

Adviser training



Welfare benefits and employment law training

- all training is CPD accredited
- courses are mapped against National Occupational Standards
- four course levels to meet your training needs: introductory, intermediate, advanced and update

April 2010 - September 2010



www.citizensadvice.org.uk/advisertraining

What do previous attendees say about our training services?

Tax credits – the tricky bits

"I felt the course was very good and very helpful, especially the overpayment side of things. It was good to go through stage by stage. The exercises were very good and the course material was all very helpful, I still use this within my current role specifically to refer to when dealing with technical issues, I feel I can rely on the documents provided."

Vandana Rawal, Hounslow Racial Equality Council

Essential discrimination law

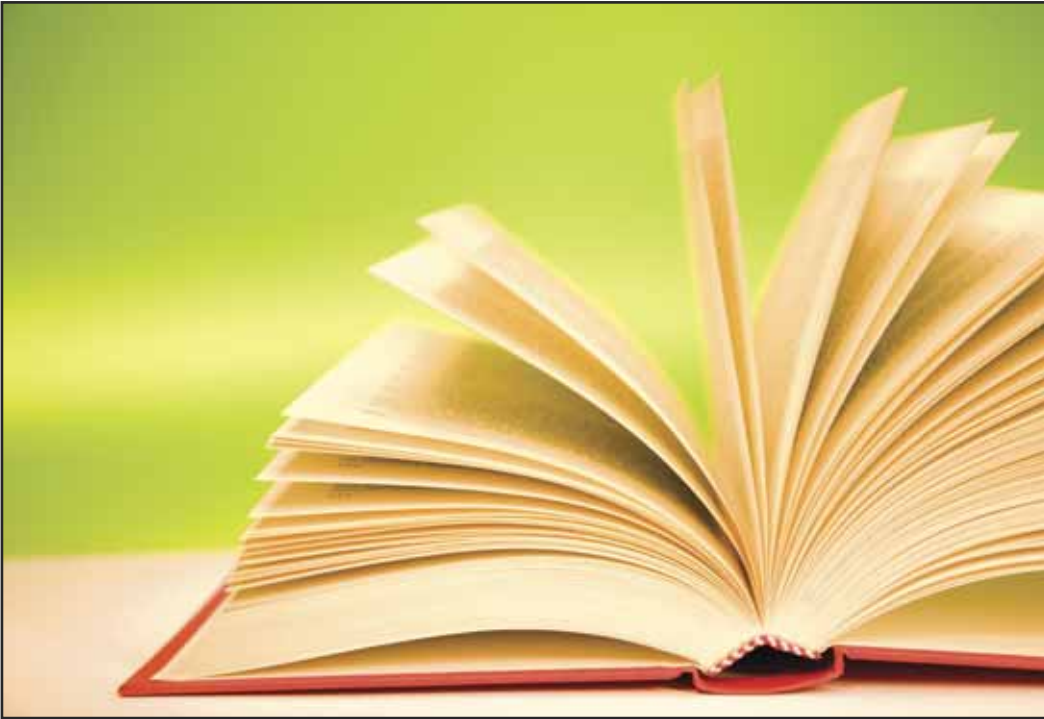
"The course material was great and I still refer to this on a daily basis within my current role. The tutor was helpful as he researched some further information and provided this to me after the course had taken place."

Clare French Blake, Diabetes UK

Previous attendees of Adviser training courses include:

Action for Blind People ● AdviceUK agencies ● Age Concern
Barnado's ● Carers Support ● Citizens Advice Bureaux
DIAL ● Equality and Human Rights Commission
FE Colleges ● Government Agencies ● Housing Associations
Disability Organisations ● Law Centres ● Legal Services Commission
Local Authorities ● Macmillan ● MIND
MP Caseworkers ● NHS Trusts ● Police ● Racial Equality Council
Remploy ● RNIB ● Shelter ● Solicitors ● Surestart ● Unite the Union
Universities ● Welfare Rights Services ● YMCA

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About Specialist Support

What is Citizens Advice Specialist Support?

Citizens Advice is the national membership organisation for Citizens Advice Bureaux in England and Wales. Specialist Support provides a consultancy service in welfare benefits, money advice, housing and employment law plus training and other support services from offices in Cardiff, Leeds and Wolverhampton.

What is the online consultancy service?

If your agency gives advice on any of our specialist subject areas, you can obtain our expert support and advice by subscribing to our online consultancy service. Please contact our consultancy customer service team on 0845 120 3744 or email specialistsupport@citizensadvice.org.uk for subscription details.

What can your training courses offer me?

Our training programme is open to all advisers. We ensure that learning includes highly relevant practical examples and case studies and can be applied as soon as you return to your workplace. Our trainers are experts in their own fields as well as experts at developing others. We continually evaluate our tutors to ensure they deliver training of a consistently high standard that is highly interactive, stimulating and enjoyable.

Who are the courses for?

Every year we train over 1000 advisers, solicitors and professionals from a wide range of organisations, many of whom recommend us to colleagues and associates. Which course you attend will depend on your own experience and needs and those of your staff and colleagues. If you would like more information about any of the courses please contact us on 0113 224 5824.

