

**CHILD
POVERTY
ACTION
GROUP**

Training programme

A national resource



2011/2012

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

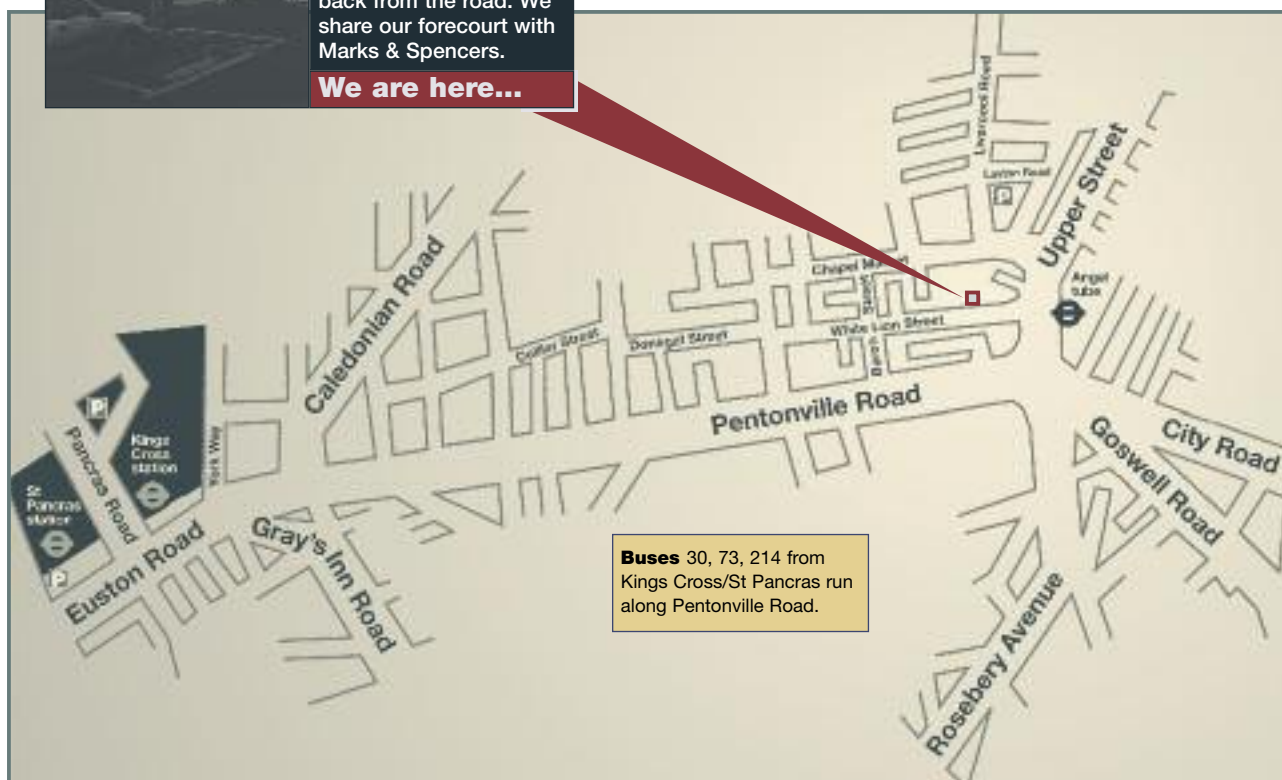
**Training Administration Direct Line:
020 7812 5228**

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



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

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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 2012-2012

	<i>Other Organisations</i>	<i>Voluntary Organisations</i>
One-day	£153	£108
Two-day	£248	£178
Three-day	£378	£263
Week-long	£453	£318
Half-day seminars and courses	£103	£73

In-house courses: Please contact our training department to discuss your requirements and receive a tailored quote

CPAG's training fees are inclusive of lunch (except for half day courses, seminars and in-house courses) 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. A 25% administration fee will be charged if you cancel at any time prior to this.

Reductions

Reductions are available on the above prices when booking our recommended package of training. 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.

**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**

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**
- ◆ **Disability living allowance and Attendance allowance – an introduction *NEW***
- ◆ **ESA – an Introduction *NEW***

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.**
- ◆ **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.

Bookings can also be submitted on-line from our website 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

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 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

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 BIS). Jayne also contributes to CPAG's *Student Support and Benefits Handbook*.

