

**CHILD  
POVERTY  
ACTION  
GROUP**

# Training programme

A national resource



2009/2010

# CPAG

CPAG promotes action for the prevention and relief of poverty among children and families with children. To achieve this, CPAG aims to raise awareness of the causes, extent, nature and impact of poverty, and strategies for its eradication and prevention; bring about positive policy changes for families with children in poverty; and enable those eligible for income maintenance to have access to their full entitlement. If you are not already supporting us, please consider making a donation, or ask for details of our membership schemes and publications.



Nearest Underground station Angel (Northern Line)

Exit station, cross at traffic lights and keep to your left. White Lion Street is the first turning on the right.

CPAG is about 100 yards down on the right, set back from the road. We share our forecourt with Marks & Spencers.

We are here...

## Where is CPAG?

CPAG is located at 94 White Lion Street near the Angel underground station. All of our London based courses, apart from the conference, will be held in our specially designed training rooms.

The training venue is fully accessible.

Child Poverty Action Group  
94 White Lion Street, London, N1 9PF

Training Administration Direct Lines:  
020 7812 5228/5217  
Tel 020 7837 7979 – switchboard  
Fax 020 7837 6414

## CPAG in Scotland

CPAG in Scotland provides a range of training courses and seminars in Glasgow and offers in-house courses to organisations throughout Scotland.

For more information please contact Elizabeth Kelly on 0141 552 3303. Or e-mail [bkelly@cpagscotland.org.uk](mailto:bkelly@cpagscotland.org.uk)



Buses 30, 73, 214 from Kings Cross/St Pancras run along Pentonville Road.

# Contents

Fees and booking information	2	Young people	
Venues	5	Looked-after children, their carers and families	19
Trainers	6	Benefits for young people	20
Suggested route of learning	8	Students	
CPAG courses and seminars	9	Students and benefits – eligibility and definitions	20
Introductory courses		Students and benefits – treatment of student income	20
An introduction to welfare rights	9	Students and benefits update for experienced advisers	20
Benefits for ill or disabled people	9	Students and debt	20
Benefits for non-benefits advisers	9	Students and debt – tactics for experienced advisers	21
Update courses for experienced advisers		<i>NEW</i>	
Social security and tax credits law update	10	People from abroad	
Lawyers courses		Immigration law and social security	21
Welfare benefits update <i>HALF-DAY COURSE</i>	10	Rights of EU/EEA nationals	21
Separation, maintenance and settlement	10	Right to reside and habitual residence	21
<i>HALF-DAY COURSE</i>		Benefit administration	
Life events		Claims, backdating and challenging decisions	22
Birth: employment rights and benefits	11	Overpayments and recovery of benefit	22
Benefit support on bereavement	11	Challenging decisions and preparing for appeals	
Tax credits		Using legislation and caselaw	22
Child tax credit and working tax credit	11	Appealing cases to the Upper Tribunal	23
Calculating tax credits	12	Representing at appeal tribunals	23
Tax credits: overpayments	12	The new tribunal rules <i>NEW</i>	23
Tax credits: compliance and appeals	12	Judicial review: social security and tax credits <i>REVISED</i>	24
Pension credit		Compensation for maladministration <i>SEMINAR</i>	24
Pension credit: an introduction	13	Fraud	
Pension credit <i>SEMINAR</i>	13	Fraud and social security	24
The social fund		Housing	
Taking on the discretionary social fund	13	Housing benefit and rent arrears <i>NEW</i>	24
Calendar of courses	14	The local housing allowance and rent restrictions	25
People with disabilities and their carers		Housing costs explained	25
AA/DLA – revisions, supersessions and appeals	16	Housing benefit – the problem areas	25
Claiming DLA for children	16	Housing benefit appeal tribunals	25
DLA: caselaw and tactics <i>SEMINAR</i>	16	Money advice	
Community care and social security	16	Dealing with debt	26
Benefits for carers of sick and disabled people	17	Voluntary bankruptcy – what it means for clients	26
Mental health: benefit for ill or disabled people	17	<i>HALF-DAY COURSE</i>	
Incapacity for work		Outline of bankruptcy procedure and responding to proceedings <i>HALF-DAY COURSE</i>	26
Employment and support allowance	17	Campaigning skills	
The work capability assessment (formerly PCA)	18	Benefit take-up campaigns	27
<i>HALF-DAY COURSE</i>		Training skills	
Incapacity for work/limited capability for work appeals: caselaw and tactics <i>SEMINAR</i>	18	Training for welfare rights trainers	27
‘Welfare to work’		Presentation skills <i>REVISED</i>	27
The New Deal and ‘welfare to work’ for claimants	18	CPAG in Scotland	28
Moving into work - lone parents <i>NEW</i>	18	Booking form	inside back cover
Moving into work - disabled people <i>NEW</i>	19		
Lone parents and JSA <i>NEW</i>	19		

# Fees and booking information

CPAG's experience in the welfare rights field is unrivalled. Our rights handbooks are the definitive guide for those working in advice, support and advocacy nationwide. This experience has been used to inform and design the courses in CPAG's training programme.

## Fees

Fees 2009-2010	<i>Lawyers</i>	<i>Statutory Organisations</i>	<i>Voluntary Organisations</i>	<i>Reduced rates for CABx and members of DIAL UK</i>
One-day	£205	£150	£105	£90
Two-day	£340	£245	£175	£150
Three-day	£510	£375	£260	£225
Week-long	£615	£450	£315	£280
Half-day seminars and courses	£135	£100	£70	£60
<b>In-house courses start from:</b>	£1640*	£1200*	£840*	£840*

\* Fees exclusive of travel and overnight costs

CPAG's training and seminar fees are inclusive of lunch (except for in-house courses). Please indicate on the booking form if you have any special dietary requirements. Lunch is served at 12.30 pm on half-day courses that start at 1.00pm.

## Cancellations

Cancellations should be made in writing. Please note that we are unable to refund any of your fee if you cancel within **14 clear days (10 working days)** of a course or seminar. A 25% administration fee will be charged if you cancel at any time prior to this.

Once an in-house course has been booked, a 50% cancellation fee will be charged if it is cancelled by the booking organisation less than **28 working days** before the course is due to take place. If training materials have already been produced a further 25% fee may be charged.

## Reductions

Reductions are available on the above prices when booking our recommended package of training. CPAG offers reduced rates to Citizens Advice Bureaux and members of DIAL UK on our advertised programme. A limited number of places are also available at reduced rates to poorly funded organisations.

Please contact Judy Allen/Sarah Kerridge on 0207 812 5228/5217 for further details.

## CPAG recommended package of training

CPAG recommends certain combinations of training depending on your needs and your experience. If you book our recommended package of training, you will be entitled to a discount.

CPAG's introductory courses provide a sound basis for those new to welfare rights work. For people starting out as welfare rights advisers, we recommend the following package of courses:

- ◆ **An introduction to welfare rights**
- ◆ **Benefits for ill or disabled people**

A discount of **£20** is available for those booking these courses together on the same booking form.

Where two courses are on related subjects, they can be booked separately or as a two-day course. Courses where the two-day fee is available are:

- ◆ **Looked-after children, their carers and families and Benefits for young people.**
- ◆ **Child tax credit and working tax credit and Calculating tax credits.**
- ◆ **Community care and social security and Benefits for carers of sick and disabled people**
- ◆ **Claims backdating and challenging decisions and Overpayments and recovery of benefit.**
- ◆ **Students and benefits – eligibility and definitions and Students and benefits – treatment of income.**
- ◆ **Tax credits: overpayments and Tax credits: compliance and appeals.**

## 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 benefit advice work or who have little or no experience of the subject covered by the course.

### Standard

For people with a working knowledge of the benefit and tax credit systems or the subject covered by the course. Suitable for people wanting a refresher or to update skills or information.

### Experienced

For more experienced benefit advisers who are confident about covering issues in more, and sometimes complex, detail.

## Booking and payment

To book CPAG courses please complete the booking form at the back of this programme and return it to

Judy Allen, Training Co-ordinator, CPAG,  
94 White Lion Street, London, N1 9PF

or fax on 020 7837 6414

or email [training@cpag.org.uk](mailto:training@cpag.org.uk).

Bookings can also be submitted on-line from our website [www.cpag.org.uk/training](http://www.cpag.org.uk/training), then 'booking form'.

Please indicate on the booking form if you require an invoice (organisations only) or are enclosing payment with your booking.

On receipt of a booking form and subject to places being available an invoice/receipt will be issued which confirms the booking.

## Joining instructions

Course information, including details of venues, will be sent to participants approximately **two weeks before the course starts**. Occasionally, there are not enough participants to make a course viable and in this situation, CPAG reserves the right to cancel a course. If you are booking travel arrangements, but have not received a confirmation letter, please call the office to check your course will be running.

### Course times

Training courses usually run from 10.00am – 4.30pm with tea and coffee available from 9.45am. Lunch is also provided.

Seminars and most half-day courses run from 1.00pm – 4.30pm with lunch provided at 12.30pm. Times may vary for certain half-day courses, full details are provided in the course description and confirmation letter.

*Please note CPAG offices are not open before 9.00am.*

## Comments on CPAG training

We aim to provide tutors and training of the highest standard. Course participants are asked to complete a monitoring form at the end of each course. The feedback we receive is used to develop and improve our courses.

If a course does not meet your expectations or if you are unhappy or dissatisfied with our training in any way, please contact Paula Twigg, manager of the Citizens' Rights Office at CPAG. Any complaint will be dealt with in the strictest confidence.

## Law Society accreditation

All our courses are Law Society accredited and carry Continuing Professional Development (CPD) hours, so are suitable for solicitors (and for anyone who needs to satisfy the requirements in the Legal Services Commission's Quality Mark.) Please quote our provider reference number CPD/KX/CPAG.

**Our courses are also approved by The Institute of Legal Executives and the UK College of Family Mediators.**

## Bar Standards Board accreditation

In order to maintain and enhance the quality of legal services that they offer, barristers need to update and develop specialist areas of knowledge and ensure that their skills are regularly refreshed.

Most of our courses are Bar Standards Board accredited and carry CPD hours.

If you wish to claim CPD hours for Bar Standards Board accreditation, please indicate you wish to claim CPD hours on your booking form and ensure that you complete the Bar Council register provided when you attend the course.

## General Social Care Council

Social workers are required to provide evidence of ongoing learning and development to maintain their registration status. We understand from the GSCC guidance that our courses are appropriate for ongoing learning and can be counted. We have had confirmation from the GSCC that social workers may choose to count CPAG courses towards the GSCC requirement to undertake 90 hours or 15 days of training which will advance their professional development over each three year period of registration.

## National Occupational Standards

National Occupational Standards (NOS) have been developed for the Legal Advice sector following consultation with those working in the sector. They outline the knowledge and skills needed to deliver advice.

NOS are divided into units. There are units which describe the standards of performance expected of advisers, regardless of any specialist area of law they may be working in (LA Units 1-30). There are also units which describe the knowledge required when working in a particular area, such as welfare rights, or with a particular client group, such as students (LA units 31-62). You can find all NOS, including the legal advice NOS at [www.ukstandards.co.uk](http://www.ukstandards.co.uk)

Our courses cover the skills and knowledge required to demonstrate meeting the NOS, and we have mapped our courses against the NOS. Under each course we have indicated the most relevant unit which the course relates to. Please see our website [www.cpag.org.uk](http://www.cpag.org.uk) for more information and web links to the NOS units. Below we include a key to the units we refer to in this programme:

LA1	Establish communication with clients
LA2	Support clients to make use of the service
LA3	Develop and manage interviews with clients
LA10	Provide and receive referrals on behalf of clients
LA24	Influence changes to legislation, policy or practice
LA36	The Provision of Advice to Young People on their Rights under the Law
LA37	First Line Mental Health Legal Advice
LA41	First Line Money and Debt Legal Advice
LA42	Money and Debt Legal Advice and Casework
LA45	First Line Employment Legal Advice
LA49	First Line Welfare Rights Legal Advice
LA50	Welfare Rights Legal Advice and Casework
LA51	First Line Health and Community Care Legal Advice
LA53	First Line Legal Advice for Students
LA54	Legal Advice and Casework for Students
LA57	First Line Immigration Legal Advice
LA58	Immigration Legal Advice and Casework
L10	Enable Learning through Presentations
L4	Design Learning Programmes

# Venues

## The CPAG training venue in London

All our London courses are held at CPAG's offices (except for our annual conference or when a course is provided 'in-house').

