

**CHILD  
POVERTY  
ACTION  
GROUP**

# Training programme

A national resource



2010/2011

*fighting the injustice of poverty*

# CPAG

CPAG is the leading charity campaigning for the abolition of poverty among children and young people in the UK and for the improvement of the lives of low-income families. CPAG aims to raise awareness of the causes, extent, nature and impact of poverty and develop strategies for its eradication and prevention; bring about positive income policy changes for families with children in poverty; enable those eligible for income maintenance to have access to their full entitlement.

If you are not already supporting us, please consider a donation, and 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.

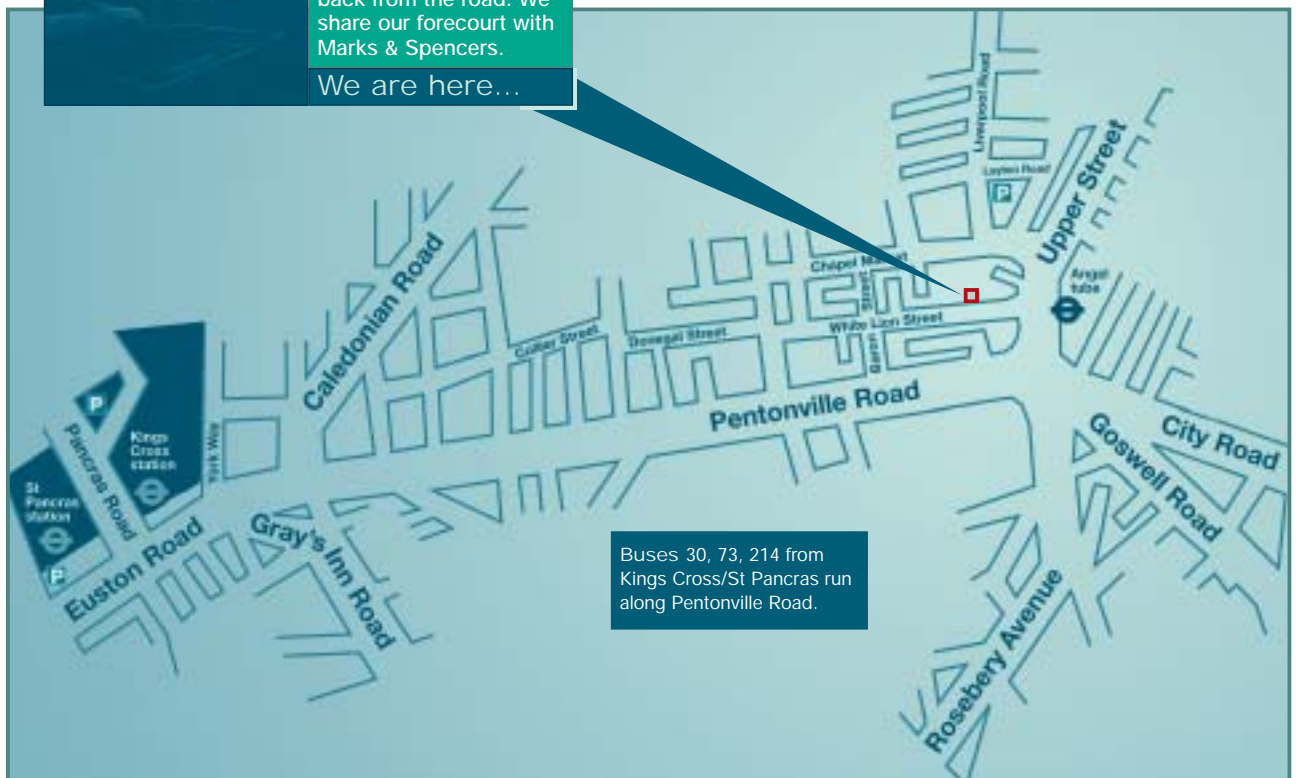
Child Poverty Action Group  
94 White Lion Street, London, N1 9PF

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 Pauline Chalmers on 0141 552 3420. Or e-mail [pchalmers@cpagscotland.org.uk](mailto:pchalmers@cpagscotland.org.uk)



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# 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 2010-2011	<i>Lawyers</i>	<i>Statutory Organisations</i>	<i>Voluntary Organisations</i>	<i>Reduced rates for CABs and members of DIAL UK</i>
One-day	£208	£153	£108	£93
Two-day	£343	£248	£178	£153
Three-day	£513	£378	£263	£228
Week-long	£618	£453	£318	£283
Half-day seminars and courses	£138	£103	£73	£63
<b>In-house courses start from:</b>	£1690*	£1250*	£890*	£890*

\* Fees exclusive of travel and overnight costs

CPAG's training fees are inclusive of lunch (except for half day courses and seminars). Please indicate on the booking form if you have any special dietary requirements.