Barbara Alexander has worked in the advice sector for 12 years. She is CIPD trained and was training development officer for the Citizens Advice Bureaux before joining the Money Advice Unit, Hertfordshire County Council six years ago.

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 has worked as a trainer and as an appeals representative for London Advice Services Alliance, and before that 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 worked as a Local Authority Welfare Rights Officer for 16 years, most recently in a Children's Centre. In 1999, she gained an Adult and Further Education Teaching Certificate and has considerable experience delivering welfare rights training to a variety of audiences including social work students, Primary Care Trust staff, Housing Providers, Women's Aid and CAB advisers. She has also designed and delivered a range of training materials for a financial capability project.

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 and other voluntary organisations.

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.

Edward Graham is CPAG's Advice and rights manager. He has 15 years experience in benefits advice and training. He has extensive experience of providing training, advice and casework support as part of CPAG's specialist support service.

Will Hadwen is a freelance welfare rights consultant specialising in benefits for children and families. Will has worked with organisations including Gingerbread, Working Families and Citizens Advice.

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.

Nick Jones is a Projects and Outreach Worker in CPAG's Citizens' Rights Office, he has 8 years experience in providing specialist advice on welfare benefits. Nick has previously worked for Action for Blind People and St Helens Citizens Advice Bureau.

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.

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; a Judge in the First Tier Social Entitlement Chamber adjudicator and also an author of the last *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.

Judy Stenger has many years' experience of mental health welfare rights work, policy development and campaigning within Mind. She currently works as a benefits advisor for Maggie's South West Wales as well as being the author of the annual *Big Book of Benefits and Mental Health*. She also 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. 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*.

Martin Williams is a welfare rights worker in CPAG's Citizens' Rights Office. He is widely experienced in representing claimants at both levels within the tribunal system 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. Martin is currently an author of CPAG's Housing Benefit and Council Tax Benefit Legislation and works advising advisers with complex welfare benefit cases via the specialist support service.

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.

See centre pages for London courses

calendar

To book a course, see inside back page

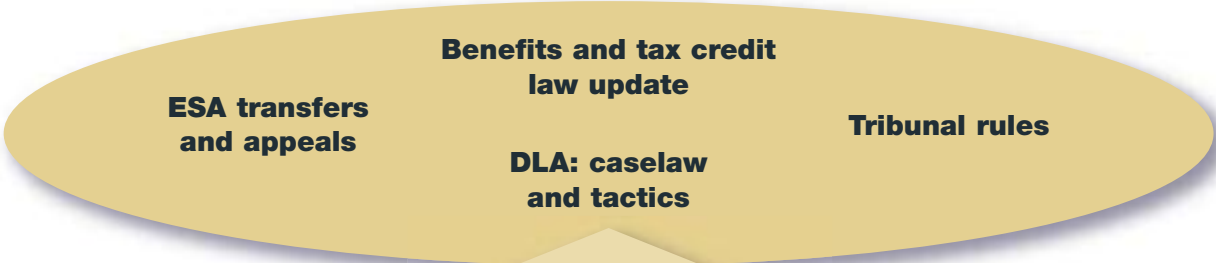
for booking form, or visit our website to