Our specially designed training rooms are fully accessible for wheelchair users and provide a pleasant and comfortable, climate-controlled training environment.

We are able to provide space for parking if this is essential for your access, in this case please contact us in advance of the course. We regret we are unable to offer parking facilities for any other reason as space is very limited.

Both our training rooms are equipped with an induction loop and we are able to offer our course packs in large print or Braille. Please indicate on your booking form if you have any additional needs. We would be pleased to discuss any needs you have and will endeavour to accommodate them.

If you have any comments about access to the building or experience any difficulties please contact Judy Allen/Sarah Kerridge on 0207 812 5228/5217.



## Room hire

Our training rooms are also available for hire subject to availability. Please call Judy Allen on 0207 812 5228 for more details or visit the CPAG website.

## In-house training

Expert training on a date and at a venue to suit you.

Providing a course 'in-house' can be more cost effective – saving on time, travel and accommodation costs. We provide the expert tutor(s) and all the training materials.

Most of CPAG's existing courses can be provided 'in-house' to meet the training needs of your group or organisation.

*You may want to share the cost of running the course by inviting participants from other groups or organisations in the area.*

For further information, please call Sarah Kerridge on 0207 812 5217

## CPAG's on-line information services

CPAG's on-line services contain the web's most comprehensive in-depth information on welfare benefits, tax credits and child support. Visit the on-line services homepage (<http://onlineservices.cpag.org.uk>) to get more information on the packages, see the latest updates and sign-up for a free 7-day trial.

# Trainers

CPAG is committed to ensuring that all the trainers that teach on our courses are experts in their areas of work. Most are experienced welfare rights workers.

**Jayne Aldridge** is currently Head of Student Services at Thames Valley University. She is the former Chair of National Association of Student Money advisers (NASMA) and was previously on secondment to the Department for Education and Skills (now DIUS). Jayne contributes to CPAG's *Student Support and Benefits Handbook*.

**Barbara Alexander** has worked in the advice sector for 10 years. She is CIPD trained and was training development officer for North Herts and District CAB before joining the Money Advice Unit, Hertfordshire County Council in April 2005 to set up the HB outreach project. The aim of the project was to work strategically with HB Managers, voluntary and statutory agencies to increase the benefit take-up for the elderly. She now works in a ground breaking partnership with Hertfordshire Probation giving debt and benefit advice to offenders.

**Jane Ballantyne** is a qualified solicitor and experienced freelance trainer. Jane has contributed to publications including the *Welfare Benefits Resource Pack* and *Rights Guide for Homeowners*.

**Ellie Bergin** has worked as a welfare rights worker since 1991 and currently works for Islington Council. She previously worked as a trainer and an appeals representative for London Advice Services Alliance, and was a rights worker at Disability Alliance and at Merseyside Welfare Rights.

**Tony Bowman** has been a welfare rights adviser since 1996. He is currently employed at Reading Community Welfare Rights Unit and also works as a freelance trainer and writer.

**Michelle Büyükertaş** is an experienced welfare rights adviser and trainer. She currently works in the Money Advice Unit at Hertfordshire County Council, having previously spent a number of years working for Citizens Advice Bureaux.

**Sarah Clarke** is the solicitor in CPAG's Citizens' Rights Office. She has previously worked at Tooting and Balham CAB and in private practice. She carries out test case work in social security law at CPAG and she contributes to the *Welfare Benefits and Tax Credits Handbook*.

**Tahnyet Faroqui** is an advice worker at Camden CAB and has 20 years experience in welfare benefits advice work and representation at Social Security Appeal Tribunals and Employment Tribunals. She has also provided training in welfare benefits, including tax credits and skills based courses for CABx.

**Lindsey Fidler** is Research and Development Manager for Youth at Risk. She was formerly Director of Campaigns and Communications for the National Union

of Students, where she oversaw information and policy work on students support and benefits.

**Pamela Fitzpatrick** is a welfare rights worker in CPAG's Citizens' Rights Office and is an author of the *Welfare Benefits and Tax Credits Handbook* and the *Migration and Social Security Handbook*. She has over 10 years' experience of representing claimants before the Social Security Commissioners. She received formal tutor training from Citizens Advice and has been a visiting lecturer at the London Metropolitan University, currently a visiting lecturer on the MA Child Studies programme at King's College.

**Marian Gell** has worked in welfare rights for 18 years. She currently works for Contact a Family providing advice to parents and carers of children with additional needs.

**Carolyn George** is a freelance writer and trainer and has worked in the welfare rights field for over 25 years. She has worked in the Citizens' Rights Office at CPAG and with other organisations, including as a part-time lecturer in Law. She is an author of CPAG's *Housing Benefit and Council Tax Legislation* and *Welfare Benefits and Tax Credits Handbook* and has contributed to a number of other publications.

**Edward Graham** is a welfare rights worker in CPAG's Citizens Rights Office and has 15 years experience in benefits advice. He has extensive experience of providing training, advice and casework support as part of CPAG's specialist support service.

**Rachel Hadwen** is a Rights Adviser on the Working Families helpline, and a freelance writer and trainer. She has worked with organisations including One Parent Families/Gingerbread and CLS Direct.

**Conrad Haley** is the former director of the Public Law Project, which specialises in social welfare judicial reviews. He has written and lectured in social security and public law, and has litigated on behalf of claimants in many areas of social welfare law. He has been appointed to the public law peer review panel by the Legal Services Commission, and is a part time Tribunal Judge hearing social security appeals.

**Daphne Hall** has worked in welfare rights for many years and is currently a welfare rights adviser with Bristol City Council and also a freelance trainer. She is a contributor to Disability Alliance's *Disability Rights Handbook* and to CPAG's *Welfare Benefits and Tax Credits Handbook*.

**Steve Johnson** manages Walthamstow CAB. He is also a freelance welfare rights trainer to those working in the voluntary sector, lawyers, housing associations and local authorities.

**Beth Lakhani** is a welfare rights worker in CPAG's Citizens' Rights Office and contributes to CPAG's *Welfare Benefits and Tax Credits Handbook*. Beth also represents CPAG at HMRC's national consultation meetings on tax credits.

**Stephanie McKeon** is a solicitor and has worked for the last 7 years as a legal adviser and trainer at

Working Families where she gives employment law and benefits advice to working parents. She previously worked in private practice.

**Celia Minoughan** manages Energy Advice South West. She has 25 years experience of organising benefit take-up campaigns for local authorities and voluntary sector organisations and is an experienced welfare rights trainer.

**Alan Murdie** is director of McKenzie Friends Zacchaeus 2000 Trust and is a barrister with extensive experience in representation in local taxation cases over the last 17 years. He was the co-founder the Poll Tax Legal Group in 1990 and is co-author of *Council Tax: A Guide to Appeals (1994)* and *the Enforcement of Local Taxation (2000)* published by the Legal Action Group; editor of CPAG's *Council Tax Handbook* and *Fuel Rights Handbook*.

**Simon Osborne** is a welfare rights worker in CPAG's Citizens' Rights Office and was previously a rights worker with the Disability Alliance. He is a consultant editor and an author of the *Welfare Benefits and Tax Credits Handbook* and contributor to the *Welfare Rights Bulletin*.

**Judith Paterson** is welfare rights co-ordinator for CPAG in Scotland. She was previously editor of Disability Alliance's *Disability Rights Handbook*. Judith is an author of CPAG's *Welfare Benefits and Tax Credits Handbook* and *Benefits for Students in Scotland Handbook*.

**Jane Phipps** works for Citizens Advice as a Specialist Support Officer. She has specialised in debt advice for 20 years working for the London Borough of Lambeth, Oxford CAB and Citizens Advice. She also delivers training for the Money Advice Trust and the Institute of Money Advisers. She has published a book and various articles about debt, the county court and money advice.

**Fiona Ripley** has worked as an asylum and immigration solicitor for 20 years, initially in private practice and currently at Southwark Law Centre. She is a peer reviewer; an asylum support adjudicator and also an author of the *Migration and Social Security Handbook*.

**Louise Shepherd** is a freelance training consultant. Louise was formerly a welfare rights trainer for the London Borough of Lewisham and training manager for a large London based Housing Association. She works exclusively in the public sector and recent clients include NSPCC, the National Trust, Imperial College and many local authorities and housing associations.

**Aida Shoush** is an experienced welfare rights adviser and trainer. She is currently working as an adviser at St Christopher's Hospice in South London as part of a team providing advice services to patients of the Hospice and their families, as well as those who are newly bereaved. She has been an adviser in both the CAB service and other parts of the independent advice sector. She has also worked in a local authority welfare rights service and worked providing advice services at LASA.

**David Simmons** is a welfare rights worker in CPAG's Citizens' Rights Office. He has more than 20 years experience of providing welfare rights advice and training and has written extensively for CPAG and other

publications. He currently provides specialist advice and casework support to welfare rights workers and lawyers as part of CPAG's specialist support service.

**Judy Stenger** works for Neath Mind and has many years' experience of mental health welfare rights work, campaigning and policy development and training. She is the author of the annual *Big Book of Benefits and Mental Health* and produces the monthly 'Welfare Writes' column for *Mental Health Today* magazine.

**David Stickland** is a freelance welfare rights trainer and Welfare Rights Officer for the London Borough of Greenwich. He delivers training for various voluntary organisations and acts as a consultant/trainer for several large housing associations and disability organisations. David represents the Local Government Association at HMRC's national consultation meetings on tax credits. Before becoming a benefits adviser for Citizens Advice, David worked as an English language teacher in Turkey where he developed an interactive training style which strives to be engaging, informative and enjoyable.

**Paula Twigg** is the manager of CPAG's Citizens' Rights Office. She is an author of CPAG's *Welfare Benefits and Tax Credits Handbook* and *Debt Advice Handbook*. She previously worked at Edmonton CAB.

**Gary Vaux** is the Head of Advice (Benefits & Work) at Hertfordshire County Council and an experienced welfare benefits adviser, writer and trainer. Gary also writes a benefits column for *Community Care* magazine.

**Rebecca Walker** is an experienced freelance trainer and is currently a welfare benefits caseworker at Pitsmoor CAB in Sheffield. She has previously worked as a welfare rights adviser for Refugee Outreach and Advice Partnership and the Terrence Higgins Trust, and a trainer at London Advice Services Alliance. Rebecca contributes to the Disability Alliance's *Disability Rights Handbook*.