## 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 Training 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 on 0207 812 5228 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.**

## 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. **Lunch is not provided**. 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 Derek Richards, Head of Business Programmes 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 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.

## Charge for CPD accreditation

There is an additional charge of £25, for anyone claiming CPD accreditation from any of the above recognised bodies.

## 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 on 0207 812 5228.



## 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 Judy Allen on 0207 812 5228.

## 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 Deputy Director of Student Services and Administration at Kingston 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 also 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 Hertfordshire 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 Merseyside Welfare Rights.

**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 one of the solicitors 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*.

**Catherine Connors** has worked as a Local Authority Welfare Rights Officer since 1993 and is currently based in a Children's Centre. In 1999, she gained an Adult and Further Education Teaching Certificate and has considerable welfare rights training experience including work for the University of Salford, PCT, Women's Aid and CAB. She has also designed and delivered a range of training materials for a financial capability project in partnership with Skills for Life.

**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.

**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 (now the Upper Tribunal). She has extensive experience of training and has been a visiting lecturer at the London Metropolitan University teaching law and social policy students and on the post graduate child studies programme at King's College.

**Carolyn George** is a freelance writer and trainer and has worked in the welfare rights field for nearly 30 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 freelance welfare rights consultant specializing in benefits for children and families. She has worked with organisations including Gingerbread, Working Families and Citizens Advice.

**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.

**Alan Murdie** is director of McKenzie Friends Zacchaeus 2000 Trust and is a barrister with extensive experience in representation in local taxation cases with 19 years worth of experience. He was the co-founder of 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 the CPAG's *Council Tax Handbook* and the *Fuel Rights 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.

**Essie Rashidschi** has 20 years experience as an advice worker, particularly in the field of welfare benefits and social security law. He previously worked for London Advice Services Alliance as part of the appeals team. He currently works as a freelance welfare rights tutor and provides casework support as part of CPAG's specialist support service.

**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 Maggie's South West Wales 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 writes for *Mental Health Today* magazine and *Pendulum*.

**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.

**Graham Tegg** is one of the solicitors in CPAG's Citizens' Rights Office. He has previously worked as the welfare benefits supervisor for the London Advice Services Alliance and solicitor for Shelter's specialist legal team. He currently carries out test case work in social security law at CPAG.