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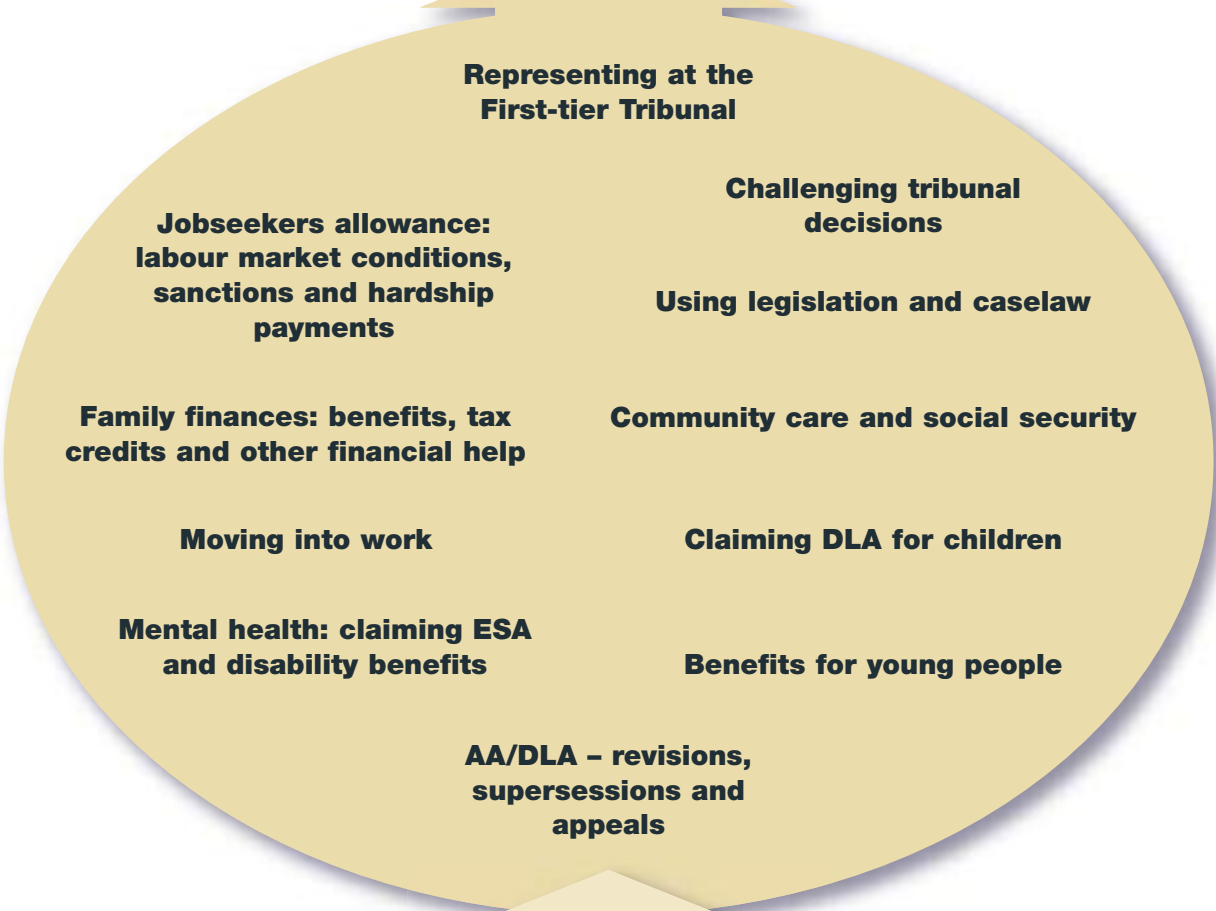
Suggested route of learning

for those advising on benefits for ill or disabled people

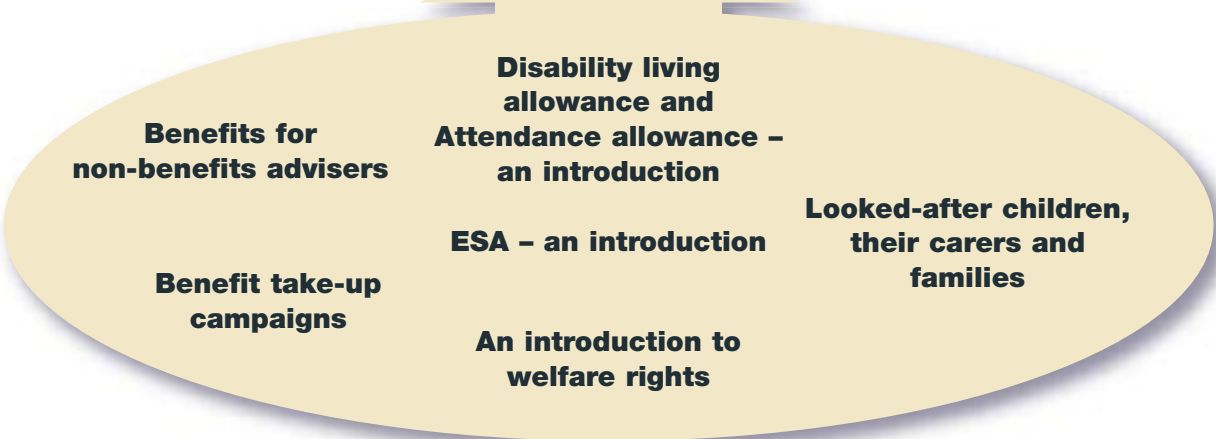
Experienced



Standard



Introductory



CPAG courses and seminars

Introductory courses

An introduction to welfare rights

LDWR0111 **16-20 May 2011** 10.00am – 4.30pm each day
LDWR0211 **10-14 October 2011** 10.00am – 4.30pm each day
LDWR0311 **9-13 January 2012** 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*.