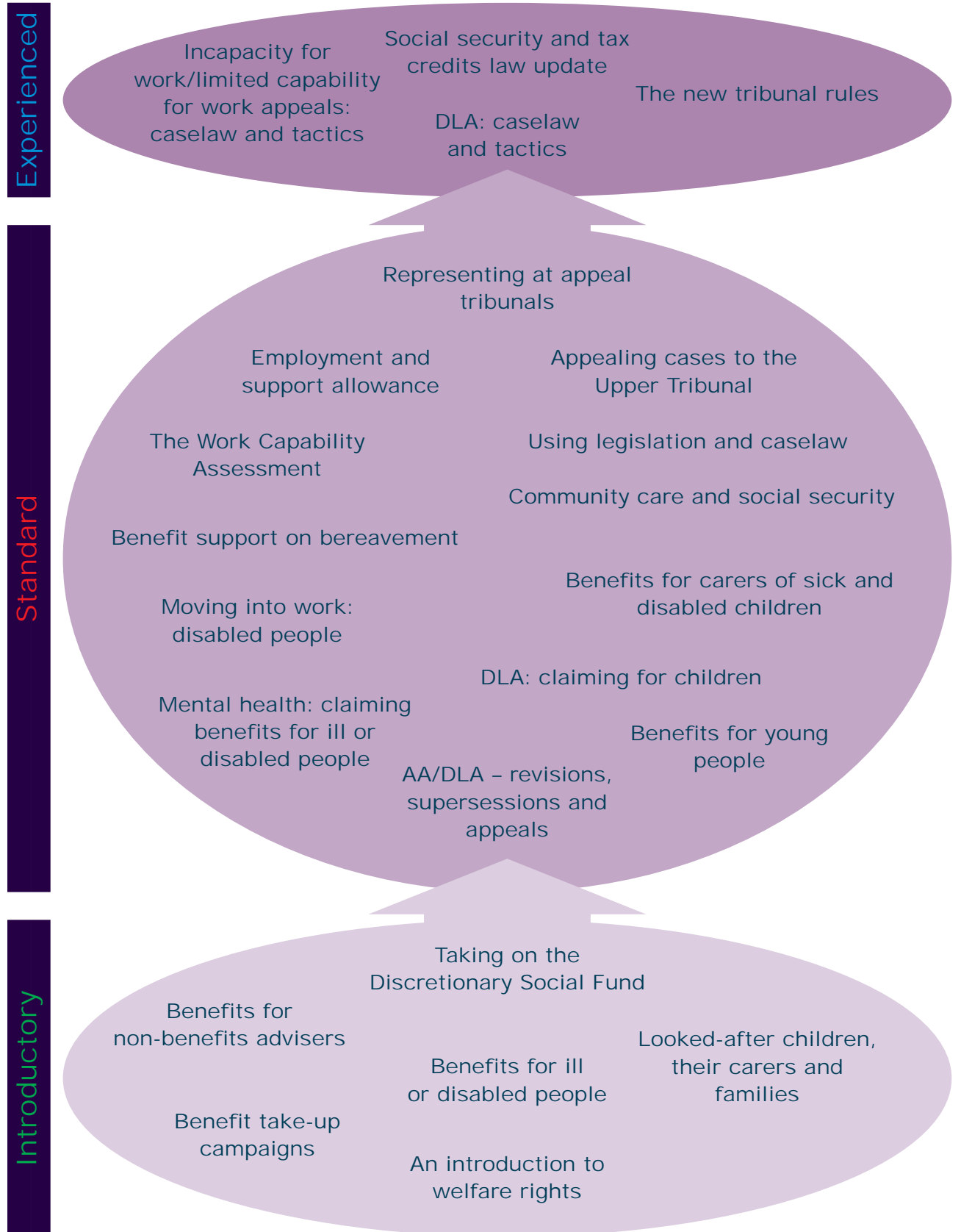
**Lynn Webster** has been in the welfare rights field for 27 years. She worked for Birmingham Tribunal Unit, co-ordinating a team of volunteer tribunal representatives and then for Citizens Advice in a London based welfare rights unit, which provided training and support for CAB workers. She was Service Manager of Warwickshire Welfare Rights Service, an independent charity, and now works for a Local Authority welfare rights service. She has been an author of CPAG's *Welfare Benefits Handbook* and *Editor of the Adviser magazine* and a contributor to the *Paying for care handbook*.

**Ros White** has worked as a welfare rights adviser and trainer for many years. She currently works as the benefits adviser for Notting Hill Housing, having previously worked in LASA's appeal team and as a welfare rights adviser for Citizens Advice.

**Martin Williams** is a welfare rights worker in CPAG's Citizens' Rights Office. He is widely experienced in representing claimants at appeals and before the Social Security Commissioners having worked in the LASA appeals team from 2001 until 2008. He has also worked as a Local Authority Welfare Rights officer and in an independent advice centre.

# Suggested route of learning

for those advising on benefits for ill or disabled people



# CPAG courses and seminars

## Introductory courses

### An introduction to welfare rights

LDWR0109 **18-22 May 2009** 10.00am – 4.30 each day  
LDWR0209 **5-9 October 2009** 10.00am – 4.30 each day  
LDWR0309 **11-15 January 2010** 10.00am – 4.30 each day

Course participants who book for the whole week receive a complimentary copy of CPAG's *Welfare Benefits and Tax Credits Handbook*.

This week-long course is aimed at advisers, social workers, probation workers, health and housing workers and others new to welfare benefit advice work.

This course is designed to give participants an understanding of the structure of the benefit and tax credit system, ability to identify the issues that may affect entitlement and an appreciation of the importance of advice and advocacy. The emphasis is on tackling benefit questions through case studies, including how to calculate entitlements, and providing participants with the chance to practice using the handbook.

This course does not deal with non-means-tested benefits except as part of understanding the structure of the system. These benefits are explored in detail in the companion course *Benefits for ill or disabled people* (see below). Booking both these courses together will entitle you to a £20 discount.

The course covers:

- ◆ **Day one Benefits overview**  
An overview of the benefits and tax credits system and problem-solving using the *Welfare Benefits and Tax Credits Handbook*.
- ◆ **Day two Working-age benefits – eligibility**  
Who is eligible for income support (IS), jobseeker's allowance (JSA) and employment and support allowance (ESA), claims and assessments.
- ◆ **Day three Working-age benefits – amounts**  
Calculating IS, income-based JSA and income-related ESA.
- ◆ **Day four Housing benefit (HB)**  
Who is eligible, calculating HB, claims, and an overview of council tax benefit.



#### ◆ Day five Tax credits

Who is eligible, calculating tax credits, claims and payments.

A certificate is awarded to those completing all five days.

We recommend that participants attend all five days, but for those with some experience of the subjects covered there are a limited number of places for those who want to attend single days only. Priority is given to people booking for the full course.

**“Another brilliant day, very useful again, clearly explained and very clear, user-friendly handouts”**

Level **Introductory**  
Tutors **Steve Johnson; Aida Shoush; David Stickland and Michele Büyükertas**  
CPD hours **25**  
NOS **LA49**

### Benefits for ill or disabled people

Lddb0109 **29-30 June 2009** 10.00am – 4.30 each day  
Lddb0209 **27-28 January 2010** 10.00am – 4.30 each day

We recommend booking this course with **An Introduction to Welfare Rights** (see above). Booking both courses together will entitle you to a £20 discount.

This two-day course covers the main disability and incapacity benefits including disability living allowance, attendance allowance, incapacity benefit and employment and support allowance.

Day one covers incapacity benefits with emphasis on the tests of incapacity for work. Day two covers DLA/AA with the emphasis on understanding the disability conditions and making successful claims.

The course also tackles:

- ◆ understanding the limited capability for work assessment;
- ◆ making claims for DLA;
- ◆ the impact of disability and incapacity benefits on other benefits and entitlement to 'passported' benefits;
- ◆ recent developments.

Level **Introductory**  
Tutor **Tony Bowman**  
CPD hours **10**  
NOS **LA3 and LA49**

### Benefits for non-benefit advisers

LDNB0109 **16-17 June 2009** 10.00am – 4.30 each day  
LDNB0209 **19-20 November 2009** 10.00am – 4.30 each day  
LDNB0309 **8-9 February 2010** 10.00am – 4.30 each day

This two-day course is aimed at professionals who work with clients for whom benefits are an issue but who will not be advising on benefits themselves (e.g.

social workers, supported housing workers, day centre staff and lawyers).

Attending this course will enable workers to identify benefits their clients might be entitled to and have a basic understanding of how to claim and how to dispute decisions. The course aims to give participants:

- ◆ awareness of benefits available to different client groups, in and out of work;
- ◆ understanding how the benefits and tax credits system is structured;
- ◆ ability to conduct a basic benefits check;
- ◆ knowledge of who administers each benefit and how to contact them;
- ◆ knowledge of revision and appeal mechanisms to dispute decisions; including the relevance of time limits;
- ◆ knowledge of how to use the CPAG handbook;
- ◆ knowledge of where to get further help.

Level **Pre-introductory**  
Tutor **David Stickland**  
CPD hours **10**  
NOS **LA49 and LA10**

## Update courses for experienced advisers

### Social security and tax credits law update

LDSS0109 **15 June 2009** 10.00am – 4.30pm  
LDSS0209 **24 February 2010** 10.00am – 4.30pm

Social security and tax credits law can change from day to day and advisers need to keep abreast of such developments in order to advise their clients correctly. Arranged under topic headings, and concentrating primarily on caselaw, this one-day course looks at the most important changes in social security and tax credits law from the previous 6 months and considers:

- ◆ decisions of the High Court, Court of Appeal and House of Lords, as well as the European Court of Justice and European Court of Human Rights;
- ◆ selected decisions of the social security commissioners; and
- ◆ significant changes to Acts and regulations.

Level **Experienced**  
Tutor **Simon Osborne**  
CPD hours **5**  
NOS **LA50**

See also *Students and Benefits: an update for experienced advisers*

## Lawyers courses

### Welfare benefits update *HALF-DAY COURSE*

LDWB0109 **27 April 2009** 9.45am – 1.00pm  
LDWB0209 **21 October 2009** 9.45am – 1.00pm

**Welfare benefits update** can be booked as a one-day course with **Separation, maintenance and settlement**.

This course is for all practitioners who deal with publicly funded clients, and who are not welfare benefits specialists. An understanding of the benefits system is fundamental for all practitioners who deal with publicly funded clients as the ability to identify possible ways of increasing income may, in some cases, assist in resolving the overall matter with which the practitioner is dealing.

The course is designed for non-specialists who will not deal with welfare benefits issues on a regular basis, it combines revision and reminder with an emphasis on what has changed, or is about to change. It is suitable as a concentrated introduction to welfare benefits. The main emphasis of the course is on recognition of possible benefit claims and ways of maximising income for clients with limited income. Lack of money is often a factor for all clients who qualify for public funding, whether the presenting problem is a criminal, housing, family, employment or debt matter. It covers:

- ◆ categories of benefits and the overlapping benefit rules;
- ◆ signposting claims – the eligibility criteria;
- ◆ principles of calculating a means-tested benefit and/or tax credit;
- ◆ decision making, administration and appeals.

A basic understanding of the operation of the social security and tax credit systems and the benefits available would be useful but is not essential.

Level **Standard**  
Tutor **Jane Ballantyne**  
CPD hours **3**  
NOS **LA49**

### Separation, maintenance and settlement *HALF-DAY COURSE*

LDSM0109 **27 April 2009** 1.45pm – 5.00pm  
LDSM0209 **21 October 2009** 1.45pm – 5.00pm

**Separation, maintenance and settlement** can be booked as a one-day course with **Welfare benefits update**.

This half-day course is for family/matrimonial lawyers. It addresses welfare benefits issues that are especially relevant, including those dealt with in the Legal Services Commission's family transaction criteria and covers:

- ◆ means-tested benefits that can be claimed;
- ◆ to work or not to work – better off issues;
- ◆ maintenance and benefits;
- ◆ effects of lump sum payments on means-tested benefits; and
- ◆ shared care and benefits.

This is a practical course set in a framework of scenarios covering the circumstances immediately following separation through to the final settlement.