**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*.

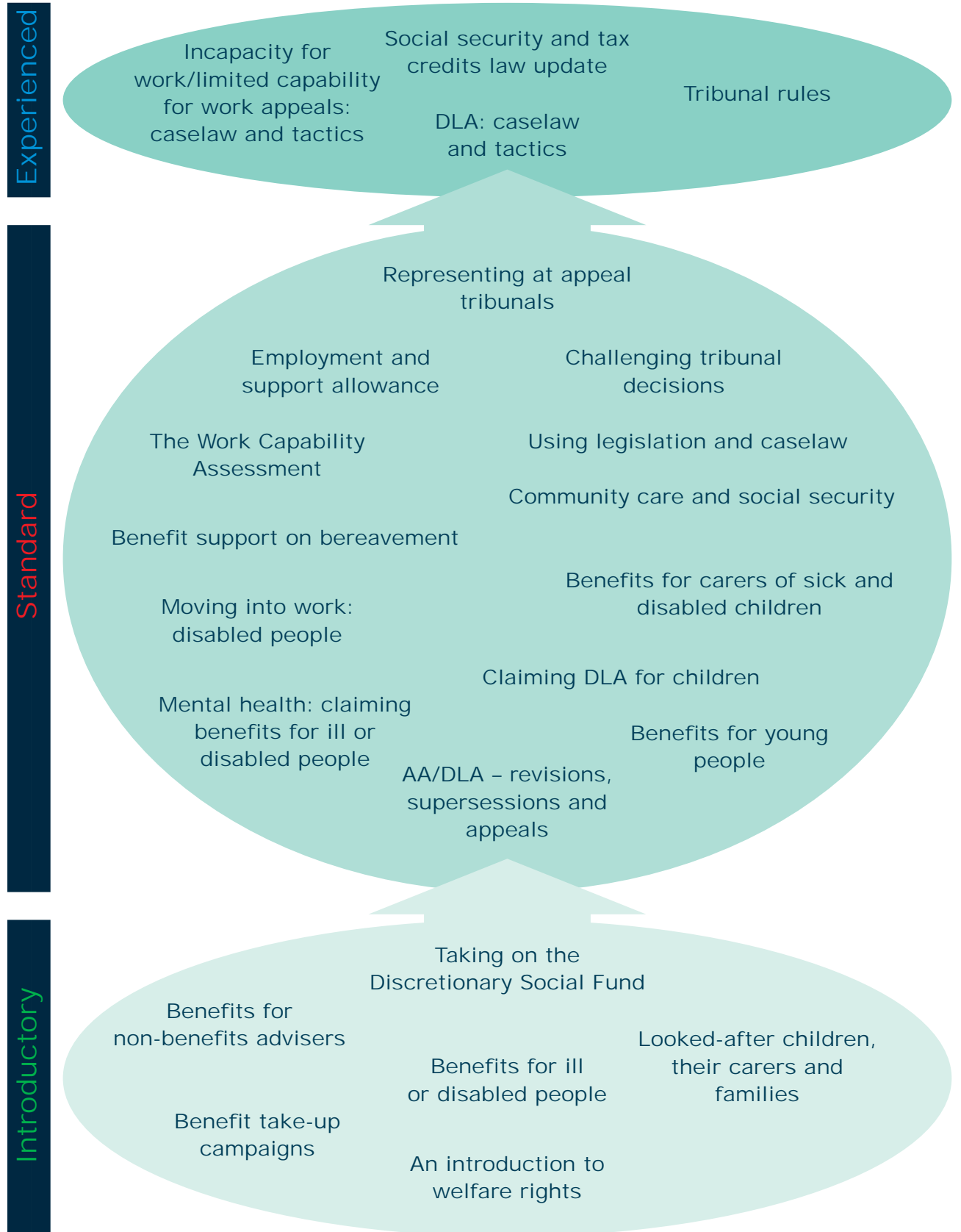
**Lynn Webster** has been in the welfare rights field for 27 years. She worked for Birmingham Tribunal Unit, co-ordinating a team of volunteer tribunal representatives and then for Citizens Advice in a London based welfare rights unit, which provided training and support for CAB workers. She was Service 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 at LASA, having previously worked as the benefits adviser for Notting Hill Housing as well 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 at 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

LDWR0110 **17-21 May 2010** 10.00am – 4.30pm each day  
LDWR0210 **4-8 October 2010** 10.00am – 4.30pm each day  
LDWR0310 **10-14 January 2011** 10.00am – 4.30pm each day

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

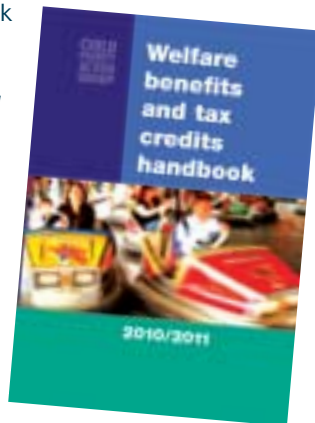
This week-long course is aimed at advisers, social workers, probation workers, health and housing workers and others new to welfare benefit advice work.

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.

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

### Benefits for ill or disabled people

LDDB0110 **29-30 June 2010** 10.00am – 4.30pm each day  
LDDB0210 **27-28 January 2011** 10.00am – 4.30pm 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 **Essie Rashidschi**  
CPD hours **10**  
NOS **LA3 and LA49**

## Benefits for non-benefit advisers

LDNB0110 **15-16 June 2010** 10.00am – 4.30pm each day  
LDNB0210 **25-26 November 2010** 10.00am – 4.30pm 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.

*“I would have no qualms about recommending the course to colleagues – trainer excellent”*

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

LDSS0110 **22 June 2010** 10.00am – 4.30pm  
LDSS0210 **15 February 2011** 10.00am – 4.30pm

Social security and tax credits law is constantly changing and it can be difficult for advisers to keep abreast of developments in order to ensure that their advice is accurate and up-to-date. This one day course examines the most significant changes in the law in the past 6 months resulting from:

- ◆ changes in primary and secondary legislation;
- ◆ decisions of the upper tribunal;

- ◆ judgments of the High Court, Court of Appeal, Supreme Court and the European Courts of Justice and Human Rights.

Level **Experienced**  
Tutor **David Simmons**  
CPD hours **5**  
NOS **LA50**

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

## Lawyers courses

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

LDWB0110 **29 April 2010** 9.45am – 1.00pm  
LDWB0210 **18 October 2010** 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*

LDSM0110 **29 April 2010** 1.45pm – 5.00pm  
LDSM0210 **18 October 2010** 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: benefits, tax credits and other financial help *NEW*

LDBE0110 **23 September 2010** 1.00pm – 4.30pm

This course looks at benefit rights for pregnant women and families with young children, both in and out of work.