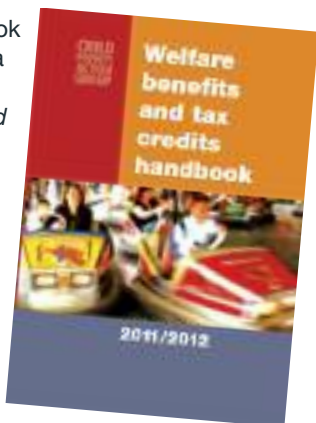
This week-long course is aimed at advisers, social workers, probation workers, health and housing workers and others new to welfare benefit advice work.

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 on our companion courses *Disability living allowance and Attendance allowance* and *ESA – an introduction* (see below). Booking 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**

Disability living allowance and Attendance allowance – an introduction **NEW**

Lddb0111 **17 June 2011** 10.00am – 4.30pm
Lddb0211 **26 January 2012** 10.00am – 4.30pm

Disability living allowance and Attendance allowance – an introduction can be booked as a two-day course with **ESA – an introduction**.

Disability living allowance and Attendance allowance are vital benefits for many disabled people. This introductory course is aimed at advisers with little or no experience of these benefits who want to understand the main rules and learn how to deal with problems and queries.

The course covers:

- ◆ who is entitled to DLA and AA;
- ◆ how to claim DLA and AA;
- ◆ DLA and AA decisions and how to challenge them.

Level **Introductory**
Tutor **Nick Jones**
CPD hours **5**
NOS **LA49**

ESA – an introduction **NEW**

LDES0111 **16 June 2011** 10.00am – 4.30pm
LDES0211 **27 January 2012** 10.00am – 4.30pm

ESA – an introduction can be booked as a two-day course with **Disability living allowance and Attendance allowance – an introduction**.

Employment and support allowance (ESA) was introduced in 2008 replacing incapacity benefits for claimants who are unable to work due to illness or disability. Assuming little or no previous experience of ESA, this course provides an introduction to the structure of ESA, how and when assessments are carried out, the amounts of benefits paid, and how and when decisions should be challenged.

The course covers:

- ◆ who is entitled to claim ESA;
- ◆ the Work Capability Assessment and how it functions;

- ◆ when and how claimants of incapacity benefits will be transferred to ESA;
- ◆ an introduction to challenging decisions.

For more experienced advisers, some of the same areas are covered in greater detail in our new course **ESA transfers and appeals**.

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

Benefits for non-benefit advisers

LDNB0111 **14-15 June 2011** 10.00am – 4.30pm each day
 LDNB0211 **8-9 February 2012** 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.

“Excellent course, liked the games as a way of reinforcing course lessons – it worked!”

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

Update courses for experienced advisers

Benefits and tax credit law update

LDSS0111 **3 October 2011** 10.00am – 4.30pm
 LDSS0211 **28 February 2012** 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 **Citizens Rights Office**
 CPD hours **5**
 NOS **LA50**

Lawyers courses

Welfare benefits update *HALF-DAY COURSE*

LDWB0111 **28 April 2011** 9.45am – 1.00pm
 LDWB0211 **20 October 2011** 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*

LDSM0111 **20 October 2011** 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**

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

Life events

Family finances: benefits, tax credits and other financial help *NEW*

LDBE0111 **21 September 2011** 1.00pm – 4.30pm

This course looks at benefit rights for people starting a family 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. It also considers help with childcare costs and how this can affect better-off calculations when considering a return to work or change in hours.

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

Tax credits

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

Child tax credit and working tax credit

LDCT0111 **10 November 2011** 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.

“Enjoyable course, the day went very quickly!”