What form does the training take?

Unless specified, all our courses are one day courses. A typical training day starts at 10.00am and finishes at 4.00pm.

Where are the training venues?

Our training is mainly delivered from city centre venues in Leeds, Birmingham, London, Liverpool, Newcastle Upon Tyne and Cardiff. If you have any specific requirements please do let us know when you book.

Who do I contact?

Our booking team is available Monday to Friday 9am-5pm to answer any questions you may have about our training services. You can:

- ◆ email us at adviser.training@citizensadvice.org.uk
- ◆ phone us on 0113 224 5824
- ◆ visit our website for more information: www.citizensadvice.org.uk/advisertraining

Do you offer in-house training?

We are happy to provide training at your own venue on a date that is convenient for you. This can be a very economical way of arranging training. We will provide the tutor and all course materials and you do the rest!

You could make further savings by sharing the costs with other organisations in your area. We may also be able to offer courses 'tailor-made' to your needs. In-house training costs start at around £780 per day to bureaux plus tutor expenses. Prices to non-bureaux vary. To discuss your organisation's requirements please contact us on 0113 224 5824.

Adviser Magazine

A guide to benefits, housing, employment, consumer and money advice.

Are you looking for up-to-date information about a wide range of advice issues?

Published by Citizens Advice, **Adviser** is the only publication in the advice field to offer in-depth reporting of all the key advice areas.

Subscribe to Adviser:

Subscribers receive 6 issues each year, a free benefits wallchart, abstracts and features index.

Subscription costs:

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Voluntary/Individual - £33 (£38 from 01/04/10)

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Course accreditation

Are courses CPD accredited?

All our courses are accredited by the Solicitors Regulation Authority (formerly the Law Society) and carry Continuing Professional Development (CPD) hours. Please see individual course details for total CPD hours offered.

Are courses linked to National Occupational Standards?

National Occupational Standards (NOS) outline the knowledge and skills needed to deliver advice and have been developed by the legal advice sector. NOS are divided into units describing standards expected of advisers.

Legal advice (LA) units 1-30 describe performance expected regardless of any specialist area of law. LA units 31-64 describe specialist knowledge required for those advising in a specific area of law, for example employment or welfare benefits. For more information visit: www.skillsforjustice.com

Many of our courses provide the skills and knowledge needed to meet NOS requirements. We have mapped our courses against NOS and indicate beneath each course description the LA unit(s) most relevant to that course.

Description of LA units

LA7	Provide continuing support to clients
LA9	Assist clients to gain access to other services
LA10	Provide and receive referrals on behalf of clients
LA11	Provide legal advice to clients
LA37	First line mental health legal advice
LA35	Discrimination legal advice and casework
LA45	First line employment legal advice
LA46	Employment legal advice and casework
LA49	First line welfare rights legal advice
LA50	Welfare rights legal advice and casework
LA57	First line immigration legal advice

We offer training to meet the learning needs of both experienced and inexperienced delegates, as follows:

- ◆ **Introductory** (for delegates without prior knowledge of the subject)
- ◆ **Intermediate** (for delegates with some prior knowledge of the subject)
- ◆ **Advanced** (for delegates with substantial knowledge of the subject)
- ◆ **Update** (for delegates with or without prior knowledge of the subject)

Employment law courses



Our course tutors are members of Specialist Support's Equality and Employment Rights team. Each has a wide variety of experience as practising employment lawyers, regularly appearing as representatives in Employment Tribunals and the EAT.

They give second-tier advice on over 3000 employment cases per year, from simple wages claims to complex discrimination claims. The team holds the national contract with the Legal Services Commission to support advisers in employment and discrimination advice.

This experience is matched with a commitment to provide training which produces an active learning experience, maximising the value of the courses delivered.

Employment course tutors

Gary Hodkinson

Solicitor. Gary conducted his first case in an employment tribunal as an articulated clerk in 1985. Since then he has dealt with numerous cases in the tribunals covering the full range of employment and discrimination strands. He also has considerable experience of conducting appeals to the EAT and the Court of Appeal, including *Abbey National v Fairbrother* [2007] IRLR 320.

Ian Moss

Solicitor (non-practising). Ian is Head of the Equality and Employment Rights team and has been advising on employment claims for over fifteen years. Ian represents in Employment Tribunal and EAT cases and in mediating employment disputes. He represents Citizens Advice on the National Employment Tribunal Users Group and the BIS Employment Advice Stakeholder Group.

Tracey Moss

Solicitor (non-practising). Tracey has practised employment and discrimination law for ten years, having worked in private practice as a solicitor and in the not-for profit sector. She has acted mainly for employees and represents in the employment tribunal and Employment Appeal Tribunal, including most recently *Loxley v BAE Ltd* [2008] IRLR 853.

Specialist Support online consultancy

Submit an enquiry to our secure website and receive advice from a Specialist Support Officer.