It covers benefits, tax credits and other financial help available around pregnancy, birth or adoption and looks at tactics for maximising income at this important time.

Level **Standard**  
Tutor **Rachel Hadwen**  
CPD hours **3**  
NOS **LA49**

## Benefit support on bereavement

LDBB0110 **28 September 2010** 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**

### 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.

## 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

LDCT0110 9 June 2010 10.00am – 4.30pm  
LDCT0210 11 November 2010 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 **Michele Büyükertaş**  
CPD hours **5**  
NOS **LA49**

### Calculating tax credits

LDCW0110 10 June 2010 10.00am – 4.30pm  
LDCW0210 12 November 2010 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**  
Tutor **Steve Johnson**  
CPD hours **5**  
NOS **LA49**

### Tax credit problems **NEW**

LDTC0110 5 May 2010 10.00am – 4.30pm  
LDTC0210 24 November 2010 10.00am – 4.30pm

This one day course concentrates on problem areas relating to both overpayments, and appeals.

The course will cover the following areas in relation to overpayments:

- ◆ in brief, how overpayments arise, legal authority for recovery, discretionary powers of recovery;
  - ◆ avoiding overpayments;
  - ◆ technical overpayments;
  - ◆ methods of recovery – deductions and repayment direct;
  - ◆ challenging recovery – disputes and the code of practice;
  - ◆ reducing the amount to be recovered;
  - ◆ the importance of award notices;
  - ◆ how the responsibilities test works in practice;
- and will look at the following appeals issues:
- ◆ what decisions can be appealed;
  - ◆ appeal process – problems including communication, getting appeals accepted, delays;
  - ◆ appeal hearings: evidence issues and submissions by HMRC;
  - ◆ settlements;
  - ◆ problems post appeal hearing.

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

## Pension credit

### Pension credit: an introduction

LDPC0110 **7 July 2010** 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**

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### Pension credit *SEMINAR*

LDPS0110 **8 July 2010** 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

LDSF0110 **10 November 2010** 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**

[See centre pages for London courses calendar](#)

[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

	2010											2011		
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<b>Introductory courses</b>														
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Bankruptcy and other insolvency procedures – what do f mean?	26			7						6				
Benefits for ill or disabled people	9			29-30							27-28			
Benefits for non-benefit advisers	10			15-16					25-26					
Benefit take-up campaigns	27		11				17							
Dealing with debt	26				12-13						24-25			
Housing benefit and rent arrears	24							15						
Looked-after children, their carers and families	19			17					18					
Outline of bankruptcy procedure and responding to proceedings	27			8						7				
Taking on the discretionary social fund	13								10					
Training for welfare rights trainers	27							12-14						
<b>Standard courses</b>														
AA/DLA – revisions, supersessions and appeals	16		13-14							9-10				
Benefits for carers of sick and disabled people	17				16							2		
Benefit support on bereavement	11						28							
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Birth: benefits, tax credits and other financial help	11						23							
Calculating tax credits	12			10					12					
Child support: liability and enforcement	26										18			
Child tax credit and working tax credit	12			9					11					
Claiming DLA for children	16						14							
Claims. backdating and challenging decisions	22	26					20							
Community care and social security	16				15							1		
Compensation for maladministration	24									8				
Employment and support allowance	17	27						1						
Help with mortgage and other payments	25						22							
Housing benefit – the problem areas	25								4					
Immigration law and social security	21		26-27							1-2		8-9		
Mental health: claiming benefits for ill or disabled people	17							19						

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

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<b>Standard courses continued</b>														
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Moving into work – lone parents	18										21			
Overpayments and recovery of benefits	22	27						21						
Pension credit: an introduction	13				7									
Pension credit seminar	13				8									
Prisoners and benefits	24										26			
Representing at First-tier tribunals	23								20-21					23-24
Right to reside and habitual residence	21	28							11					
Separation, maintenance and settlement	11	29							18					
Students & benefits – eligibility and definitions	20									1				9
Students & benefits – treatment of student income	20									2				10
Students and debt	20							6-7						
The local housing allowance and rent restrictions	25							15						
The New Deal and 'welfare to work' for claimants	18										19			
The work capability assessment	18		25							30				
Using legislation and caselaw	22				6						20			
Welfare benefits update	10	29							18					
<b>Experienced courses</b>														
Challenging tribunal decisions	22				20								16	
Disability living allowance: caselaw and tactics	16									17				
Incapacity for work/ limited capability for work appeals: caselaw and tactics	18			23										
Judicial review: social security and tax credits	23				14								11	
Rights of EU/EEA nationals	21			24										16
Social security and tax credits law update	10			22									15	
Students and benefits – update for experienced advisers	20									3				11
Students and debt – tactics for experienced advisers	20							27						7
Tax credit problems	12		5							24				
Human rights and social security – possible challenges	24													17
Tribunal rules	23			14						16				