Level **Standard**
 Tutor **Michele Büyükertaş**
 CPD hours **5**
 NOS **LA49**

Calendar of courses

	Page	2011										2012		
		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Introductory courses														
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An Introduction to welfare rights	9		16-20						10-14			9-13		
Bankruptcy and other insolvency procedures – what do they mean?	23			6							5			
Benefits for non-benefit advisers	10			14-15									8-9	
Benefit take-up campaigns	23		10					22						
Dealing with debt	22				18-19							23-24		
Disability living allowance and Attendance allowance – an introduction	9			17								26		
ESA – an introduction	9			16								27		
Looked-after children, their carers and families	17			23						17				
Training for welfare rights trainers	23								4-6					
Standard courses														
AA/DLA – revisions, supersessions and appeals	15				7-8							18-19		
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Claiming DLA for children	15									8				
Claims, backdating and challenging decisions	20	4						28						
Community care and social security	16			9									2	
Family finances: benefits, tax credits and other financial help	11							21						
Housing benefit – the problem areas	22									23				
Immigration law and social security	19		24-25									7-8		
Jobseekers allowance: labour market conditions, sanctions and hardship payments	17			7										
Mental health: claiming ESA and disability benefits	16								18					
Moving into work	17				21								7	
Overpayments and recovery of benefits	20	5						29						
An introduction to pension credit	14				5									

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

	Page	2011										2012		
		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Standard courses continued														
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Right to reside and habitual residence	19	6							19					
Separation, maintenance and settlement	11								20					
Students & benefits – eligibility and definitions	18							8						15
Students & benefits – treatment of student income	18							9						16
Using legislation and caselaw	20				20								1	
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ESA transfers and appeals	16		19							1				
Judicial review: social security and tax credits	21				6									
Rights of EU/EEA nationals	19			29										20
Students and debt – tactics for experienced advisers	18							26						12
Tax credit problems	14		12							15				
Tribunal rules	21			21										
Welfare reform	16			28							12			

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.

Calculating tax credits

LDCW0111 **11 November 2011** 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

LDTC0111 **12 May 2011** 10.00am – 4.30pm

LDTC0211 **15 November 2011** 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.

In addition, the course will also look at general administrative problems and issues relating to forthcoming changes and the introduction of Universal Credit.

“Very useful and informative, I feel enthused to shake off the apathy about tax credit problems”

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

Pension credit

An introduction to pension credit

LDPC0111 **5 July 2011** 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).

“I didn't expect to enjoy a course on pension credit but I did!”

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

People with disabilities and their carers

(See also Disability living allowance and Attendance allowance – an introduction and ESA – an introduction in the introductory courses section and suggested route of learning on page 8)

AA/DLA – effective claiming **NEW**

LDEF0111 **9 November 2011** 10.00am – 4.30pm

Whether someone succeeds in getting an award of Attendance Allowance (AA) or Disability Living Allowance (DLA) can depend on how well the lengthy

claim form is completed. This course aims to equip you with the skills necessary to make an effective claim in order to give your client the best chance of success.

The course covers:

- ◆ encouraging clients talk about their illness or disability;
- ◆ tips on how to complete each section of the form;
- ◆ how to avoid making common mistakes;
- ◆ advice on information that can support a claim;
- ◆ practice completing a claim form.

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

AA/DLA – revisions, supersessions and appeals

LDAA0111 **7-8 July 2011** 10.00am – 4.30pm each day
LDAA0211 **18-19 January 2012** 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* and *Moyna*.

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.

"I have been on several courses but found this by far the best. The tutor was excellent and the facilities great."

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

Claiming DLA for children

LDCD0111 **8 November 2011** 10.00am – 4.30pm

Families who are caring for a disabled child are more at risk of experiencing poverty and can experience difficulty obtaining advice about claiming the benefits to which they are entitled.

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

LDDL0111 **24 November 2011** 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 impact of welfare reform on DLA.

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

LDCC0111 **9 June 2011** 10.00am – 4.30pm
LDCC0211 **2 February 2012** 10.00am – 4.30pm

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.

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

Mental health: claiming ESA and disability benefits

LDMH0111 **18 October 2011** 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;
- ◆ the sickness route to benefit – employment and support allowance;
- ◆ claiming disability living allowance and attendance allowance in a mental health context.