- ◆ log a query 24 hours a day, 7 days a week
- ◆ initial response within 5 days
- ◆ unique agency username and password ensures confidentiality

If you would like further information on how to access the service, subscription costs etc, please contact:

specialistsupport@citizensadvice.org.uk

A – Z of employment status

Course outline

The needs of agency workers will again be the focus of attention, when new regulations grant the right to equal treatment. This course will look at the new rights and duties in relation to temporary workers and update you on the latest arguments in relation to the law on employment status and the associated contractual issues.

Learning objectives

By the end of this course you will be able to:

- describe the changes to the rights of temporary and agency workers
- compare the effects of contractual provisions on employment status
- identify 'sham' contracts and their effect on status
- apply the latest case law to arguments on employment status

Level: Introductory / Intermediate **CPD:** 5 hours **NOS:** LA35, LA45

Date and location

20 April 2010 in Birmingham

06 May 2010 in Leeds

08 June 2010 in London

Building employment casework skills

Course outline

Effective employment casework requires knowledge of employment tribunal procedure, case planning skills and an understanding of tactics for resolving employment disputes. This course will give you a valuable chance to learn or refresh these important skills and learn directly from experienced employment caseworkers.

Learning objectives

By the end of this course you will be able to:

- plan a case quickly and easily
- write persuasive letters and documents to progress a case
- apply tactical thinking in your work
- resolve cases by negotiation as well as litigation

Level: Introductory / Intermediate **CPD:** 5 hours **NOS:** LA 34, LA35, LA45, LA46

Date and location

10 June 2010 in Birmingham

01 July 2010 in London

02 September 2010 in Leeds

Employment law update 2010

Course outline

This popular course will keep you fully up to date on the changes to employment law and practice in this fast moving field.

Learning objectives

By the end of this course you will be able to:

- advise clients based on the latest legal developments
- apply the latest developments in tribunal practice and procedure
- use comprehensive reference materials for further reference

Level: Intermediate **CPD:** 5 hours **NOS:** LA 34, LA35, LA45, LA46

Date and location

24 June 2010 in Birmingham

22 July 2010 in Leeds

16 September 2010 in London

Equality Act 2010: the new law on discrimination

Course outline

The law of discrimination undergoes major change in 2010 with the enactment of the Equality Act. This course will update you on the provisions of the Act and the new areas of law that it will bring into force, including changes to direct discrimination, multiple discrimination and the extension of public equality duties.

Learning objectives

By the end of this course you will be able to:

- identify the changes to discrimination law in the Equality Act 2010
- analyse arguments that may be put under the new law
- use comprehensive materials for further reference

Level: Intermediate **CPD:** 5 hours **NOS:** LA 34, LA45

Date and location

15 July 2010 in Birmingham

07 September 2010 in Leeds

28 September 2010 in London

Essential discrimination law

Course outline

Designed as an accessible but comprehensive introduction to the complex subject of discrimination law, this course builds a foundation for further learning in a critical subject for advisers. It covers the scope of protection under current law, how to spot unlawful discrimination and build arguments to help clients remedy discriminatory treatment in employment and the provision of goods or services.

Learning objectives

By the end of this course you will be able to:

- explain how discrimination law protects individuals
- analyse real situations to spot discrimination
- make the most powerful arguments to remedy discrimination
- develop your own learning in this subject

Level: Introductory **CPD:** 5 hours **NOS:** LA32, LA34, LA45

Date and location

25 May 2010 in Birmingham

15 June 2010 in Leeds

27 July 2010 in London

Essential employment law

Course outline

If you are new to the subject of employment advice this course will give you the basic knowledge to understand all of the key areas, from forming a contract of employment to dismissal and how discrimination is combated. It will introduce you to the main rights that apply in the workplace and equip you to further develop your own learning about employment rights.

Learning objectives

By the end of this course you will be able to:

- explain how employment status affects rights at work
- identify key rights in real case scenarios
- advise on the procedures for dealing with dismissals and grievances
- continually update yourself on new employment cases and legislation

Level: Introductory **CPD:** 5 hours **NOS:** LA32, LA35, LA45

Date and location

29 April 2010 in Birmingham

13 May 2010 in London

13 July 2010 in Leeds

Welfare benefits courses



The welfare benefits tutors all work for our welfare benefits team. Several have been giving advice on benefits for 20 years and each has considerable experience representing at First Tier and Upper Tribunal appeals.

Team members offer second-tier support to advisers on complex benefit areas and have particular expertise in those topics included in our training programme. They write and edit articles for 'Adviser' magazine and contribute to the Disability Rights Handbook.

Welfare benefits course tutors

Kate Fincham

Kate spent five years advising on welfare benefits in voluntary organisations before joining Citizens Advice as a Specialist Support Officer in 2001. She has an MA in Socio-legal Studies, as well as qualifications in social security, including a Diploma in European Social Security Law. Kate is a regular contributor to 'Adviser' magazine.

Erika Helps

Erika worked for seven years at the DWP and then joined Citizens Advice, where she spent over two years as a Specialist Support Officer. In 2006, she took up her current post of Chief Executive of Rhondda Taff Citizens Advice Bureau. Erika has a particular interest in disability and in work benefits. She also works as an independent management consultant and facilitator.