## 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

LDAA0110 **13-14 May 2010** 10.00am – 4.30pm each day  
LDAA0210 **9-10 December 2010** 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 Faroqui**  
CPD hours **10**  
NOS **LA50**

### Claiming DLA for children

LDCC0110 **14 September 2010** 10.00am – 4.30pm

Families who are caring for a disabled child are more at risk of experiencing poverty and often have difficulty getting advice about claiming the benefits they are entitled to.

This course aims to provide all those working with children and families with the ability to identify which children may qualify for disability living allowance and give practical tips on how to complete claim forms to increase the chances of success.

This interactive training will cover;

- ◆ barriers parents/carers face claiming DLA for children and the importance of promoting take-up;
- ◆ basic conditions of entitlement to DLA;
- ◆ extra conditions for children under 16 and helpful caselaw;
- ◆ claim form filling tactics;
- ◆ the decision making process and the role of supporting evidence;
- ◆ examples of how DLA awards affect other benefits and tax credits;
- ◆ impact of changes in circumstances and how hospital/residential care stays affect payments of DLA.

Level **Standard**  
Tutor **Catherine Connors**  
CPD hours **5**  
NOS **LA49**

### Disability living allowance: caselaw and tactics *SEMINAR*

LDDL0110 **17 November 2010** 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 **Edward Graham**  
CPD hours **3**  
NOS **LA50**

### Community care and social security

LDCC0110 **15 July 2010** 10.00am – 4.30pm  
LDCC0210 **1 February 2011** 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 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.

*"Wish I'd done this ages ago as so helpful"*

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

## Benefits for carers of sick and disabled people

LDBC0110 **16 July 2010** 10.00am – 4.30pm  
LDBC0210 **2 February 2011** 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 – looking at 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;
- ◆ claiming income support or pension credit as a carer: who can claim; and impact of claiming CA on these benefits and on other means-tested benefits and tax credits;
- ◆ backdating rules when awarded CA;
- ◆ 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

LDMH0110 **19 October 2010** 10.00am – 4.30pm

A one-day, practical, tactical look at working with people with mental health diagnoses to assist in securing sickness-route and disability benefit entitlement. **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;
- ◆ disability living allowance in a mental health context;
- ◆ the difference income maximisation makes.

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

## Unable to work on grounds of sickness or disability

### Employment and support allowance

LDES0110 **27 April 2010** 10.00am – 4.30pm  
LDES0210 **1 October 2010** 10.00am – 4.30pm

This course provides a detailed introduction to employment and support allowance (ESA). Taking into account the experiences of claimants and advisers since ESA was introduced in October 2008, the course covers the structure of ESA, 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**

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### The work capability assessment *SEMINAR*

LDRE0110 **25 May 2010** 1.00pm – 4.30pm  
LDRE0210 **30 November 2010** 1.00pm – 4.30pm

This half-day seminar examines the 'work capability assessment' (WCA) which applies to claimants of the employment and support allowance. Topics covered include:

- ◆ the background to, and main principles of, the WCA;
- ◆ who is and will be subject to the WCA;
- ◆ differences between the WCA and the 'personal capability assessment' (PCA) for incapacity benefits;
- ◆ exemptions, descriptors and point scoring, and 'exceptional circumstances';
- ◆ the assessment process;
- ◆ decisions and appeals.

Level **Standard**  
Tutor **David Simmons**  
CPD hours **3**  
NOS **LA49**

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

*SEMINAR*

LDWA0110 **23 June 2010** 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 **Edward Graham**  
CPD hours **3**  
NOS **LA50**

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**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

LDND0110 **19 January 2011** 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);
- ◆ 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**

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## Moving into work – lone parents

LDLP0110 21 January 2011 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;

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

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## Moving into work – disabled people

LDDP0110 19 July 2010 10.00am – 4.30pm

This one-day 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 are affected by moving into full-time work;
- ◆ understanding in and out of work benefits and tax credits
- ◆ 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;
- ◆ how linking provisions can help people reclaim if work doesn’t last or work out.
- ◆ ‘better off’ factors when advising people moving off benefit and into work.