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

Unable to work on grounds of sickness or disability

ESA transfers and appeals **NEW**

LDET0111 **19 May 2011** 10.00am – 4.30pm
LDET0211 **1 December 2011** 10.00am – 4.30pm

Employment and support allowance (ESA) is the subject of considerable changes in the rules, in particular on the transfer of incapacity claims to ESA and the developing body of caselaw. This full-day course is aimed at advisers with a working knowledge of ESA, including challenging decisions and representing at appeal tribunals. It looks at the rules on 'migration' of claims for incapacity benefits to claims for ESA, and, more widely, at appeal issues and tactics. Among the subjects considered are:

- ◆ rules and procedure concerning the 'migration' of claims for incapacity benefits to claims for employment and support allowance;
- ◆ entitlement to employment and support allowance whilst appealing, including in 'migration' cases;
- ◆ important work capability assessment caselaw, appeal tactics and related issues.

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

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

Welfare reform

Welfare reform **NEW**

LDWE0111 **28 June 2011** 1.00pm – 4.30pm
LDWE0211 **12 December 2011** 1.00pm – 4.30pm

The benefit and tax credit system is set to change radically with some benefits being abolished and new ones introduced, there are deep benefit cuts being made over the coming years. This half-day course gives advisers a round up of the changes and considers the effect of welfare reform on claimants.

It includes:

- ◆ an overview of changes to employment and support allowance;
- ◆ reforms to housing benefit, tax credits and other benefits;
- ◆ proposals for a new universal credit;

- ◆ proposals for a new personal independence payment replacing DLA;
- ◆ a round up of other changes.

“Very up to date and comprehensive ... important because clients are already asking about changes”

Level **Experienced**
 Tutor **Citizens Rights Office**
 CPD hours **3**
 NOS **LA49**

‘Welfare to work’

Jobseekers allowance: labour market conditions, sanctions and hardship payments **NEW**

LDJS0111 **7 June 2011** 10.00am – 4.30pm

This course outlines the rules of entitlement including the labour market conditions and the changes to these rules for different groups of claimants, such as lone parents. The rules relating to sanctions and hardship payments will be included.

The course includes:

- ◆ an examination of the basic rules of entitlement;
- ◆ the specific rights of those who are disabled or who are carers;
- ◆ the changes for lone parents – who does and who does not have to be available for work;
- ◆ the sanctions regime and hardship payments;
- ◆ potential future changes;
- ◆ the interview regime and the link with the Work Programme.

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

Moving into work **NEW**

LDMW0111 **21 July 2011** 10.00am – 4.30pm
 LDMW0211 **7 February 2012** 10.00am – 4.30pm

This one-day course is aimed at those who work with lone parents and people with disabilities, who are considering starting work or are moved onto JSA from incapacity benefits and income support. A basic understanding of the benefits paid to people out of work is assumed as we address the following:

- ◆ how part-time, temporary and full time work affects benefits and tax credits;
- ◆ help available when starting work and what to claim if a job ends;
- ◆ help with childcare costs and housing costs in work;

- ◆ better-off considerations;
- ◆ ‘carrots and sticks’ to promote work for lone parents and people with illness or disability.

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

Young people

Looked-after children, their carers and families

LDCA0111 **23 June 2011** 10.00am – 4.30pm
 LDCA0211 **17 November 2011** 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**

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.

Benefits for young people

LDYP0111 **24 June 2011** 10.00am – 4.30pm
LDYP0211 **18 November 2011** 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.

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

Students

Students and benefits – eligibility and definitions

LDSB0111 **8 September 2011** 10.00am – 4.30pm
LDSB0211 **15 March 2012** 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

LDSC0111 **9 September 2011** 10.00am – 4.30pm
LDSC0211 **16 March 2012** 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 debt is available as an in-house course. Contact the training department for more details.

Students and debt – tactics for experienced advisers

LDST0111 **26 September 2011** 10.00am – 4.30pm
LDST0211 **12 March 2012** 10.00am – 4.30pm

This course will build on the information in the introductory level **Students and debt** course, or the introductory level **Dealing with 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.

“Worth getting up at 5am for. Would recommend it to all money advisers, not just those specifically dealing with students.”

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

People from abroad

Immigration law and social security

LDMG0111 **24-25 May 2011** 10.00am – 4.30pm each day

LDMG0211 **7-8 December 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.