A basic understanding of the operation of the social security and tax credit systems and the benefits available is expected but this can be gained by attendance on the morning course on the same day – *Welfare Benefits Update* (see previous page).

Level **Standard**  
 Tutor **Jane Ballantyne**  
 CPD hours **3**  
 NOS **LA49**

## Life events

### Birth: employment rights and benefits

LD BE0109 **24 September 2009** 10.00am – 4.30pm

This course looks at the employment rights of prospective new parents, and covers benefit rights for pregnant women and families with young children, both in and out of work. It includes:

- ◆ employment rights of pregnant women, including health and safety protection, time off for ante-natal care, and protection from discrimination;
- ◆ right to time off around the birth or adoption;
- ◆ other employment rights for parents: right to return to work, to request family-friendly hours, to parental leave and time off for dependants;
- ◆ benefit rights and other financial help available around the birth or adoption;

Level **Standard**  
 Tutors **Rachel Hadwen and Stephanie McKeon**  
 CPD hours **5**  
 NOS **LA45 and LA49**

### Benefit support on bereavement

LD BB0109 **29 September 2009** 10.00am – 4.30pm

The practical issues surrounding the death of someone in the family can be overwhelming at a such a hard time. Sorting out some kind of financial security often can be one of the biggest worries. This course is aimed at advisers and others who will be supporting families dealing with these issues. It looks at what happens to

benefits when someone dies and the benefits that can be claimed afterwards. The course will cover:

- ◆ what needs to be done to inform the relevant benefit authorities following a death;
- ◆ social fund funeral payments;
- ◆ bereavement benefits for people under pension age;
- ◆ inheriting state retirement pensions;
- ◆ claiming other benefits after a death.

Level **Standard**  
 Tutor **Aida Shoush**  
 CPD hours **5**  
 NOS **LA49**

## Tax credits

Tax credits – the basics is available on an in-house basis – contact the training department for more details.

### Child tax credit and working tax credit

LD CT0109 **9 June 2009** 10.00am – 4.30pm  
 LD CT0209 **12 November 2009** 10.00am – 4.30pm

**Child tax credit and working tax credit** can be booked as a two-day course with **Calculating tax credits**.

Working tax credit supports low-waged workers. Child tax credit is part of the basic package of financial support for children. Advisers need to be equipped to advise on entitlement and know what to do when things go wrong. This course provides a detailed introduction, looking at who can get tax credits and how much, as well as considering the annual assessment. It is suitable for advisers who have limited or no experience of tax credits. The course covers:

- ◆ who is eligible for tax credits;
- ◆ how tax credits are calculated;
- ◆ assessment of income;
- ◆ claiming and getting paid;
- ◆ an overview of decision making and challenging decisions.

Level **Standard**  
 Tutor **Judith Paterson or Michele Büyükertaş**  
 CPD hours **5**  
 NOS **LA49**

---

## Calculating tax credits

LDCW0109 **10 June 2009** 10.00am – 4.30pm  
LDCW0209 **13 November 2009** 10.00am – 4.30pm

**Calculating tax credits** can be booked as a two day course with **Child tax credit and working tax credit**.

Many factors can affect entitlement to tax credits through the year. This course uses a step-by-step approach illustrated with case studies to explain the tax credits calculation in detail. It looks at how tax credits are calculated when a claimant's circumstances are not straightforward or when they change during the year. The course covers:

- ◆ calculating tax credits where there are changes in personal circumstances;
- ◆ calculating tax credits where there are changes in income;
- ◆ calculating changes in childcare costs.

This course is aimed at those who have an understanding of how to do a basic tax credits calculation, for example, from recently attending our *Child tax credit and working tax credit* course, or day five of *Introduction to welfare rights*. The course involves a lot of practical work leading to some challenging calculations.

Level **Standard**  
Tutors **Judith Paterson or Steve Johnson**  
CPD hours **5**  
NOS **LA49**

---

## Tax credits: overpayments

LDTC0109 **6 May 2009** 10.00am – 4.30pm  
LDTC0209 **16 November 2009** 10.00am – 4.30pm

**Tax credits: overpayments** can be booked as a two day course with **Tax credits: compliance and appeals**.

This course examines the issues arising from the system of annual awards (which applies uniquely to tax credits), and in particular the way in which overpayments arise. The course covers:

- ◆ how overpayments arise;
- ◆ automatic overpayments due to changes in income;
- ◆ avoiding overpayments – notifying changes of circumstances and the renewal process;
- ◆ the different methods of recovery;
- ◆ the rate of recovery and issues of hardship;
- ◆ challenging recovery – the balance of responsibilities between claimants and the Revenue.

Participants will be expected to have a working knowledge of tax credits and an understanding of calculating tax credits without the assistance of a computer programme.

Level **Experienced**  
Tutor: **Beth Lakhani**  
CPD hours **5**  
NOS **LA50**

---

## Tax credits: compliance and appeals

LDTX0109 **7 May 2009** 10.00am – 4.30pm  
LDTX0209 **17 November 2009** 10.00am – 4.30pm

**Tax credits: compliance and appeals** can be booked with the one-day course **Tax credits: overpayments**.

This course is aimed at advisers with experience dealing with tax credit queries and casework and allows advisers to share experience of taking tax credit cases to appeal.

The course will cover:

- ◆ tax credit appeals – the process and what is happening in practice;
- ◆ how and when the examinations and enquiries investigative processes are used;
- ◆ penalties – a brief examination, including the Revenue's approach to the imposition of penalties for those on low incomes;
- ◆ notional entitlement;
- ◆ the legal requirements of tax credit recipients to provide information in connection with claims, changes of circumstances and investigations.

Participants will be expected to have a working knowledge of tax credits and an understanding of the calculation of tax credits without the benefit of a computer programme.

Level **Experienced**  
Tutors: **Beth Lakhani and Steve Johnson**  
CPD hours **5**  
NOS **LA50**

See centre pages for London courses

calendar

## Pension credit

### Pension credit: an introduction

LDPC0109 **8 July 2009** 10.00am – 4.30pm

This course looks at the intention and structure of the pension credit system. It covers:

- ◆ the main entitlement rules;
- ◆ how to calculate guarantee credit;
- ◆ how to calculate savings credit;
- ◆ claims and administration;
- ◆ how the assessed income period works;
- ◆ the effect of pension credit on the other benefits (especially HB/CTB).

Level: **Standard**  
Tutor: **Steve Johnson**  
CPD hours: **5**  
NOS **LA49**

---

### Pension credit *SEMINAR*

LDPS0109 **9 July 2009** 1.00pm – 4.30pm

This half-day seminar seeks to explore some of the pension credit problem areas, including:

- ◆ the notional capital rule changes;
- ◆ the Assessed Income Period and changes of circumstances;
- ◆ the interaction of pension credit and pensioner HB/CTB;
- ◆ the interaction of pension credit and tax credits;
- ◆ the interaction of pension credit and employment and support allowance;
- ◆ residential care and pension credit.

Those who sign up for the seminar will also be able to feed in items for discussion.

Level: **Standard**  
Tutor: **Steve Johnson**  
CPD hours: **3**  
NOS **LA49 and LA50**

## The social fund

### Taking on the discretionary social fund

LDSF0109 **11 November 2009** 10.00am – 4.30pm

The discretionary social fund is an important source of help for people on means-tested benefits. This course provides an overview and looks at how best to apply to the social fund. Using the law and the guidance the course looks at:

- ◆ how the discretionary social fund is administered;
- ◆ advice on completing the claim form;
- ◆ the application process;
- ◆ tactics used to support the case;
- ◆ overview of the review process.

Level: **Introductory**  
Tutor: **Daphne Hall**  
CPD hours: **5**  
NOS **LA49**

#### Level of course

##### Introductory

For people new to benefit advice work or who have little or no experience of the subject covered by the course.

##### Standard

For people with a working knowledge of the benefit and tax credit systems or the subject covered by the course. Suitable for people wanting a refresher or to update skills or information.

##### Experienced

For more experienced benefit advisers who are confident about covering issues in more, and sometimes complex, detail.

To book a course, see inside back page

for booking form, or visit our website to

book online [www.cpag.org.uk](http://www.cpag.org.uk)

# Calendar of courses

	2009											2010		
	Page	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Introductory courses</b>														
An Introduction to welfare rights	9		18-22					5-9			11-15			
Benefits for ill or disabled people	9			29-30							27-28			
Benefits for non-benefit advisers	9			16-17					19-20			8-9		
Benefit take-up campaigns	27		11				17							
Dealing with debt	26				13-14						25-26			
Housing benefit and rent arrears	24								24					
Looked-after children, their carers and families	19			4					4					
Outline of bankruptcy procedure and responding to proceedings	26			8						7				
Presentation Skills	27								18					
Taking on the discretionary social fund	13								11					
Training for welfare rights trainers	27				14-16							1-3		
Voluntary bankruptcy – what it means for clients	26			8						7				
<b>Standard courses</b>														
AA/DLA - revisions, supersessions and appeals	16		14-15							10-11				
Benefits for carers of sick and disabled people	17				2							5		
Benefit support on bereavement	11						29							
Benefits for young people	20			5					5					
Birth: employment rights and benefits	11						24							
Calculating tax credits	12			10					13					
Child tax credit and working tax credit	11			9					12					
Claiming DLA for children	16						25							
Claims. backdating and challenging decisions	22	28					30							
Community care & social security	16				1							4		
Compensation for maladministration	24									8				
Employment and support allowance	17	1		22			21							
Fraud & social security	24			18										
Housing benefit – the problem areas	25								3					
Housing benefit appeal tribunals	25								10					
Housing costs explained	25						22							
Immigration law & social security	21			2-3				14-15				10-11		
Lone parents and JSA	19		12						26					

If you are interested in arranging one of our courses at a venue to suit you, please see 'in-house training' on page 5.

	Page	2009						2010					
		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Standard courses continued</b>													
Mental health: claiming benefits for ill or disabled people	17							20					18
Moving into work – disabled people	19				22								
Moving into work – lone parents	18										21		
Overpayments and recovery of benefits	22	29						1					
Pension credit: an introduction	13				8								
Pension credit seminar	13				9								
Representing at appeal tribunals	23							22-23					22-23
Right to reside and habitual residence	21	23						15					
Separation, maintenance & settlement	10	27							21				
Students & benefits – eligibility and definitions	20							2					10
Students & benefits – treatment of student income	20							3					11
Students and debt	20							7-8					
The local housing allowance and rent restrictions	25		8								9		
The New Deal and 'welfare to work' for claimants	18										20		
The work capability assessment (formerly PCA)	18		13						12				
Using legislation and caselaw	22			11								19	
Welfare benefits update	10	27							21				
<b>Experienced courses</b>													
Appealing cases to the Upper Tribunal	23				20								23
DLA: caselaw & tactics	16								13				
Incapacity for work/ limited capability for work appeals: caselaw & tactics	18				10								
Judicial review: social security & tax credits	24				3							25	
Rights of EU/EEA nationals	21			25									24
Social security and tax credits law update	10			15								24	
Students and benefits – an update for experienced advisers	20							4					12
Students and debt - tactics for experienced advisers	21							1					8
Tax credits: compliance & appeals	12		7							17			
Tax credits: overpayments	12		6							16			
The new tribunal rules	23	30		23									

## People with disabilities and their carers

(See also *Benefits for ill or disabled people in the introductory courses section and suggested route of learning on page 8*)

### AA/DLA – revisions, supersessions and appeals

LDAA0109 **14-15 May 2009** 10.00am – 4.30pm each day  
LDAA0209 **10-11 December 2009** 10.00am – 4.30pm each day

This two-day course is aimed at more experienced advisers taking on the problems that arise in claims for attendance allowance and disability living allowance.