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**

## Young people

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

LDCA0110 17 June 2010 10.00am – 4.30pm

LDCA0210 18 November 2010 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**

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### Benefits for young people

LDYP0110 18 June 2010 10.00am – 4.30pm

LDYP0210 19 November 2010 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 estranged young people living away from their parents.

*“Really enjoyed delivery – interesting, pertinent and fun”*

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

## Students

### Students and benefits – eligibility and definitions

LDSB0110 **1 November 2010** 10.00am – 4.30pm  
LDSB0210 **9 March 2011** 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**  
Tutor **Jayne Aldridge**  
CPD hours **5**  
NOS **LA53**

### Students and benefits – treatment of student income

LDSC0110 **2 November 2010** 10.00am – 4.30pm  
LDSC0210 **10 March 2011** 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.

Level **Standard**  
Tutor **Jayne Aldridge**  
CPD hours **5**  
NOS **LA53 and LA54**

### Students and benefits update for experienced advisers

LDUS0110 **3 November 2010** 10.00am – 4.30pm  
LDUS0210 **11 March 2011** 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 **Jayne Aldridge**  
CPD hours **5**  
NOS **LA54**

### Students and debt

LDSD0110 **6-7 September 2010** 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**  
Tutor **Jane Phipps**  
CPD hours **10**  
NOS **LA41, LA42, LA53 and LA49**

### Students and debt – tactics for experienced advisers

LDST0110 **27 September 2010** 10.00am – 4.30pm  
LDST0210 **7 March 2011** 10.00am – 4.30pm

This course will build on the information in the standard level **Students 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

LDMG0110 **26-27 May 2010** 10.00am – 4.30pm each day  
LDMG0210 **1-2 December 2010** 10.00am – 4.30pm each day  
LDMG0310 **8-9 February 2011** 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 NASS;
- ◆ the 'public funds' test;
- ◆ sponsorship;
- ◆ the habitual residence test;
- ◆ the right to reside test;
- ◆ provision for asylum-seekers;
- ◆ the rights of European nationals.

*"Thank you, I learnt a lot. It will be of great practical use to me"*

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

### Rights of EU/EEA nationals

LDEC0110 **24 June 2010** 10.00am – 4.30pm  
LDEC0210 **16 March 2011** 10.00am – 4.30pm

EC law has an ever-increasing impact upon UK social security. It has proved particularly effective as a tool to challenge areas such as the habitual residence test and in eliminating rules which discriminate between men and women. However it has taken on much greater significance for advisers since the introduction of the right to reside test. This one day course sets out to provide advisers with an understanding of EC law and its potential.

It will explore the main areas of EC law which impact on the UK system. In particular the course will focus on:

- ◆ the rights of EEA nationals to enter another EEA State;
- ◆ the rights of residence in EC law of EEA nationals and family members;
- ◆ the co-ordination of social security systems within the EEA;
- ◆ how EC Law can help to overcome UK rules such as the right to reside test;
- ◆ the right of EEA nationals to rely on periods of employment in another member state in order to qualify for benefits in the UK;
- ◆ the rights of EEA nationals to take certain benefits abroad to other EEA states;
- ◆ the current position for people wanting to export AA, DLA and or CA in the light of the caselaw from the European Court of Justice.

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

LDRP0110 **28 April 2010** 10.00am – 4.30pm  
LDRP0210 **11 October 2010** 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

LDCB0110 **26 April 2010** 10.00am – 4.30pm  
LDCB0210 **20 September 2010** 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 benefit claims 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

LDRB0110 **27 April 2010** 10.00am – 4.30pm  
LDRB0210 **21 September 2010** 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

LDFY0110 **6 July 2010** 10.00am – 4.30pm  
LDFY0210 **20 January 2011** 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*.

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

### Challenging tribunal decisions

LDTM0110 **20 July 2010** 10.00am – 4.30pm  
LDTM0210 **16 February 2011** 10.00am – 4.30pm

This is an essential course for anyone who wants to challenge tribunal decisions effectively. Through case examples, it covers:

- ◆ when to appeal to the Upper Tribunal;
- ◆ 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**

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## Representing at First-tier tribunals

LDAT0110 **20-21 October 2010** 10.00am – 4.30pm each day  
LDAT0210 **23-24 March 2011** 10.00am – 4.30pm each day

This essential and popular course gives a basic grounding in representing clients at 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 gain experience of representing people at tribunal in a safe environment where there is nothing to lose.