Level **Standard**

Tutors **Pamela Fitzpatrick and Fiona Ripley**

CPD hours **10**

NOS **LA50, LA57 and LA58**

Rights of EU/EEA nationals

LDEC0111 **29 June 2011** 10.00am – 4.30pm

LDEC0211 **20 March 2012** 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

LDRP0111 **6 April 2011** 10.00am – 4.30pm

LDRP0211 **19 October 2011** 10.00am – 4.30pm

The course is aimed at equipping advisers to provide advice to European nationals and their family members about their rights to access means tested benefits, child benefit and child tax credit. All of those benefits are subject to a requirement that the claimant has a "right to reside".

The course covers:

- ◆ distinguishing the right to reside and habitual residence tests from other residence/immigration status rules in the benefit system;
- ◆ explanation of the relationship between the right to reside requirement and habitual residence test and what is a sufficient right to reside to satisfy the test;
- ◆ detailed consideration of the various residence rights for European nationals: rights as workers, self employed, retaining those statuses, permanent residence rights and the rights of family members etc;
- ◆ the special rules that apply to nationals from accession states of Eastern Europe and the Baltic region ("A8" and "A2" nationals);

Level **Standard**

Tutor **Martin Williams**

CPD hours **5**

NOS **LA50 and LA57**

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

Benefit administration

Claims, backdating and challenging decisions

LDCB0111 **4 April 2011** 10.00am – 4.30pm
LDCB0211 **28 September 2011** 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. 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

LDRB0111 **5 April 2011** 10.00am – 4.30pm
LDRB0211 **29 September 2011** 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

LDFY0111 **20 July 2011** 10.00am – 4.30pm
LDFY0211 **1 February 2012** 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 **Essie Rashidschi**
CPD hours **5**
NOS **LA50**

Challenging tribunal decisions

LDTM0111 **13 July 2011** 10.00am – 4.30pm
LDTM0211 **23 February 2012** 10.00am – 4.30pm

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

- ◆ understanding ways to challenge First-tier Tribunal decisions: set-asides, reviews and permission to appeal;
- ◆ the procedures for appealing to the Upper Tribunal;
- ◆ finding the relevant law;
- ◆ understanding statements of reasons for decisions;
- ◆ identifying grounds for appeal to the Upper Tribunal: understanding errors of law;
- ◆ hearings before the Upper Tribunal.

Some knowledge of the tribunal system is assumed.

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

Representing at First-tier tribunals

LDAT0111 **21-22 March 2012** 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

Level **Standard**
Tutors **Essie Rashidschi**
CPD hours **10**
NOS **LA50**

Tribunal rules

LDTR0111 **21 June 2011** 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.

The subjects covered include:

- ◆ the importance of the overriding objective in the procedure rules;
- ◆ 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 Tribunals.

Throughout the course the focus is on how the rules and procedures can be used to ensure that cases are

well prepared and presented so that claimants have the best possible chance of having a fair hearing and a just result.

*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**

Judicial review: social security and tax credits

LDJR0111 **6 July 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 Graham Tegg**
CPD hours **5**
NOS **LA50**

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

Fraud

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

Prisoners

Prisoners and benefits

LDPB0111 **25 January 2012** 10.00am – 4.30pm

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

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

Delegates must have a good grounding of benefit knowledge.

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

Housing

Housing benefit – the problem areas

LDHB0111 **23 November 2011** 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.

“Extremely helpful, will give me more confidence in dealing with this area of law. Would highly recommend to colleagues.”

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

Money advice

Child support: liability and enforcement

LDCS0111 **17 January 2012** 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:

- ◆ options for separating parents;
- ◆ liability under the old and new schemes for calculating child support;
- ◆ current and forthcoming enforcement powers;
- ◆ future changes including the new calculation.

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

Dealing with debt

LDDD0111 **18-19 July 2011** 10.00am – 4.30pm each day

LDDD0211 **23-24 January 2012** 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*.

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

Bankruptcy and other insolvency procedures – what do they mean?

LDBV0111 **6 June 2011** 10.00am – 4.30pm
LDBV0211 **5 December 2011** 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, delegates 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.

“Trainer delivered the course excellently. She had a wealth of knowledge to benefit the trainee. The course content, structure and pitch were at the right level to hold the trainees interest throughout the day.”