Participants will have an opportunity to use the legislation, caselaw and useful resources such as Sweet and Maxwell's *Social Security Legislation* to look at:

- ◆ claiming AA and DLA effectively;
- ◆ the revision and supersession procedure;
- ◆ tackling unfavourable decisions;
- ◆ obtaining effective medical evidence;
- ◆ preparing arguments for a revision, supersession or appeal;
- ◆ test cases e.g., *Halliday and Mallinson*.

The course involves a lot of practical work and participants are encouraged to bring along case examples.

A working knowledge of attendance allowance and disability living allowance is assumed.

Level **Standard**  
Tutor **Tahnyet Farouqi**  
CPD hours **10**  
NOS **LA50**

### Claiming DLA for children

LDCC0109 **25 September 2009** 10.00am – 4.30pm

The rules around claiming DLA for children are different than for adults and completing the claim form needs a different approach. This course will give an overview of these rules and look at how to fill out the form to avoid pitfalls and obtain the best outcome from the outset. The course will cover the following:

- ◆ what levels and different types of extra care would be needed for a child to be awarded DLA;
- ◆ the basic milestones in childhood development;
- ◆ the range of supporting evidence and information

about childhood disability which might assist with a claim;

- ◆ the main caselaw on DLA for children;
- ◆ the impact of stays in residential schooling/care/hospital;
- ◆ how DLA for a child can help increase the range of benefits and tax credits a family may get;
- ◆ what happens to the administration and payment of DLA when a child becomes 16 years of age.

Level **Standard**  
Tutor **Marian Gell**  
CPD hours **5**  
NOS **LA49**

### DLA: caselaw and tactics *SEMINAR*

LDDL0109 **13 October 2009** 1.00pm – 4.30pm

This seminar, aimed at experienced appeal tribunal representatives, will provide an overview of the main caselaw and other developments in disability living allowance appeals, and consider the implications for tactics at tribunals. Among the subjects considered will be:

- ◆ caselaw – key decisions, test cases;
- ◆ medical evidence – its importance, use at tribunal, how it is weighed;
- ◆ presenting at the tribunal – current trends and the expectations placed on representatives and appellants.

The seminar will include the opportunity for representatives to share experiences and ideas.

Level **Experienced**  
Tutor **Simon Osborne**  
CPD hours **3**  
NOS **LA50**

### Community care and social security

LDCC0109 **1 July 2009** 10.00am – 4.30pm  
LDCC0209 **4 February 2010** 10.00am – 4.30pm

**Community care and social security** can be booked as a two-day course with **Benefits for carers of sick and disabled people**.

Care in the community is an issue for many advisers, particularly those working with older people, people with disabilities and carers.

This one-day course will assist those who want to maximise their clients' income and minimise loss of benefit when receiving community care services from a local authority. It will include discussion of relevant community care legislation and procedures. The course covers:

- ◆ the role and responsibilities of local authorities in providing and financing care packages;
- ◆ benefit rights in different community care settings and in residential care and nursing homes;
- ◆ charging for community care services;
- ◆ the impact of hospitalisation and having a health funded care package;
- ◆ challenging decisions.

A working knowledge of the benefits system is assumed.

Level **Standard**  
 Tutor **Lynn Webster**  
 CPD hours **5**  
 NOS **LA50 and LA51**

## Benefits for carers of sick and disabled people

LDBC0109 **2 July 2009** 10.00am – 4.30pm  
 LDBC0209 **5 February 2010** 10.00am – 4.30pm

**Benefits for carers of sick and disabled people** can be booked as a two-day course with **Community care and social security**.

This course will cover entitlement to, and impact on, benefits for those caring for people with illness and/or disability. It will include the following:

- ◆ carer's allowance (CA): who can claim – what counts as regular and substantial care and gainful employment; breaks from caring; overlapping benefit rules; and impact of claiming CA on the benefits of the person being cared for; backdating rules when awarded CA;
- ◆ claiming IS or PC as a carer: impact of claiming CA on these and other means-tested benefits and tax credits;
- ◆ impact on carer's benefits where the person being cared for goes into hospital or respite care;
- ◆ live-in carers: whether treated as non-dependant; and impact on carer's benefits where absence from home is temporary;
- ◆ JSA : availability for work rules for carers and ESA if the carer is also in poor health or disabled;
- ◆ caring and studying: impact on benefits;
- ◆ linking rules relevant to carers.

This course does not cover benefits relating to caring for children (other than where the child being cared for is disabled) or community care and benefits. See page 16 for details of our *Community care and social security* course and page 19 for the course *Looked after children, their carers and families*.

Level **Standard**  
 Tutor **Lynn Webster**  
 CPD hours **5**  
 NOS **LA49**

## Mental health: claiming benefits for ill or disabled people

LDMH0109 **20 October 2009** 10.00am – 4.30pm  
 LDMH0209 **18 March 2010** 10.00am – 4.30pm

A practical and tactical look at working with people with mental health diagnoses to assist in securing benefit due to incapacity for work and/or disability. Some familiarity with DLA qualifying conditions is assumed.

The course will include:

- ◆ barriers to benefits and mental health;
- ◆ common diagnoses, symptoms, medication and side-effects;
- ◆ considerations when working in a mental health context;
- ◆ negotiating the sickness route to benefit:
  - incapacity benefit;
  - employment and support allowance;
- ◆ DLA in a mental health context;
- ◆ the difference income maximisation makes.

Level **Standard**  
 Tutor **Judy Stenger**  
 CPD hours **5**  
 NOS **LA37 and LA49**

## Incapacity for work

### Employment and support allowance

LDES0109 **1 April 2009** 10.00am – 4.30pm  
 LDES0209 **22 June 2009** 10.00am – 4.30pm  
 LDES0309 **21 September 2009** 10.00am – 4.30pm

Employment and support allowance (ESA) was introduced in October 2008 for those with limited capability for work. This course provides a detailed introduction to this new benefit. It explains the structure of the benefit, how and when assessments are carried out, and the requirements that most claimants must meet in order to avoid their benefit being reduced.

The course covers:

- ◆ who is eligible for ESA;
- ◆ how ESA is calculated;
- ◆ the limited capability for work assessment and work-related activity assessment;
- ◆ the conditionality requirements and sanctions;
- ◆ how ESA affects entitlement to other benefits (including housing benefit);
- ◆ transitional rules on entitlement to the previous incapacity-related benefits

This course is suitable for anyone wanting to explore this benefit in detail, including experienced advisers who want to update their knowledge.

Level **Standard**  
Tutor **Rebecca Walker**  
CPD hours **5**  
NOS **LA49**

### The work capability assessment (formerly PCA)

LDRE0109 **13 May 2009** 1.00pm – 4.30pm  
LDRE0209 **12 October 2009** 1.00pm – 4.30pm

A new incapacity test (of 'limited capability for work') applies to claimants of employment and support allowance, and potentially to some others during 2009. What is the work capability assessment? Who is subject to it? How will it work? This seminar is for those advisers who wish to familiarise themselves with the new test. Topics covered include:

- ◆ who the test applies to;
- ◆ exemptions and exceptional circumstances;
- ◆ descriptors, points and scoring;
- ◆ appeals.

Level **Standard**  
Tutor **Simon Osborne**  
CPD hours **3**  
NOS **LA49**

### Incapacity for work/limited capability for work appeals: caselaw and tactics

LDWA0109 **10 July 2009** 1.00pm – 4.30pm

This seminar, aimed at experienced appeal tribunal representatives, will provide an overview of the main caselaw and other developments in incapacity for work and limited capability for work appeals, and consider the implications for tactics at tribunals. Among the subjects considered will be:

- ◆ caselaw – past trends, future prospects;
- ◆ medical evidence – its importance, use at tribunal, how it is weighed;
- ◆ approaches to PCA/work capability assessment descriptors – working context, fluctuating conditions.

The seminar will include the opportunity for representatives to share experiences and ideas.

Level **Experienced**  
Tutor **Simon Osborne**  
CPD hours **3**  
NOS **LA50**

Industrial Injuries is available as an in-house course. Contact the training department for more details.

## 'Welfare to work'

### The New Deal and 'welfare to work' for claimants *REVISED COURSE*

LDND0109 **20 January 2010** 10.00am – 4.30pm

This course provides an introduction to the newly introduced Flexible New Deal, an examination of the different roles of Jobcentre Plus staff and those working for private (and third sector) providers in delivering New Deal. It also looks at the New Deal programmes for those not on JSA – in particular New Deal for Lone Parents and New Deal for Disabled People and other special schemes designed to assist people back to work.

The course includes:

- ◆ the structure of financial support for those in New Deal and those moving into work;
- ◆ an introduction to the Flexible New Deal;
- ◆ lone parents and welfare to work (the provisions for those on both income support and jobseeker's allowance);
- ◆ pathways to work and New Deal for disabled people;
- ◆ other changes in the pipeline.

(The content is subject to change as New Deal and other welfare to work schemes are modified)

Level **Standard**  
Tutor **Beth Lakhani**  
CPD hours **5**  
NOS **LA49**

### Moving into work – lone parents *NEW*

LDLP0109 **21 January 2010** 10.00am – 4.30pm

Lone parents who are considering whether to start work need clear advice on the possible effect on benefit and tax credit entitlement. This course considers benefit entitlement in both part-time and full-time work and looks at what help there is with childcare costs.

It includes:

- ◆ how benefits and tax credits are affected by starting part-time or full-time work;
- ◆ better-off issues between working part time or full time;
- ◆ help with childcare costs;
- ◆ benefit run-ons and other help at the start of a job;
- ◆ financial help to look for work;

- ◆ help with other costs such as school meals and health costs;
- ◆ linking rules for reclaiming help with mortgage costs.

Level **Standard**  
 Tutor **Ellie Bergin**  
 CPD hours **5**  
 NOS **LA49**

## Moving into work – disabled people *NEW*

LDDP0109 **22 July 2009** 10.00am – 4.30pm

This course looks at benefits and tax credits issues for disabled people and those with long-term ill health, including mental ill health, when they are considering moving into work.

It includes:

- ◆ how benefits and tax credits are affected by moving into full-time work;
- ◆ financial help with housing and other costs at the start of a full-time job;
- ◆ what part-time ‘permitted work’ people can do while staying on benefit;
- ◆ other benefits for people working part-time;
- ◆ better off and other issues between working full and part time;
- ◆ temporary work and how linking rules help with reclaiming benefit and the application of the WCA;

A familiarity with benefit rules for those claiming on the basis of ill health or disability is assumed.

Level **Standard**  
 Tutor **Ellie Bergin**  
 CPD hours **5**  
 NOS **LA49**

## Lone parents and JSA *NEW*

LDPJ0109 **12 May 2009** 1.00pm – 4.30pm  
 LDPJ0209 **26 November 2009** 1.00pm – 4.30pm

From November 2008 onwards many lone parents are no longer able to claim income support and will be forced to claim jobseeker’s allowance instead. The changes will be phased in over two years, initially for those whose eldest child is 12 or over and will eventually affect all lone parents whose eldest child is aged 7 or more. The course is designed to enable advisers to understand what the changes will mean in practical terms for their clients, and how lone parents can comply with the JSA regime.

The course will examine:

- ◆ who is affected by the changes and when;

- ◆ what ‘actively seeking’ and ‘being available’ for work under the JSA regime means;
- ◆ the modifications the government has allowed to the JSA regime for lone parents;
- ◆ the impact of failing to comply with the JSA regime - hardship payments, sanctions and how to challenge adverse decisions

Level **Standard**  
 Tutor **Edward Graham**  
 CPD hours **3**  
 NOS **LA49**

## Young people

### Looked-after children, their carers and families

LDCA0109 **4 June 2009** 10.00am – 4.30pm  
 LDCA0209 **4 November 2009** 10.00am – 4.30pm

This course is complementary with the **Benefits for Young People** course but also stands alone for those working with families with younger children. **Looked-after children, their carers and families** can be booked as a two-day course with **Benefits for young people**.

