Commercial | £500 |

BENEFITS UPDATE (Half day)

Gloucestershire-based

| | |
|------------|------|
| Voluntary | £55 |
| Statutory | £100 |
| Commercial | £200 |

Outside Gloucestershire

| | |
|------------|------|
| Voluntary | £75 |
| Statutory | £150 |
| Commercial | £300 |

ESA AND THE WORK CAPABILITY ASSESSMENT (One day)

Gloucestershire-based

| | |
|------------|------|
| Voluntary | £85 |
| Statutory | £145 |
| Commercial | £290 |

Outside Gloucestershire

| | |
|------------|------|
| Voluntary | £95 |
| Statutory | £170 |
| Commercial | £340 |

BENEFITS AND TAX CREDITS – AN ESSENTIAL GUIDE FOR ADVISERS (One day)

Gloucestershire-based

| | |
|------------|------|
| Voluntary | £85 |
| Statutory | £145 |
| Commercial | £290 |

Outside Gloucestershire

| | |
|------------|------|
| Voluntary | £95 |
| Statutory | £170 |
| Commercial | £340 |

COURSE DETAILS

ESA AND THE WORK CAPABILITY ASSESSMENT (Trainer: Bob Prew)

A new Employment and Support Allowance has now been introduced replacing Incapacity Benefit and Income Support for new claimants. A much stricter test of capability for work has been introduced for those claiming ESA. The Government expects half of applications to fail and only a third of appeals are currently being successful. Maximise your client's chances of success.

BENEFITS AND TAX CREDITS – AN ESSENTIAL GUIDE FOR ADVISERS

(Trainer: Jeff Brown – in association with Advice Works)

This course aims to provide participants with an overview of how benefits and tax credits can maximise client's income. It will enable participants to distinguish between means-tested and non-means tested benefits, and contribution based and non-contribution based benefits and gain an awareness of the basic qualifying conditions of the individual benefits and tax credits available so that they will be able to broadly assess which benefits and tax credits may be available to a particular individual or family according to their circumstances. The course also includes an update on recent developments.

INTRODUCTION TO MONEY ADVICE (Trainer: Charlotte Bentham)

This two-day course provides an introduction to the money advice process. It explains how a systematic approach can assist a debtor in resolving their debt problems. A wide range of teaching methods will be used, including tutor-led discussion, case studies, exercises and group work.

BENEFITS UPDATE (Trainer: Bob Prew)

This popular half-day course is designed for caseworkers, supervisors and advisers and covers recent and forthcoming changes in social security law. It is also useful for advisers who want to be kept up-to-date with the latest developments in welfare benefits and tax credits.

LEVEL OF COURSE

Choosing the right level of course is important. All our courses are graded at one of three levels: -

- **Introductory** – For people new to money advice or welfare benefits advice or who have little or no experience of the subject covered by the course
- **Standard** – For people with a working knowledge of money advice or the benefits system or of the subject(s) covered by the course. Suitable for people wanting a refresher or to build upon existing skills or information.
- **Experienced** – For more experienced advisers. Aimed at advisers who are confident about covering issues in more, and sometimes complex, detail.

TRAINERS

Charlotte Bentham is Money Advice Specialist and trainer at GLOMAS. She has over 15 years experience in advice work and is an IMA tutor.

Jeff Brown has over 20 years experience in the field of money advice, having worked for a CAB, National Debtline, a bank and a mortgage lender. Now a freelance trainer and consultant in debt and benefits advice to the not-for-profit sector and the credit industry, he is an approved MAT and IMA tutor.

Bob Prew of Welfare Rights training is a member of the *Adviser* editorial board, author of the Local Government Information Unit's *Councillors Tax and Benefits Guide* and past editions of various CPAG handbooks.

BOOKING AND PAYMENT

Please see the enclosed form for booking and payment details.

COURSE FEES

Details of the fees payable for each course are enclosed. Fees are set at a level that enables us to cover the costs of setting up a course, pay the tutor's fees and out of pocket

expenses (including travel and, where appropriate, overnight accommodation), pay for room hire and refreshments, and the cost of administering bookings.

DISCOUNTED PLACES

Voluntary organisations based in Gloucestershire with a turnover of less than £10,000 a year may be able to take advantage of the one discounted place on each of our courses. This is offered on the basis that a course is already financially viable and that there are still places available. There will be a small charge to cover materials and refreshments. Please contact the training administrator for details.

IN-HOUSE AND TAILORED TRAINING

We also provide in-house and tailored training courses designed to meet the needs of your organisation or company. We can provide training on a date and at a venue to suit you. This can be more cost-effective and save you time, travel and accommodation costs. We provide a wide range of courses in addition to those described in this brochure.

Please contact us if you would like to discuss your in-house or tailored training requirements.

COMMENTS ON GLOMAS TRAINING

We aim to provide trainers and training of the highest standard. Course participants are asked to complete an evaluation form at the end of each course. The feedback we receive is used to develop and improve our courses. We also conduct an annual service user's feedback survey which informs our training plans.

However, if one of our courses does not meet your expectations or if you are unhappy or dissatisfied in any way, please let us know and/or ask for a copy of our Complaints Form or Equal Opportunities Policy.