Participants will prepare and present cases at 'mock tribunals' and can take part in decision making. The skills acquired on this course can be applied when representing at other forms of tribunals. The course includes:

- ◆ membership and constitution of tribunals;
- ◆ 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 **Essie Rashidschi and Ros White**  
CPD hours **10**  
NOS **LA50**

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## Tribunal rules

LDTR0110 **14 June 2010** 10.00am – 4.30pm  
LDTR0210 **16 November 2010** 10.00am – 4.30pm

This one day course is aimed at those assisting claimants with appeals. It will provide an overview of the rules governing the First-tier Tribunal and Upper Tribunal. These 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 procedures for challenging tribunal decisions in the Upper Tribunal;
- ◆ the course will include the opportunity for participants to discuss the differences the 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** below.*

Level **Experienced**  
Tutor **Martin Williams**  
CPD hours **5**  
NOS **LA50**

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## Judicial review: social security and tax credits

LDJR0110 **14 July 2010** 10.00am – 4.30pm  
LDJR0210 **11 February 2011** 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 Upper Tribunals.*

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

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## Compensation for maladministration

### SEMINAR

LDCM0110 **8 December 2010** 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**

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## Human rights and social security – possible challenges **NEW**

LDHS0110 **17 March 2011** 10.00am – 4.30pm

The Human Rights Act has been in effect since October 2000. It was intended to alter our approach to all aspects of the law, including social security and tax credits. This one-day course explores some of the areas where the principles of human rights law may have an impact on the social security and tax credit systems, and includes:

- ◆ an explanation of the interpretative approach required by human rights law;
- ◆ an overview of the critical provisions of the Human Rights Act;
- ◆ the articles of the European Convention on Human Rights most applicable to social security and tax credits and analysis of their key aspects;
- ◆ where and how human rights challenges may be brought; and
- ◆ identification of possible areas of challenge within the social security and tax credit systems, and consideration of those challenges which have already been brought.

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

Level **Experienced**  
Tutors **Sarah Clarke and Graham Tegg**  
CPD hours **5**  
NOS **LA50**

## Fraud

**Fraud and social security** is available on an in-house basis – contact the training department for more details.

## Prisoners

### Prisoners and benefits **NEW**

LDPB0110 **26 January 2011** 10.00am – 4.30pm

This course covers the benefit rights of different types of prisoners and the rights of their partners including:

- ◆ disqualification or suspension while in prison;
- ◆ the social fund;
- ◆ paying for the normal home while in prison (housing benefit, council tax benefit, help with mortgage interest payments);
- ◆ benefit entitlement on release.

Delegates must have a good grounding of benefit knowledge.

Level **Standard**  
Tutor **Barbara Alexander**  
CPD hours **5**  
NOS **LA49**

## Housing

### Housing benefit and rent arrears

LDHR0110 **15 October 2010** 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 *HALF-DAY COURSE*

LDLH0110 **15 September 2010** 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**

### Help with mortgage and other payments *REVISED COURSE*

LDHC0110 **22 September 2010** 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

LDHB0110 **4 November 2010** 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**

#### 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.

## Money advice

### Child support: liability and enforcement *NEW*

LDCS0110 **18 January 2011** 10.00am – 4.30pm

Intended mainly for money advisers, this course looks at the structure of the child support system and explores its enforcement powers. A basic knowledge of money advice is useful, but not essential.

The course covers:

- ◆ the Child Support Agency as part of the Child Maintenance and Enforcement Commission (CMEC);
- ◆ options for separating parents;
- ◆ liability under the old and new schemes;
- ◆ current and forthcoming enforcement powers;
- ◆ future changes including the new calculation under CMEC.

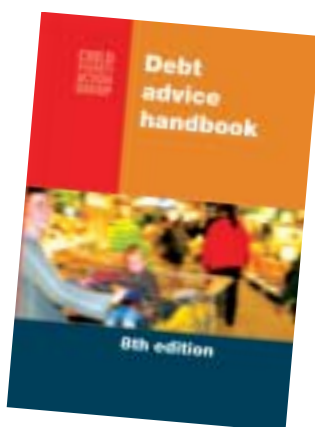
Level **Standard**  
Tutor **Rachel Hadwen**  
CPD hours **5**  
NOS **LA41**

### Dealing with debt

LDDD0110 **12-13 July 2010** 10.00am – 4.30pm each day  
LDDD0210 **24-25 January 2011** 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*.