This course covers those ‘boundary issues’ between social security and social work such as:

- ◆ what happens to benefits and tax credits when a child or young person is looked-after and leaves care;
- ◆ financial help from the local authority for children in need, families, alternative carers and care-leavers;
- ◆ charging for local authority services - who has to pay;
- ◆ impact of adoption, fostering, Special Guardianship and Residence Orders;

No prior knowledge of the Children Act 1989 or the benefits system is needed.

Level **Introductory**  
 Tutor **Gary Vaux**  
 CPD hours **5**  
 NOS **LA36**

See centre pages for London courses

calendar

## Benefits for young people

LDYP0109 5 June 2009 10.00am – 4.30pm

LDYP0209 5 November 2009 10.00am – 4.30pm

**Benefits for young people** can be booked as a two-day course with **Looked-after children, their carers and families**.

This course will help Connexions Personal Advisers, social services staff, housing workers, education workers, advice workers and anyone advising young people get to grips with complex rules relating to young people.

The course looks at how the benefits system applies to young people (aged under 25), and particularly those aged 16–17. It will focus on:

- ◆ income support and ESA;
- ◆ jobseeker's allowance (including severe hardship payments); and housing benefit.

It will also look at the benefit entitlement of those in particular situations e.g. disabled young people, looked-after children and care-leavers, people on training courses and in education, pregnancy and lone parents, part-time students, and young people living away from their parents.

Level **Standard**  
Tutor **Gary Vaux**  
CPD hours **5**  
NOS **LA36**

## Students

### Students and benefits – eligibility and definitions

LDSB0109 2 September 2009 10.00am – 4.30pm

LDSB0209 10 March 2010 10.00am – 4.30pm

**Students and benefits – eligibility and definitions** can be booked as a two-day course with **Students and benefits – treatment of student income** or as a stand alone one-day course.

This course covers benefit eligibility when studying and the definitions that apply. The day focuses particularly on means-tested benefits, (income support, housing benefit; jobseeker's allowance and the new employment and support allowance) for both full and part time students undertaking courses in both the further and higher education sectors.

A knowledge of the general rules for means-tested benefits is required for this course.

Level **Standard**  
Tutors **Lindsey Fidler and Jayne Aldridge**  
CPD hours **5**  
NOS **LA53**

### Students and benefits – treatment of student income

LDSC0109 3 September 2009 10.00am – 4.30pm

LDSC0209 11 March 2010 10.00am – 4.30pm

This course is designed to follow-on from **Students and benefits – eligibility and definitions**, or as a stand alone one-day course for those with experience of advising students.

This course focuses on the treatment of student income for means-tested benefits at all education levels. Statutory and non-statutory support will be considered – for example, education maintenance allowances, student loans, NHS bursaries and discretionary funds. Sample calculations will be available to follow the full academic cycle of a student.

A knowledge of the general eligibility and specific student eligibility for means-tested benefits is needed for this course.

*“Very friendly and pleasant facilitators who have good specialist knowledge. Well done.”*

Level **Standard**  
Tutors **Lindsey Fidler and Jayne Aldridge**  
CPD hours **5**  
NOS **LA53 and LA54**

### Students and benefits – an update for experienced advisers

LDUS0109 4 September 2009 10.00am – 4.30pm

LDUS0209 12 March 2010 10.00am – 4.30pm

This course, designed for experienced advisers focuses on the impact upon FE and HE students as a result of changes to the benefits system or introduction of new elements of student financial support. Eligibility and entitlement issues will be covered and comparisons between different systems made. Particular reference will be made to the impact of the Welfare Reform Act upon student claimants.

Knowledge of both student funding systems and student eligibility for benefits is required.

Level **Experienced**  
Tutors **Lindsey Fidler and Jayne Aldridge**  
CPD hours **5**  
NOS **LA54**

### Students and debt

LDSD0109 7-8 September 2009 10.00am – 4.30pm each day

This two-day course will look at dealing with debt with specific reference to the needs of students. It will include dealing with debts that students may already have when they join an institution, as well as those

debts they incur as a student. It will look at income and expenditure, budgeting issues, and liability issues as they commonly affect students in debt, as well as negotiation with creditors, strategies and legal procedures.

No previous knowledge of money advice techniques is needed, but knowledge of student funding and benefit eligibility would be useful.

Level **Standard**  
Tutors **Jane Phipps**  
CPD hours **10**  
NOS **LA41, LA42, LA53 and LA49**

### Students and debt – tactics for experienced advisers *NEW*

LDST0109 **1 September 2009** 10.00am – 4.30pm  
LDST0209 **8 March 2010** 10.00am – 4.30pm

This course will build on the information in the introductory level Student and debt course. It will include more advanced tactics for negotiating on behalf of students with debts, further consideration of the legal rights and remedies available to students, and using the legal process to assist students in debt.

Level **Experienced**  
Tutors **Jane Phipps**  
CPD hours **5**  
NOS **LA41, LA42, LA53 and LA49**

## People from abroad

### Immigration law and social security

LDMG0109 **2-3 June 2009** 10.00am – 4.30pm each day  
LDMG0209 **14-15 October 2009** 10.00am – 4.30pm each day  
LDMG0309 **10-11 February 2010** 10.00am – 4.30pm each day

People coming to the UK from abroad face many difficulties in claiming social security benefits and tax credits. Advisers can find this area of the law difficult and intimidating. This two-day course offers an opportunity for advisers to gain confidence and skills by taking an in-depth look at the rules. The course covers:

- ◆ how to identify different immigration statuses and recognise benefit entitlement;
- ◆ an overview of Asylum Support;
- ◆ the 'public funds' test;
- ◆ sponsorship;
- ◆ the habitual residence test;
- ◆ the right to reside test;
- ◆ provision for asylum-seekers;
- ◆ the rights of European nationals.

Level **Standard**  
Tutors **Pamela Fitzpatrick and Fiona Ripley**  
CPD hours **10**  
NOS **LA50, LA57 and LA58**

### Rights of EU/EEA nationals

LDEC0109 **25 June 2009** 10.00am – 4.30pm  
LDEC0209 **24 March 2010** 10.00am – 4.30pm

The benefits position of EU/EEA nationals has become a major issue for advisers since the introduction of the UK 'right to reside test'. This course examines in detail the various areas of EC law which can assist EU/EEA nationals. In particular the course will focus on:

- ◆ the rights of EU/EEA nationals to enter another Member State;
- ◆ who has a right of residence in EC law;
- ◆ the definitions of worker, self-employed person, service user/provider, student and self-sufficient person for EC purposes;
- ◆ benefit rights for family members of an EEA/EU national where there is family breakdown;
- ◆ how EC social security rules allow claimants to rely on employment, contributions and residence in other Member States to qualify for benefits in the UK;
- ◆ what benefits can be exported under EC social security rules;
- ◆ how EC social security rules allow for claims to be made for family benefits such as child benefit and child tax credit for family members who live in another Member State;
- ◆ how EC Law can help to overcome UK rules such as the right to reside test, habitual residence test and presence tests such as that for DLA and AA;
- ◆ the impact of the ECJ judgement on exporting AA/DLA/CA;
- ◆ how EC law sits with the UK system.

Participants should have a comprehensive understanding of the UK social security system.

Level **Experienced**  
Tutors **Pamela Fitzpatrick**  
CPD hours **5**  
NOS **LA50, LA57 and LA58**

### Right to reside and habitual residence

LDRP0109 **23 April 2009** 10.00am – 4.30pm  
LDRP0209 **15 September 2009** 10.00am – 4.30pm

The course examines the link between rights of residence in the UK and rights to means-tested benefits, child benefit and child tax credit.

The course covers:

- ◆ an overview of immigration status and rights of residence under domestic and EC law and access to benefits;
- ◆ an examination of the residence rights of EU nationals under the EC Residence Directive (2004/38) and other EC legislation;
- ◆ the right to reside and the habitual residence test;
- ◆ how right to reside affects access to child benefit and child tax credit;
- ◆ the special rules that apply to nationals from accession states of Eastern Europe and the Baltic region;
- ◆ rights under the Treaty and important UK and EC case law.

The material includes information about the domestic habitual residence test, the Swaddling case and how this affects EU nationals returning to the UK.

Level **Standard**  
Tutor **Beth Lakhani**  
CPD hours **5**  
NOS **LA50 and LA57**

## Benefit administration

### Claims, backdating and challenging decisions

LDCB0109 **28 April 2009** 10.00am – 4.30pm  
LDCB0209 **30 September 2009** 10.00am – 4.30pm

**Claims, backdating and challenging decisions** can be booked as a two-day course with **Overpayments and recovery of benefit**.

The timing of claims for benefit and requests for revisions and supersessions is crucial and failure to claim in the correct manner and at the appropriate time can lead to loss of benefit entitlement.

This course examines the rules in detail with a view to maximising income. It is particularly useful for those involved in benefit take-up campaigns. The course includes:

- ◆ the systems for administering benefit claims;
- ◆ the 'onus of proof' rules in claims for income support and jobseeker's allowance;
- ◆ how to achieve maximum backdating;
- ◆ how to challenge decisions using the revision and supersession rules.

NB this course does not cover appeals which are dealt with in separate courses. See later this page.

Level **Standard**  
Tutor **Daphne Hall**

CPD hours **5**  
NOS **LA49 and LA50**

### Overpayments and recovery of benefit

LDRB0109 **29 April 2009** 10.00am – 4.30pm  
LDRB0209 **1 October 2009** 10.00am – 4.30pm

**Overpayments and recovery of benefit** can be booked as a two-day course with **Claims, backdating and challenging decisions**.

Claimants are sometimes paid too much benefit – but can all overpayments be recovered? When recovery is possible, what procedures should be followed? This course takes a detailed look at benefit overpayment and recovery, including housing benefit and tax credits. It covers:

- ◆ 'ordinary' overpayments – misrepresentation and failure to disclose;
- ◆ duplication of payments because other income is paid late;
- ◆ mortgage interest paid direct to lenders;
- ◆ overpayments of housing benefit and council tax benefit;
- ◆ challenging decisions and appeal tactics;
- ◆ the Secretary of State's discretion not to recover;
- ◆ methods of recovery;
- ◆ tax credit overpayments.

Level **Standard**  
Tutor **Daphne Hall**  
CPD hours **5**  
NOS **LA49 and LA50**

## Challenging decisions and preparing for appeals

### Using legislation and caselaw

LDFY0109 **11 June 2009** 10.00am – 4.30pm  
LDFY0209 **19 January 2010** 10.00am – 4.30pm

Many advisers find that they need to deal with complex areas of law but have little training in how to access the law. Advisers need to be confident in using social security legislation and caselaw when challenging decisions and preparing cases for appeal. The task can sometimes be daunting – it is not always easy to find what is relevant. This course is an invaluable introduction to:

- ◆ using legislation – Acts, regulations and caselaw;
- ◆ interpreting legislation and applying it using the annotated guides.

The course is suitable for those who have experience of using CPAG's *Welfare Benefits and Tax Credits Handbook*.