Sandie Lock

Sandie spent eighteen years delivering benefits for the DWP, before becoming a welfare rights adviser in 1995. Since joining Citizens Advice Specialist Support in 2005, she has devised and delivered training courses, provided second-tier consultancy and represented before the Upper Tribunal. Sandie produces a monthly benefits news bulletin, regularly contributes to 'Adviser' magazine and has appeared on BBC Radio 4's 'Moneybox Live'.

Alan Markey

Alan has been Head of Benefits at Citizens Advice Specialist Support since 2003. He has worked as a welfare rights adviser, in the voluntary, community and statutory sectors, for more than 20 years. He is editor of 'Adviser' magazine and chair of the National Association of Welfare Rights Advisers (NAWRA). Alan contributes to the 'Disability Rights Handbook.'

Fiona Seymour

Fiona joined Citizens Advice Specialist Support in 2002. She has worked as a benefits caseworker for 13 years and has designed and delivered welfare benefits training for a range of organisations. Fiona has substantial casework experience, including representation before the Upper Tribunal. She is a member of the editorial board and a regular contributor to 'Adviser' magazine.

Kate Smith

Kate has been a Specialist Support Officer since 2000 and has extensive experience in all aspects of social security law. She is benefits subject editor for 'Adviser' magazine and has produced articles on a range of topical issues. She has a degree in Law and has undertaken casework at all levels, including representation before the Upper Tribunal.

Greg Voiels

Greg has over ten years experience as a welfare benefits specialist, working for Citizens Advice Bureaux in Sedgemoor and Liverpool and as a caseworker with Merseyside Welfare Rights. He is currently employed as a welfare rights officer with Wolverhampton City Council and contributes to our own consultancy and training provision.

Sarah Warburton

Sarah has been a welfare rights adviser since 1998. She began as a CAB volunteer and has since worked in a range of positions across the voluntary, statutory and private sectors. Sarah currently provides a welfare rights consultancy and casework service within a Local Authority Mental Health setting, as well as contributing to our own second-tier consultancy and training provision.

Robert Wilson

Robert has over twenty years experience of delivering welfare benefits advice and representation in both voluntary and local authority organisations. He was a training officer with Manchester City Council for over three years and became a Manager at Citizens Advice Specialist Support in 2005. He is a regular contributor to 'Adviser' magazine.

Appealing to the upper tribunal*

Course outline

Unhappy with a first-tier tribunal decision? All is not lost! This course will demystify the process of appealing to the upper tribunal. Participants should have knowledge of appeals to first-tier tribunal level.

Learning objectives

By the end of this course you will be able to:

- explain options following an unsuccessful decision from a first-tier tribunal
- recognise errors of law
- prepare requests for permission and appeals
- explain the role of the upper tribunal

Level: Advanced **CPD:** 5 hours **NOS:** LA50

Date and location

20 May 2010 in Leeds

22 September 2010 in Birmingham

*formerly known as 'Appealing to the social security commissioners'

Benefits and mental health

Course outline

For advisers and support staff working with people who have mental health needs. Have a positive impact on the benefits of your clients by attending this one day course.

Learning objectives

By the end of this course you will be able to:

- identify potential benefits available to those in mental ill health
- describe how the assessment of DLA, attendance allowance and incapacity for work benefits takes account of mental health needs
- recognise key issues affecting clients with mental ill health and how their advice needs can best be met

Level: Intermediate **CPD:** 5 hours **NOS:** LA37, LA49

Date and location

12 May 2010 in London

15 July 2010 in Liverpool

Benefits overview

Course outline

Confused by the range of benefits available? Not sure how to claim them? This course gives a basic overview of the system for those new to the subject, or whose role requires them to signpost clients for more in-depth advice.

Learning objectives

By the end of this course you will be able to:

- differentiate between means-tested and non-means-tested benefits
- explain the principles of means-testing
- recognise which benefits may be claimed in which circumstances
- describe the claims procedure
- identify ways in which benefit decisions can be challenged

Level: Introductory **CPD:** 5 hours **NOS:** LA9, LA10, LA11, LA49

Date and location

15 April 2010 in Newcastle Upon Tyne

18 May 2010 in Birmingham

20 May 2010 in Cardiff

08 September 2010 in London

Capability and incapacity for work

Course outline

Increase your confidence in helping clients through the system and disputing incapacity for work decisions. This practical course takes a detailed look at the personal capability assessment for incapacity benefit and the new work capability assessment for employment and support allowance, with reference to appropriate case law.

Learning objectives

By the end of this course you will be able to:

- identify the medical test descriptors
- apply case law to help interpret the medical tests
- describe how a health condition might fit the descriptors
- challenge a capability for work decision

Level: Intermediate **CPD:** 5 hours **NOS:** LA49, LA50

Date and location

22 April 2010 in Cardiff

24 June 2010 in Leeds

Challenging decisions

Course outline

Don't take 'no' for an answer! Decisions can be challenged. This course looks at various ways of disputing benefit decisions, enabling your clients to choose the most effective and appropriate options available. This course is suitable for those with a good working knowledge of the benefits system who wish to challenge decisions more effectively.