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

Outline of bankruptcy procedure and responding to proceedings is available as an in-house course – contact the training department for more details.

Campaigning skills

Benefit take-up campaigns

LDBT0111 **10 May 2011** 10.00am – 4.30pm
LDBT0211 **22 September 2011** 10.00am – 4.30pm

Each year thousands of people lose out by failing to claim their full entitlement to benefits. This practical course guides delegates through the process of

designing a take-up campaign from research and resources to evaluation and funding sources.

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.

This course will cover:

- ◆ why we need take-up campaigns;
- ◆ barriers to claiming and how to overcome these through take-up;
- ◆ who to target;
- ◆ identifying appropriate campaign methods;
- ◆ planning resources;
- ◆ follow-up and evaluation.

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

Training skills

Training for welfare rights trainers

LDTT0111 **4-6 October 2011** 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.

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

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

16-20 May 2011
10-14 October 2011

AA/DLA – an introduction

10 November 2011

AA/DLA – effective claiming

31 January 2012

NEW Benefits for non-benefit advisers

24-25 August 2011

ESA – an introduction

9 November 2011

Housing benefit and rent arrears

7 February 2012

Training for trainers

4-5 October 2011

Standard courses

AA/DLA – challenging decisions

8 December 2011

Benefit support on bereavement

29 August 2011

Benefits for carers

24 May 2011

Benefits for people from abroad

24-25 November 2011

Benefits for young people

13 September 2011

DLA for children

6 March 2012

NEW ESA transfers and appeals

4 May 2011
23 November 2011 (Edinburgh)

Family finances: benefits, tax credits and other financial help

28 March 2012

Help with mortgage and other payments

1 September 2011

Housing benefit overpayments

26 January 2012

Housing benefit problem areas

20 September 2011

In-work benefits for lone parents and disabled people

22 November 2011

Income maximisation for older people

29 September 2011

NEW Jobseekers allowance

1 November 2011

Looked-after children – benefits for carers and families

2 June 2011

Mental health and benefits

30 June 2011

Overpayments of DWP benefits

12 May 2011

Representing at the First-tier Tribunal

9-10 June 2011
17-18 November 2011

Tax credits – appeals, overpayments and complaints

15 September 2011

Using evidence

15 March 2012

Using legislation and caselaw

1 March 2012

Experienced courses

Appeals to the Upper Tribunal

8 September 2011

Benefits and tax credits law update

28 September 2011
23 February 2012

DLA – caselaw and tactics

18 August 2011

NEW Tax credits – an update

27 April 2011

Tax credits – calculating awards

29 March 2012

NEW Tribunal representation – practice and tactics

1 December 2011

Welfare reform

23 June 2011
22 March 2012 (Edinburgh)

Benefits for students courses

Benefits for disabled students

8 February 2012

Introduction to benefits for student advisers

10-11 May 2011
25-26 October 2011

Students and benefits – eligibility

21 February 2012

Students and benefits – treatment of income

8 November 2011

Students and benefits – an update

31 May 2011
6 December 2011 (Edinburgh)

Basic courses

Benefits for disabled children and their families

6 September 2011

NEW Childcare and tax credits

29 February 2012

NEW European nationals – benefit essentials

7 June 2011

Tax credits – the essentials

30 January 2012

For full details of courses, costs and how to book, visit our website www.cpag.org.uk or contact

tel 0141 552 3303
fax 0141 552 4404
email 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 the conference will be given in January 2011 via the membership mailing, an advert in the *Welfare Rights Bulletin* and post on our website www.cpag.org.uk

Meanwhile, reserve this date in your diary:

Thursday 15 September 2011

Comments from feedback from previous CPAG conferences:

"The interaction with others and exchange of information was really useful"

"Detailed analysis of what to expect"

"Discovering the welfare/poverty issues of current concern to advisers and the present state of the welfare debate at government level"

"Helped to focus my thoughts"

"Informed discussion, workshops delivered by people who were very knowledgeable"

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

**CHILD
POVERTY
ACTION
GROUP**

94 White Lion Street
London N1 9PF

Tel: 020 7837 7979
Fax: 020 7837 6414
www.cpag.org.uk

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

CPAG's advice services

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

For advisers in the UK:

Telephone 020 7833 4627
Monday to Friday 2 pm–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