**"A good day, thank-you. I will be recommending the course to another colleague."**

Level **Standard**  
Tutor **Pamela Fitzpatrick**  
CPD hours **5**  
NOS **LA50**

---

## Appealing cases to the Upper Tribunal

LDTM0109 **20 July 2009** 10.00am – 4.30pm  
LDTM0209 **23 February 2010** 10.00am – 4.30pm

This is an essential course for anyone who wants to challenge tribunal decisions effectively. The course will provide an outline of the tribunal reforms which have introduced the First Tier and Upper Tribunals. Through case examples, it covers:

- ◆ when to appeal to the Upper Tribunal;
- ◆ how to identify an error of law;
- ◆ how to appeal and the procedures;
- ◆ using the law;
- ◆ preparing submissions;
- ◆ oral hearings before the Upper Tribunal.

Some knowledge of the tribunal system is assumed.

Level **Experienced**  
Tutor **Pamela Fitzpatrick**  
CPD hours **5**  
NOS **LA50**

---

## Representing at appeal tribunals

LDAT0109 **22-23 October 2009** 10.00am – 4.30pm each day  
LDAT0209 **22-23 March 2010** 10.00am – 4.30pm each day

This essential and popular course gives a basic grounding in representing clients at first-tier appeal tribunals. It is intended for those with good basic knowledge of social security benefits, who want to extend their knowledge further into the field of how to prepare for and present at tribunals. Participants will prepare and present cases at 'mock tribunals' and can take part in decision making. Participants gain experience of representing people at tribunal in a safe environment where there is nothing to lose.

The course includes:

- ◆ making an appeal;
- ◆ tribunal procedure;
- ◆ case preparation – collecting evidence, finding the relevant facts and applying the law;

- ◆ the role of the chair;
- ◆ rules of evidence;
- ◆ basic advocacy and presentational skills.

This course is aimed at any advisers who have *little or no experience* of representing at appeal tribunals.

*Please note that this course is intended only for advisers who wish to represent claimants at appeals, or gain knowledge of representing claimants at appeals, in order to advise claimants*

**"The course was informative, relaxed, presented well and enjoyable – thank-you"**

Level **Standard**  
Tutors **Simon Osborne and Judith Paterson**  
CPD hours **10**  
NOS **LA50**

---

## The new tribunal rules **NEW**

LDTR0109 **30 April 2009** 1.00pm – 4.30pm  
LDTR0209 **23 June 2009** 1.00pm – 4.30pm

This half-day course is aimed at those assisting claimants with appeals. It provides an overview of the new rules governing the First-tier Tribunal and Upper Tribunal. These new tribunals have replaced the appeal tribunal and the social security commissioners respectively, from 3 November 2008.

Among the subjects considered will be:

- ◆ the importance of the overriding objective;
- ◆ tribunal powers: time limits, evidence, witnesses, hearings, directions;
- ◆ how to make appeals and other applications and the procedure once an appeal is made;
- ◆ the new procedures for challenging tribunal decisions in the upper tribunal;
- ◆ the course will include the opportunity for participants to discuss the differences the new rules will make in practice.

*Please note the judicial review function of the Upper Tribunal is not covered on this course. Please see **Judicial review: social security and tax credits** on next page.*

Level **Experienced**  
Tutor **Martin Williams**  
CPD hours **3**  
NOS **LA50**

See centre pages for London courses  
calendar

## Judicial review: social security and tax credits *REVISED*

LDJR0109 **3 July 2009** 10.00am – 4.30pm  
LDJR0209 **25 February 2010** 10.00am – 4.30pm

Judicial review can be an effective weapon for challenging decisions that affect benefit and tax credit claimants. This course aims to give lawyers and other advisers a clear understanding of the potential uses of this remedy. Concentrating on those areas affecting social security benefit and tax credits entitlement, it includes:

- ◆ judicial review as a remedy – when it is available;
- ◆ the centrality of the alternative remedies rule;
- ◆ which benefit and tax credits decisions may be challenged by judicial review;
- ◆ limits on the powers of the Secretary of State for Work & Pensions and the Revenue;
- ◆ the new judicial review jurisdiction of the Upper Tribunal;
- ◆ an outline of the procedure;
- ◆ legal aid issues.

Although the course notes set out in detail the procedure for applying for judicial review and 'legal aid' issues, the emphasis during the day is on helping advisers to spot potential cases at an early stage.

*This course is likely to be most useful to advisers who are experienced in taking appeals to the Commissioners.*

Level **Experienced**  
Tutors **Sarah Clarke and Conrad Haley**  
CPD hours **5**  
NOS **LA50**

## Compensation for maladministration

*SEMINAR*

LDCM0109 **8 December 2009** 1.00pm – 4.30pm

A claimant has the right of appeal against most decisions taken by the benefit authorities. However, the appeals process does not offer claimants any remedy for losses (financial or otherwise) suffered as a result of matters such as incorrect advice or delays in decision making. Advisers need to be aware of schemes that address these issues and can provide financial compensation. This half-day seminar will cover:

- ◆ the role of the courts and the implications of the Human Rights Act 1998;
- ◆ the principles of maladministration;
- ◆ the DWP Special Payments Scheme; the Revenue Adjudicator;
- ◆ the various Ombudsmen and the remedies they offer;

- ◆ tactics in making applications and calculating amounts.

Level **Standard**  
Tutor **Alan Murdie**  
CPD hours **3**  
NOS **LA50**

## Fraud

### Fraud and social security

LDFS0109 **18 June 2009** 10.00am – 4.30pm

This course takes a detailed and practical look at benefit fraud and fraud issues, covering the DWP, the Revenue and local authorities.

The courses includes:

- ◆ defining and measuring fraud;
- ◆ fraud investigations;
- ◆ powers of investigators and good practice;
- ◆ fraud interviews – use of cautions, questioning;
- ◆ criminal offences and prosecutions;
- ◆ DWP sanctions – administrative penalties and formal cautions;
- ◆ tactics.

The course assumes a working knowledge of the main social security benefits and tax credits.

Level **Standard**  
Tutor **Alan Murdie**  
CPD hours **5**  
NOS **LA49**

## Housing

### Housing benefit and rent arrears *NEW*

LDHR0109 **24 November 2009** 10.00am – 4.30pm

Often rent arrears and eviction proceedings arise because housing benefit is wrongly refused or underpaid. This course gives practical advice aimed at housing workers, in-court advisers and others who want to maximise housing benefit and minimise rent arrears. It gives practical advice on those areas where entitlement is often missed or wrongly calculated. It should enable participants to spot potential problems and signpost on for further advice if necessary. Areas covered include:

- ◆ difficulties claiming and providing evidence;
- ◆ backdating benefit;
- ◆ non-dependants;
- ◆ arrears caused by delays in moving in, and two homes;

- ◆ overpayment recovery;
- ◆ the discretionary housing payment scheme.

No previous knowledge of the housing benefit scheme is assumed. For more experienced advisers who will be dealing directly with benefit claims and challenging decisions, some of the same areas are covered in more detail on the *Housing benefit: problem areas* course, see later this page.

Level **Introductory**  
 Tutor **Carolyn George**  
 CPD hours **5**  
 NOS **LA49**

---

## The local housing allowance and rent restrictions

LDLH0109 **8 May 2009** 1.00 pm – 4.30pm  
 LDLH0209 **9 December 2009** 1.00 pm – 4.30pm

The local housing allowance scheme was rolled out nationally from April 2008 bringing in new rules on housing benefit rent restrictions which largely replaced the local reference rent rules for new claimants. This course looks at the new rules on the local housing allowance, how the scheme has changed since it was piloted, and also at where the local reference rent rules still apply. Rent restrictions mainly affect private tenants.

Level **Standard**  
 Tutor **Sarah Clarke**  
 CPD hours **3**  
 NOS **LA49**

---

## Housing costs explained

LDHC0109 **22 September 2009** 10.00am – 4.30pm

Income support, income-based jobseeker's allowance and pension credit can include payments for home loans and loans for repairs and improvements as well as other housing costs such as service charges. The housing costs rules can be complex. This course looks at the rules in detail with a particular emphasis on maximising payments. It also considers areas where short-falls can occur and ideas for minimising these.

Included are:

- ◆ when housing costs can be met;
- ◆ types of housing costs that are covered;
- ◆ how payments are calculated;
- ◆ restrictions on payment where:
  - loans are taken out or increased while entitled to benefit;
  - housing costs are thought to be too high;
- ◆ waiting periods for payment;

- ◆ linking rules for breaks in claim and waiting periods.

This is an essential course for those with some experience of advising on income support, income-based jobseeker's allowance and pension credit.

Level **Standard**  
 Tutor **Carolyn George**  
 CPD hours **5**  
 NOS **LA49**

---

## Housing benefit – the problem areas

LDHB0109 **3 November 2009** 10.00am – 4.30pm

This course looks at the more difficult and controversial areas of housing benefit law and concentrates on the areas where problems and local authority bad practice frequently occur. It covers the following:

- ◆ claims and payments, including payments on account;
- ◆ delays;
- ◆ contrived tenancies;
- ◆ overpayments;
- ◆ backdating;
- ◆ challenging decisions.

A working knowledge of housing benefit is assumed.

Level **Standard**  
 Tutor **Sarah Clarke**  
 CPD hours **5**  
 NOS **LA49 and LA50**

---

## Housing benefit appeal tribunals

LDHA0109 **10 November 2009** 10.00am – 4.30pm

This course aims to give participants grounding in representing clients at appeal tribunals in housing benefit cases. The course is aimed at advisers who deal with housing benefit, who want to represent at appeal tribunals.

We will look at the legal and practical framework for presenting appeals as it relates to housing benefit. Participants will get a chance to apply this to case studies which they will prepare in groups and present as cases at 'mock tribunals' so they can gain experience of representation in a friendly environment.

The course includes:

- ◆ how and when to appeal;
- ◆ tribunal procedure;
- ◆ case preparation – collecting evidence and applying the law;
- ◆ basic advocacy and presentational skills.

A working knowledge of housing benefit is assumed.

Level **Standard**  
Tutors **Sarah Clarke and Ros White**  
CPD hours **5**  
NOS **LA49 and LA50**

## Money advice

### Dealing with debt

LDDD0109 **13-14 July 2009** 10.00am – 4.30pm each day  
LDDD0209 **25-26 January 2010** 10.00am – 4.30pm each day

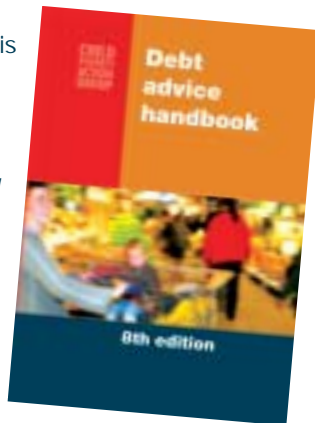
This essential two-day course helps generalist advisers, community workers, local authority benefits and housing staff, social workers, health sector staff and others to advise and support clients with debt or money problems. This is a practical course, which takes a rights approach to maximising income, dealing with debts and other related issues. The course includes:

- ◆ examining the causes and effects of debt;
- ◆ understanding the debt advice process;
- ◆ deciding on levels of information/advice and making referrals;
- ◆ understanding liability for debt;
- ◆ dealing with priority and non-priority debts;
- ◆ drawing up financial statements;
- ◆ strategies and solutions;
- ◆ court proceedings including enforcement.

No previous knowledge of money advice techniques is needed. Participants will receive a free copy of the *Debt Advice Handbook*.

*"This is the best training course I have been on and I have been in the student money advice field for 20 years."*

Level **Introductory**  
Tutor **Jane Phipps**  
CPD hours **10**  
NOS **LA41**



### Voluntary bankruptcy – what it means for clients *HALF-DAY COURSE*

LDBV0109 **8 June 2009** 9.45am – 1.00pm  
LDBV0209 **7 December 2009** 9.45am – 1.00pm

**Voluntary bankruptcy – what it means for clients** can be booked with **Outline of bankruptcy procedure and responding to proceedings** as a one-day course.