Learning objectives

By the end of this course you will be able to:

- recognise whether a decision has been made
- differentiate between revision, supersession and appeal
- identify which decisions may be challenged
- decide whether to use revision, supersession or appeal to challenge a decision

Level: Intermediate **CPD:** 5 hours **NOS:** LA50

Date and location

28 April 2010 in Birmingham

27 May 2010 in Leeds

DLA & attendance allowance

Course outline

A one day training course designed for advisers and support staff who work with people with disabilities. This course is suitable for those planning to attend our 'Effective DLA form completion' course.

Learning objectives

By the end of this course you will be able to:

- recognise the different qualifying conditions for DLA and attendance allowance
- explain the claims process and be aware of how to challenge decisions
- describe the importance of DLA/AA in maximising income
- identify potential entitlement at appropriate levels

Level: Introductory **CPD:** 5 hours **NOS:** LA49

Date and location

27 April 2010 in Cardiff

18 May 2010 in Newcastle Upon Tyne

22 June 2010 in London

23 September 2010 in Leeds

Effective DLA form completion

Course outline

Get it right first time and avoid unnecessary appeals! Of benefit to anyone working with clients with disabilities, this course looks at completing claim forms in a way that leads to speedy and accurate decision making. This course is suitable for those who have attended our 'DLA and attendance allowance' course and already have an understanding of the rules of entitlement.

Learning objectives

By the end of this course you will be able to:

- identify criteria upon which DLA entitlement is decided
- recognise key information to include in a claim form
- complete DLA claim forms effectively
- explain how additional evidence may support a DLA claim

Level: Introductory **CPD:** 5 hours **NOS:** LA7, LA49

Date and location

29 June 2010 in London

30 September 2010 in Leeds

Employment and support allowance – transitional issues and problem areas

New for 2010!

Course outline

This course is suitable for advisers with a good understanding of the benefits system, as well as those with more experience. Please note that this course does not look at case law and its application, as this is covered on our 'Capability and incapacity for work' course (see page 14 for details).

Learning objectives

By the end of this course you will be able to:

- identify the relevant sickness / limited capability benefit
- explain the assessment process
- explain the impact of ESA on housing benefit, council tax benefit and other benefits
- identify options pending appeal

Level: Intermediate **CPD:** 5 hours **NOS:** LA49

Date and location

10 June 2010 in Leeds

08 July 2010 in Cardiff

29 September 2010 in London

Habitual residence and the right to reside

Course outline

Confused about the complex benefit rules regarding habitual residence and right to reside? This course is for you! This course will also look at the way EEA provisions affect clients' rights. It would be an advantage, though not essential, for delegates to have a basic awareness of EEA law.

Learning objectives

By the end of this course you will be able to:

- describe how habitual residence is assessed
- describe the meaning of the terms 'settled intention to reside' and 'appreciable period of time'
- explain the different treatment of A8/A2 nationals from other EEA nationals
- identify those exempt from the test and those who have a right to reside

Level: Advanced **CPD:** 5 hours **NOS:** LA50, LA57

Date and location

29 April 2010 in Leeds

21 July 2010 in London

Housing benefit overview

Course outline

For advisers with little or no experience of housing benefit, this course provides an overview of the main rules. It includes practical exercises in identifying eligibility and calculating potential entitlement using case studies.

Learning objectives

By the end of the course you will be able to:

- identify who is eligible for housing benefit (including who is eligible for LHA)
- explain how rent restrictions are applied (including setting the LHA)
- identify the process for making claims and for payment of benefit
- explain how housing benefit is calculated

Level: Introductory **CPD:** 5 hours **NOS:** LA49

Date and location

15/04/2010 in Leeds

15/07/2010 in London

09/09/2010 in Cardiff

Housing benefit – the tricky bits

Course outline

This course explores problematic areas of housing benefit law and is suitable for advisers with experience of the benefits system, including those who have attended our 'Housing benefit overview' course. With reference to legislation and case law, the course will help advisers to develop and refine skills required to successfully challenge housing benefit decisions.

Learning objectives

By the end of the course you will be able to:

- identify when benefits will be paid on two homes and during temporary absence from home
- identify arguments for non-recovery of overpayments
- explain the methods and processes of challenging overpayments and recovery decisions
- identify arguments for good cause when applying for backdated housing benefit

Level: Intermediate **CPD:** 5 hours **NOS:** LA49

Date and location

08 July 2010 in Leeds

02 September 2010 in London

In work benefits

Course outline

Working and claiming benefits? This course explores the range of benefits and incentives available to people and their partners moving into full and part-time work.

Learning objectives

By the end of the course you will be able to:

- identify who can work part-time and still claim benefits
- explain the 'permitted work' rules for incapacity-based benefits
- identify potential entitlement to tax credits, housing and council tax benefit
- carry out 'better-off' calculations
- describe what is meant by the 'poverty trap'

Level: Intermediate **CPD:** 5 hours **NOS:** LA49

Date and location

12 May 2010 in Leeds

10 June 2010 in London

02 July 2010 in Newcastle Upon Tyne

Introduction to social security law and appeal representation (3 days)

Course outline

Don't be daunted by legislation or appeal hearings! This three day course is ideal for those who need to find their way around the law to represent at appeal tribunals. The course concludes with a 'mock' tribunal session.