**“Only one word – excellent.”**

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

### Bankruptcy and other insolvency procedures – what do they mean? *NEW*

LDBV0110 **7 June 2010** 10.00am – 4.30pm  
LDBV0210 **6 December 2010** 10.00am – 4.30pm

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

The object of the course is to describe the different insolvency options and the implications for clients, particularly low income and vulnerable clients.

The course will include:

- ◆ Administration Orders in the county courts;
- ◆ bankruptcy;
- ◆ Debt Relief Orders;
- ◆ Individual Voluntary Arrangements.

The course will consider the effects and risks of these procedures, for example,

- ◆ what debts are included and excluded;
- ◆ what investigations are made;
- ◆ what are the long term effects;
- ◆ who else can be affected.

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

Level **Introductory**  
Tutor **Jane Phipps**  
CPD hours **5**  
NOS **LA41**

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

LDBA0110 **8 June 2010** 1.45pm – 5.00pm  
LDBA0210 **7 December 2010** 1.45pm – 5.00pm

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

LDBT0110 **11 May 2010** 10.00am – 4.30pm  
LDBT0210 **17 September 2010** 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 the third sector to organise 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 **Barbara Alexander**  
CPD hours **5**  
NOS **LA24 and LA49**

## Training skills

### Training for welfare rights trainers

LDTT0110 **12-14 October 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.

*"Fantastic course with an exceptional trainer"*

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

[See centre pages for London courses](#)

[calendar](#)

[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

17-21 May 2010

4-8 October 2010

AA/DLA – effective claiming

20 January 2011

Benefits for ill or disabled people

16-17 November 2010

Housing benefit and rent arrears

31 August 2010

10 February 2011

Pension credit

30 September 2010

Training for trainers

20-22 October 2010

## Standard courses

AA/DLA – challenging decisions

18 February 2011

Benefit support on bereavement

30 August 2010

Benefits for carers

25 November 2010

Benefits for kinship carers

28 October 2010

Benefits for people from abroad

23-24 November 2010

Benefits for young people

8 September 2010

Benefits for young people leaving care

27 May 2010

Birth: benefits, tax credits and other financial help

30 March 2011

Complaints and compensation

24 February 2011

DLA for children

19 October 2010

Employment and support allowance

11 November 2010

Getting the benefit – timing it right

17 March 2011

Help with mortgage and other payments

25 August 2010

Housing benefit overpayments

27 January 2011

Housing benefit problem areas

23 September 2010

In-work benefits for disabled people

26 August 2010

In-work benefits for lone parents

2 December 2010

Looked-after children – benefits for carers and families

13 May 2010

Mental health and benefits

1 July 2010

Representing at the First-tier Tribunal

3-4 June 2010

18-19 November 2010

Tax credits – appeals, overpayments and complaints

16 September 2010

The work capability assessment

9 November 2010

**NEW** Using evidence

4 March 2011

Using legislation and caselaw

3 March 2011

## Experienced courses

Appeals to the Upper Tribunal

9 September 2010

4 February 2011

Benefits and tax credits law update

28 September 2010

15 February 2011

DLA – caselaw and tactics

19 August 2010

Incapacity/limited capability for work appeals

7 June 2010

Overpayments of DWP benefits

6 May 2010

Tax credits – calculating awards

21 January 2011

Tax credits – caselaw and tactics

27 April 2010

Tribunal rules

8 June 2010

**NEW** Welfare reform

25 June 2010

28 October 2010

10 March 2011

## Benefits for students courses

Introduction to benefits for student advisers

11-12 May 2010

26-27 October 2010

Students and benefits – eligibility

22 February 2011

Students and benefits – treatment of income

10 November 2010

Students and benefits – an update

1 June 2010

1 December 2010

Benefits for disabled students

8 February 2011

## Basic courses

Benefits for disabled children and their families

7 December 2010

Tax credits – the essentials

31 January 2011

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 [pchalmers@cpagscotland.org.uk](mailto:pchalmers@cpagscotland.org.uk)

**CHILD  
POVERTY  
ACTION  
GROUP**  
in SCOTLAND

# 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? Please see page 4 for additional costs  
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 2010 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 9 September 2010**  
**10am – 4.30pm**

The Resource Centre  
356 Holloway Road  
London N7 6PA

Comments from feedback from previous CPAG conferences:

*'It was all useful – I liked the mix of detailed workshops with the wider thinking.'*

*'Really interesting, informative and thought provoking – well worth the long trip!'*

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

*'It was all useful – especially the opportunity to network with other organisations.'*

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 2pm–4pm

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

Telephone 0845 612 8007  
Monday to Friday 10am–4pm

\*This service is funded by the Legal Services Commission