The number of people declaring themselves bankrupt is increasing every year. But what does it mean and what are the implications for clients, particularly low-income and vulnerable clients?

This introductory level half-day course is designed to increase the awareness of bankruptcy for those who are not money advisers but whose work brings them into contact with clients in multiple debt.

The course will consider the effects and risks of bankruptcy, for example;

- ◆ what debts are included and excluded in bankruptcy;
- ◆ what investigations the Official Receiver can make;
- ◆ what are the long term effects;
- ◆ who else can be affected by a client's bankruptcy.

At the end of the course, trainees should be able to explain to a client the advantages and disadvantages of bankruptcy and make an appropriate referral if necessary.

Level **Introductory**  
Tutor **Jane Phipps**  
CPD hours **3**  
NOS **LA41**

### Outline of bankruptcy procedure and responding to proceedings *HALF-DAY COURSE*

LDBA0109 **8 June 2009** 1.45pm – 5.00pm  
LDBA0209 **7 December 2009** 1.45pm – 5.00pm

**Outline of bankruptcy procedure and responding to proceedings** can be booked with **Voluntary bankruptcy – what it means for clients** as a one-day course.

Creditors are increasingly turning to the use of bankruptcy proceedings, often using statutory demands to either pressurise debtors or as the first step towards having a person declared bankrupt.

This half-day course provides an outline of bankruptcy procedures, looking particularly at statutory demands which are used at the initial stages of bankruptcy proceedings. It includes:

- ◆ what is a statutory demand?;
- ◆ options available to the debtor;
- ◆ applying to set aside statutory demands;
- ◆ grounds for setting aside statutory demands;
- ◆ hearings;
- ◆ bankruptcy petitions;
- ◆ tactics and important legal points.

At the end of the course the participant should have an awareness of options available to the client and possible steps which may be available if bankruptcy proceedings have been commenced.

Level **Introductory**  
Tutor **Alan Murdie**  
CPD hours **3**  
NOS **LA41 and LA42**

## Campaigning skills

### Benefit take-up campaigns

LDBT0109 **11 May 2009** 10.00am – 4.30pm

LDBT0209 **17 September 2009** 10.00am – 4.30pm

Each year thousands of people lose out by failing to claim their full entitlement to benefits. This practical course looks at how pro-active benefit take-up can be used as an effective way to address under-claiming.

The course will assist a variety of staff from local authorities, including welfare rights and housing benefit staff, and from voluntary organisations, to run benefit take-up initiatives. The course covers the requirements of the new Audit Commission housing and council tax benefit service inspection.

This course will cover:

- ◆ why we need take-up campaigns;
- ◆ barriers to claiming and how to overcome these through take-up;
- ◆ who to target;
- ◆ practical suggestions for take-up;
- ◆ who benefits;
- ◆ follow-up and evaluation;
- ◆ publicity materials for your target audience.

Level **Introductory**  
Tutor **Celia Minoughan or Barbara Alexander**  
CPD hours **5**  
NOS **LA24 and LA49**

## Training skills

### Training for welfare rights trainers

LDTT0109 **14-16 July 2009** 10.00am – 4.30pm each day

LDTT0209 **1-3 February 2010** 10.00am – 4.30pm each day

This popular three-day course aims to increase the skills and confidence of those new to training and allow more experienced trainers to look at their style and methods. It does not look at the detail of welfare rights but focuses on how to train others including:

- ◆ how adults learn;
- ◆ how to design a course;

- ◆ making welfare rights interesting and hold people's attention;
- ◆ styles, methods and techniques that get information across;
- ◆ dealing with difficult situations and people;
- ◆ making presentations, using visual aids and written materials effectively.

An essential course for any benefits trainer.

Places are limited. Please book early to avoid disappointment.

*“Thought it was excellent and feel much better equipped to train in every way”*

Level **Introductory**  
Tutor **Louise Shepherd**  
CPD hours **15**  
NOS **L4 and L10**

### Presentation skills *REVISED COURSE*

LDPR0109 **18 November 2009** 10.00am – 4.30pm

The aim of this course is to develop participants' skills and confidence when making presentations or giving talks.

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

- ◆ consider what the audience wants from the presentation;
- ◆ how to structure a presentation;
- ◆ identify ways to get key messages across;
- ◆ practice techniques for helping people remember;
- ◆ use visual aids and other prompts effectively;
- ◆ plan a short presentation and have increased confidence in being able to make presentations.

The course is suitable for anyone new to giving presentations or talks, or for people who find this difficult.

Level **Introductory**  
Tutor **Louise Shepherd**  
CPD hours **5**  
NOS **L10**

To book a course, see inside back page

for booking form, or visit our website to

book online [www.cpag.org.uk](http://www.cpag.org.uk)

# CPAG in Scotland

CPAG in Scotland runs a full programme of training with courses held in Glasgow, Edinburgh and Inverness. We also offer in-house courses to organisations throughout Scotland.

## Introductory courses

Introduction to welfare rights  
18-22 May 2009      5-9 October 2009

NEW AA/DLA – effective claiming  
13 January 2010

Benefits for ill or disabled people  
3-4 November 2009

Communication skills  
30 June 2009

Housing benefit and rent arrears  
11 February 2010

Negotiation skills  
2 June 2009

Pension credit  
9 June 2009

Training for trainers  
14-16 October 2009

## Standard courses

AA/DLA – challenging decisions  
11 June 2009      18 February 2010

Benefit support on bereavement  
31 August 2009

Benefits for carers  
26 November 2009

Benefits for children living away from home  
25 August 2009

NEW Benefits for kinship carers  
29 October 2009

Benefits for people from abroad  
13 May 2009

Benefits for people from Europe  
9 July 2009

Benefits for young people  
9 September 2009

NEW Benefits for young people leaving care  
28 May 2009

Birth – employment rights and benefits  
31 March 2010

Compensation for maladministration  
2 February 2010

DLA for children  
22 October 2009

Employment and support allowance  
28 April 2009      7 July 2009  
17 September 2009      3 December 2009

Getting the benefit – timing it right  
18 March 2010

NEW Housing benefit tribunals  
9 December 2009

Housing benefit overpayments  
21 January 2010

Housing benefit problem areas  
24 September 2009

Housing costs explained  
18 June 2009

Industrial injuries benefits  
15 June 2009

Mental health and benefits  
2 July 2009

Moving into work – disabled people  
8 July 2009

Moving into work – lone parents  
20 January 2010

Representing at appeal tribunals  
4-5 June 2009  
19-20 November 2009

Tax credits – overpayments and challenging decisions  
11 September 2009

The work capability assessment  
1 July 2009      10 November 2009

Using legislation and caselaw  
4 March 2010

## Experienced courses

Appeals to the upper tribunals  
10 September 2009

Benefits update  
15 September 2009      16 February 2010

DLA – caselaw and tactics  
20 August 2009

Incapacity for work/ limited capability for work appeals  
8 June 2009

Local housing allowance  
17 November 2009

NEW New tribunal rules  
16 June 2009      27 August 2009

Overpayments and recovery of benefit  
7 May 2009

Overpayments of benefit – a legal update  
28 January 2010

Tax credits – calculating awards  
14 January 2010

Tax credits – caselaw and tactics  
22 April 2009      25 August 2009

## Benefits for students courses

Introduction to benefits for student advisers  
29-30 April 2009      27-28 October 2009

Students and benefits – eligibility  
23 February 2010

Students and benefits – treatment of income  
12 May 2009

Students and benefits – an update  
29 June 2009      1 December 2009

NEW Benefits for disabled students  
9 February 2010

## Basic courses

NEW Benefits for disabled children and their families  
23 November 2009

NEW Child benefit and child tax credit for refugees  
18 September 2009

Tax credits – the essentials  
25 January 2010

For full details of courses, costs and how to book, visit our website [www.cpag.org.uk](http://www.cpag.org.uk) or contact

tel 0141 552 3303  
fax 0141 552 4404  
email [bkelly@cpagscotland.org.uk](mailto:bkelly@cpagscotland.org.uk)



# Booking form for London courses

Contact name \_\_\_\_\_ Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Type of Organisation (*please tick*)    Lawyers     Statutory     Voluntary     CAB/DIAL

Are you or your organisation a member of CPAG?    Yes     No

Is the person wishing to attend this course an adviser giving independent advice to clients?  
Yes     No

If no, please state job role \_\_\_\_\_

Are you planning to claim CPD hours for this course attendance?  
Yes     No

If yes, please indicate which regulating body applies \_\_\_\_\_

## I wish to book the following courses:

Full name of participant	Course	£	Date
			/ /
			/ /
			/ /

I enclose a donation towards CPAG's work against poverty: £ \_\_\_\_\_

I enclose a cheque for £ \_\_\_\_\_ made payable to 'Child Poverty Action Group'

Please invoice my organisation (*attach details of who should be invoiced if different from above*)

## If you would like the following please let us know:

Large print required     Braille pack needed     Other needs – please phone us

Wheelchair user     Will be bringing a facilitator

Do you have any special dietary requirements? \_\_\_\_\_

Where did you hear about CPAG training? \_\_\_\_\_

## Please return completed bookings to:

Judy Allen, Training Co-ordinator, Child Poverty Action Group, 94 White Lion Street, London N1 9PF  
or fax on 020 7837 6414.

## Terms and conditions of booking (see page 2)

1. Course fees must be paid beforehand.
2. Cancellations must be made in writing 14 clear days (10 working days) prior to the course commencing.  
A refund will be issued less a deduction of 25% to cover administration costs. We regret that we cannot normally give refunds on cancellations received in the 14-day period leading to a course.
3. Courses are subject to cancellation if there are insufficient bookings to make a course viable.



## CPAG annual rights conference

Details of conference theme and workshops will be given in April 2009 via the membership mailing, an advert in the *Welfare Rights Bulletin* and posted on our website [www.cpag.org.uk](http://www.cpag.org.uk)

Meanwhile, reserve this date in your diary:

**Thursday 10 September 2009**  
**10am – 4.30pm**

The Resource Centre  
356 Holloway Road  
London N7 6PA

Comments from feedback for CPAG conference 2008:

*'Thought-provoking and inspiring'*

*'The conference was extremely useful and informative'*

*'First-time attendee – can't wait for the next one!'*

*'Excellent – thank-you'*

Fees:

Inclusive of lunch

**Lawyers/Statutory Organisations £110**

**Voluntary Organisations £95**

For further information contact:

Training Department, CPAG, 94 White Lion Street, London N1 9PF  
0207 812 5228/5217 or fax on 020 7837 6414,  
e-mail [jallen@cpag.org.uk](mailto:jallen@cpag.org.uk)

**CHILD  
POVERTY  
ACTION  
GROUP**

94 White Lion Street  
London N1 9PF

Tel: 020 7837 7979

Fax: 020 7837 6414

[www.cpag.org.uk](http://www.cpag.org.uk)

Child Poverty Action Group is a charity registered in England and Wales (registration number 294841) and in Scotland (registration number SC039339), and is a company limited by guarantee, registered in England (registration number 1993854).

CPAG's advice services

*We operate the following welfare benefit advice lines for advice workers and lawyers.*

**For advisers in the UK:**

Telephone 020 7833 4627

Monday to Friday 2 – 4pm

**For advisers in any organisation in England with a LSC Contract or Quality Mark at 'Specialist' or 'General Help with Casework' level (in any area of law):\***

**NOTE NEW NUMBER AND OPENING HOURS**

Telephone 0845 612 8007

Monday to Friday 10am – 4pm

\*This service is funded by the Legal Services Commission