Learning objectives

By the end of this course you will be able to:

- recognise how social security legislation is structured
- use guidance and case law to interpret the law
- use handbooks and legislation volumes effectively
- research and prepare a case for hearing at tribunal
- present a case in a methodical way
- describe the role of a representative and the constitution and function of the tribunal

Level: Intermediate **CPD:** 15 hours **NOS:** LA49, LA50

Date and location

26 May, 08 & 09 June 2010 in Birmingham
01, 21 & 22 July 2010 in Leeds

Overpayments: understanding and challenging

Course outline

Overpaid benefit is not always recoverable. Learn how to spot unlawful recovery and reduce or eliminate the amount of overpaid benefit being recovered. Please note this course covers social security benefits. Overpayments of housing/council tax benefit or tax credits are covered, respectively, in our 'Housing benefit – the tricky bits' and 'Tax credits – the tricky bits' courses.

Learning objectives

By the end of this course you will be able to:

- identify when an overpayment can be challenged
- explain what decision makers mean by 'failure to disclose', 'misrepresentation' and 'material fact'
- describe the implications of fraud, offsetting and common law recovery
- challenge the rate of recovery

Level: Advanced **CPD:** 5 hours **NOS:** LA50

Date and location

06 May 2010 in Cardiff

Tax credits - the tricky bits

Free course to the voluntary and community sector!

Course outline

Struggling to find your way through the tax credits maze? This course is for advisers with experience of the tax credits system who wish to increase their understanding of the difficult areas.

Learning objectives

By the end of this course you will be able to:

- calculate hours of work for working tax credit
- recognise how separating couples and shared care of children can affect entitlement
- describe the ways in which tax credits interact with other benefits
- explain tactics for challenging overpayment recovery

Level: Intermediate **CPD:** 5 hours **NOS:** LA50

This course is being offered free to the voluntary sector as part of a programme funded by HMRC.

For full programme details, please visit:

http://www.citizensadvice.org.uk/tax_credits_tricky_bits.htm

AdviserNet

what every adviser needs

- the Citizens Advice information system on CD
- an essential resource for every adviser
- free, no obligation 28 day trial available
- for an online demonstration and to order, visit www.citizensadvice.org.uk/advisernet

Training calendar

Employment Courses

Date	Course Title	Location	Code
20/04/10	A-Z of employment status	Birmingham	10T1AZ1
29/04/10	Essential employment law	Birmingham	10T1EEL1
06/05/10	A-Z of employment status	Leeds	10T1AZ2
13/05/10	Essential employment law	London	10T1EEL2
25/05/10	Essential discrimination law	Birmingham	10T1EDL1
08/06/10	A-Z of employment status	London	10T1AZ3
10/06/10	Building employment casework skills	Birmingham	10T1BCS1
15/06/10	Essential discrimination law	Leeds	10T1EDL2
24/06/10	Employment law update 2010	Birmingham	10T1ELU1
01/07/10	Building employment casework skills	London	10T1BCS2
13/07/10	Essential employment law	Leeds	10T1EEL3
15/07/10	Equality Act 2010: the new law on discrimination	Birmingham	10T1EA1
22/07/10	Employment law update 2010	Leeds	10T1ELU2
27/07/10	Essential discrimination law	London	10T1EDL3
02/09/10	Building employment casework skills	Leeds	10T1BCS3
07/09/10	Equality Act 2010: the new law on discrimination	Leeds	10T1EA2
16/09/10	Employment law update 2010	London	10T1ELU3
28/09/10	Equality Act 2010: the new law on discrimination	London	10T1EA3

Welfare benefits

Date	Course Title	Location	Code
15/04/10	Benefits overview	Newcastle	10T1BO1
15/04/10	Housing benefit overview	Leeds	10T1HBO1
22/04/10	Capability and incapacity for work	Cardiff	10T1CIW1
27/04/10	DLA & attendance allowance	Cardiff	10T1DLA1
28/04/10	Challenging decisions	Birmingham	10T1CD1

Welfare benefits (continued)

Date	Course Title	Location	Code
29/04/10	HRT & the right to reside	Leeds	10T1HRT1
06/05/10	Overpayments: understanding & challenging	Cardiff	10T1OUC1
12/05/10	Benefits & mental health	London	10T1BMH1
12/05/10	In work benefits	Leeds	10T1IWB1
18/05/10	Benefits overview	Birmingham	10T1BO2
18/05/10	DLA & attendance allowance	Newcastle	10T1DLA2
20/05/10	Appealing to the upper tribunal	Leeds	10T1AUT1
20/05/10	Benefits overview	Cardiff	10T1BO3
26/05/10	*Introduction to social security law ... (3 days)	Birmingham	10T1ISSL1A
27/05/10	Challenging decisions	Leeds	10T1CD2
10/06/10	Employment & support allowance	Leeds	10T1ESA1
10/06/10	In work benefits	London	10T1IWB2
22/06/10	DLA & attendance allowance	London	10T1DLA3
24/06/10	Capability and incapacity for work	Leeds	10T1CIW2
29/06/10	Effective DLA form completion	London	10T1EFC1
01/07/10	*Introduction to social security law ... (3 days)	Leeds	10T1ISSL2A
02/07/10	In work benefits	Newcastle	10T1IWB3
08/07/10	Housing benefit - the tricky bits	Leeds	10T1HBT1
08/07/10	Employment & support allowance	Cardiff	10T1ESA2
15/07/10	Housing benefit overview	London	10T1HBO2
15/07/10	Benefits & mental health	Liverpool	10T1BMH2
21/07/10	HRT & the right to reside	London	10T1HRT2
02/09/10	Housing benefit - the tricky bits	London	10T1HBT2
08/09/10	Benefits overview	London	10T1BO4
09/09/10	Housing benefit overview	Cardiff	10T1HBO3
22/09/10	Appealing to the upper tribunal	Birmingham	10T1AUT2
23/09/10	DLA & attendance allowance	Leeds	10T1DLA4
29/09/10	Employment & support allowance	London	10T1ESA3
30/09/10	Effective DLA form completion	Leeds	10T1EFC2

*see full course details for exact dates

Booking a course, prices and discounts

How do I book a course place?

1. Decide the course(s) you wish to book or contact us for help deciding which course best meets your needs.
2. Complete and send us your booking form, no later than two working days before the required course date by post, online or fax.
3. Confirmation of your place, a venue map and directions will be sent to you by email (and **not** by post) within 48 working hours of receipt. If you have requested an invoice, this will follow within five to ten working days.

What if I need to cancel?

If you need to cancel your place, you must inform us in writing by letter, email or fax. If we receive your cancellation more than 10 working days before the course delivery date, we will refund your course fee, minus a £25 administrative fee. If you cancel your place with less than 10 working days notice, you will be charged the full course fee. Cancelling a place on one course more than 10 working days before its delivery date and transferring onto another course will also incur a £25 fee. It is not possible to transfer onto another course at less than 10 working days notice.

What if a course is cancelled?

Please note that Citizens Advice reserves the right to cancel courses at short notice. In these circumstances we would offer a full refund of the course fees. We also reserve the right to change venues, trainers and the programme if necessary. You will be informed of any relevant changes to the advertised programme by letter. If you have a confirmed place on a course and that course has been cancelled, we will also attempt to contact you by telephone.


How much does a place cost and do you offer any discounts?

Our course prices are listed below. If you book a place on a course three months or more ahead, we can offer you a 10% discount on the cost of the course.

Type of organisation	1 day	3 day
Citizens Advice Bureaux	£75	£190
Other voluntary sector	£95	£250
Local authority, housing associations, other statutory sector	£145	£375
Solicitors/other private bodies	£230	£615

Booking form

 <p>Post: Citizens Advice Adviser training, 2nd Floor, Fairfax House Merriam Street, Leeds LS2 8JU</p>	 <p>Phone: 0113 224 5824</p> <p>Fax: 0113 224 5801</p>	 <p>Email: adviser.training@ citizensadvice.org.uk</p> <p>Online: www.citizensadvice.org.uk/ advisertraining</p>
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Course title	Course code	Delegate name and email address	Special requirements				
							Other
							Other

<p>Budgetholder's address:</p> <p>Name: _____</p> <p>Organisation: _____</p> <p>Job title: _____</p> <p>Address: _____</p> <p>Phone: _____</p> <p>Email: _____</p> <p>Do you require an invoice? Yes / No (delete as applicable).</p>	<p>Type of organisation</p> <p><input type="checkbox"/> CAB</p> <p><input type="checkbox"/> Voluntary sector</p> <p><input type="checkbox"/> Local authority/ housing association</p> <p><input type="checkbox"/> Other statutory</p> <p><input type="checkbox"/> Private</p> <p><input type="checkbox"/> Solicitor</p> <p>If you are a solicitor please state your roll number</p> <p>.....</p>
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All booking confirmations will be sent to the participant's email address. If you have not provided an email address, confirmation will be posted to your organisation.

I confirm that I have read and agree to the terms and conditions described on page 25.

Signature Date

Unless you have requested an invoice, please attach a cheque to this booking form, made payable to 'Citizens Advice'.

Your details will be held on a computer database so that we can send information about new courses and maintain statistical information about participants. If you do not wish us to keep your details for this purpose please tick here . We will not disclose this information to any third party.

Terms and conditions

1 Introduction

- 1.1 Note the disclaimer in paragraph 7, the limitation on liability in paragraph 8 and the cancellation fee in paragraph 10.
- 1.2 If you would like to use any of our material in a way not covered by these terms, please contact us.

2 Definitions

Agreement	The terms and conditions contained in the relevant booking form and these terms.
You or Your	The person entering into this agreement with us by accepting these terms. Where the context so requires, You or Your includes your Authorised Users.
Us, We, or Our	Citizens Advice Limited
Authorised Users:	All sites, offices and locations that you and we have agreed are covered by this agreement.
Material	The information, know-how, data and any other material we supply to you pursuant to the Service(s)
Service(s)	Training and Material relating to a service or services provided to you by us, face to face, through our web-site or sent to you by e-mail or by any other means. Service includes any ancillary software supplied by us.
Fee	The fee for any Service as specified in the booking form or confirmation.

3 Authority

- 3.1 We authorise you to use the Service on condition that (a) you comply with your obligations under this agreement; and (b) the Fee is paid.
- 3.2 This Agreement starts when you sign and date the booking form, send it to us and we issue a booking confirmation to you. We will acknowledge receipt of your booking by email. This Agreement ends when it is terminated under paragraph 9.

4 Terms of use of the Service

- 4.1 You acknowledge that we or our licensors own all of the intellectual property rights in the Materials and the Service. You may copy and use Material for the purpose of completing training assignments in your own name or in the name of your Authorised Users. You may not use the Material for any other purpose.
- 4.2 We may make such amendments to this Agreement or the Service as in our sole discretion may be necessary or appropriate to comply with any regulations, instructions, recommendations or the like issued by the Solicitors Regulation Authority.

5 Your obligations

- 5.1 You shall not use the Service or materials for training other people.
- 5.2 You will not:
 - 5.2.1 Alter any part of the Service or the Materials; or
 - 5.2.2 Assign or otherwise dispose of your or our rights under this agreement.
 - 5.2.3 Contest our intellectual property rights in the Service or the Materials.
- 5.3 You will pay the Fee in advance of the date upon which the training to be provided pursuant to the Service is due to take place. If you are paying by cheque, the cheque must be attached to the booking form. If an invoice is required, payment of the Fee should be made within 14 days of the date of invoicing.

6 Our obligations

- 6.1 We warrant that you will not infringe any third party rights by using the Service or completing training assignments.
- 6.2 We will provide the Service using reasonable skill and care.
- 6.3 If you satisfactorily complete your training, we will issue a certificate of attendance, specifying the course title, delivery date and appropriate continuing professional development (CPD) hours.

7 Disclaimer

We give you no warranty or assurance, except as set out in paragraph 6 above. We declare and you acknowledge that all implied warranties and conditions are excluded to the maximum extent permitted by law. You should note in particular:

- 7.1 The Service and training assignments and the related answers are not intended to constitute a definitive or complete statement of the law on any subject.
- 7.2 The Service and training assignments and the related answers are not intended to constitute legal advice in any specific situation.
- 7.3 We may change or withdraw part or all of any Service or training assignment at our discretion.

8 Liability

- 8.1 Our liability to you for any loss or damage is limited to damages of an amount equal to the Fee.
- 8.2 Under this paragraph, our liability includes that of any company in our group or member of any of our affiliates and our and their respective agents, employees and sub-contractors, you includes any other party claiming through you and loss or damage includes any losses, damages, costs or expenses whatsoever or howsoever arising in connection with the Service or training assignments, whether under this agreement or other agreement or in consequence of any misrepresentation, misstatement or tortious act or omission, including negligence.
- 8.3 This paragraph does not affect claims in respect of death or personal injury caused by negligence and does not limit or exclude any liability for fraudulent misrepresentation.

9 Termination

- 9.1 This agreement will terminate when the Services are complete or if you are in material breach of any of its terms and if the breach is not remedied within the period of ten days after we have given you written notice of it.

10 Cancellation

- 10.1 If you wish to cancel a Service you must notify us in writing and in advance of the date set for the Service to begin.
- 10.2 If you cancel the Service with more than 10 working days written notice to us before the date the Service is to begin we will reimburse you any Fee paid less a £25 administration fee. If you cancel the Service with less than 10 working days written notice to us before the date the Service is to begin you will not be entitled to any refund of the Fee and you will be liable to pay us any unpaid Fee in full.
- 10.3 You may transfer your booking from one Service to another for an administration fee of £25 provided that you give us at least 10 days written notice before the date the Service is to begin and pay us the difference in any Fees due for the second Service.
- 10.4 We reserve the right to cancel any Service or change venue, trainers or programme at short notice. We will endeavour to provide you with as much notice as is possible in the circumstances of these changes or cancellation. If we cancel a Service we will refund the Fee to you.

11 Assignment; Third Party Rights; Entire agreement; Governing law

- 11.1 You may not assign this agreement without our consent in writing.
- 11.2 This agreement is not intended to benefit anyone other than the parties to it and, in particular, no term of this agreement shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a third party.
- 11.3 This agreement constitutes the entire agreement and understanding of the parties and supersedes any previous agreement between the parties relating to the subject matter of this agreement. Each of the parties acknowledges and agrees that in entering into this agreement it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this agreement or not) other than as expressly set out in this agreement. The only remedy available to it for breach of the agreement shall be for breach of contract under the terms of this agreement.
- 11.4 This agreement is governed by English law and you submit to the non-exclusive jurisdiction of the English courts.



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number: 279057
www.citizensadvice.org.uk

