

# Basingstoke Citizens Advice Training Programme 2015

the charity for  
your community



## TRAINING PROGRAMME 2015

Title	Date	Time	Page	Colour Code
An introduction to the benefits system	28/01/15	10-4	<a href="#">Page 3.</a>	
Getting to grips with sickness and disability benefits	04/02/15	10-4	<a href="#">Page 4.</a>	
Welfare Reform—Universal Credit	25/02/15	10-4	<a href="#">Page 5.</a>	
Better off in retirement	30/03/15	10-1	<a href="#">Page 6.</a>	
Immigration & migrant workers:			<a href="#">Page 7.</a>	
Module 1 Housing rights	29/04/15	10-1	<a href="#">Page 8.</a>	
Module 2 Benefits	20/05/15	10-4	<a href="#">Page 9.</a>	
Module 3 Employment	03/06/15	10-1	<a href="#">Page 10.</a>	
Housing rights & responsibility (what every landlord should know)	18/06/15	10-1	<a href="#">Page 11.</a>	
Money matters:			<a href="#">Page 12.</a>	
Module 1 Budgeting and debt prevention	22/04/15	10-1	<a href="#">Page 13.</a>	
Module 2 Credit and debt management	06/05/15	10-1	<a href="#">Page 14.</a>	
Compliant telephone skills	24/06/15	10-1	<a href="#">Page 15.</a>	
Employee relations:			<a href="#">Page 16.</a>	
Module 1 Basic Employment Law (what every employer should know)	23/02/15	10-4	<a href="#">Page 17.</a>	
	29/01/15	10-4	<a href="#">Page 18.</a>	
Module 2 Performance management	04/03/15	10-4	<a href="#">Page 19.</a>	
Module 3 Disciplinary & grievance matters	27/04/15	10-4	<a href="#">Page 20.</a>	
Module 4 Redundancy				

All courses are to be held in the Committee room, Basingstoke Discovery Centre

COURSE DURATION	PRICE PER DELEGATE
FULL DAY	£150.00
HALF DAY	£90.00
DISCOUNT FOR REGISTERED CHARITIES	
COURSES CAN ALSO BE BESPOKE OR OFFERED IN-HOUSE. PLEASE PHONE TO DISCUSS PRICING 01256 845871	
To book a course please email <a href="mailto:trainingadmin@basingstokecab.org.uk">trainingadmin@basingstokecab.org.uk</a>	

# An Introduction to the benefits system

## **Who should attend?**

Anyone who requires a basic understanding of the current benefit system (pre Universal Credit).

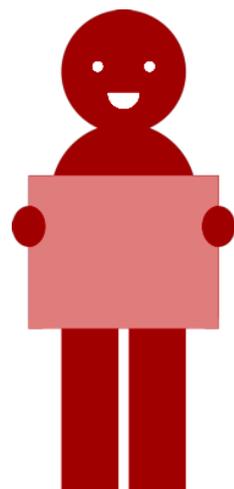
## **Course Objective:**

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

- Understand the benefit categories and apply this effectively when considering eligibility.
- Be able to explain which benefit/s would be applicable in different circumstances
- Recognize which agency is responsible for what benefit and why this is important to know

## **Course content:**

- Benefit categories – Contributory, non-contributory, tax credits and means tested
- Eligibility criteria – what are the main criteria for the common benefits, Housing benefit, Employment & support allowance, Jobseekers allowance, Disability Living allowance, Personal Independence Payments, child benefits, in-work benefits, tax credits
- How the benefits work with and against each other – overlapping rules mean which (eligible) benefit you or your partner claim/s, may make you better/worse off



# Getting to grips with sickness and disability benefits

**Duration: 1 day 10 – 4pm**

## **Who should attend?**

Frontline workers who require a working knowledge of sickness/disability benefits and to understand best practice in appealing against negative decisions.

## **Course objectives**

by the end of the course delegates will be able to:

- Effectively complete a PIP form
- Effectively complete a ESA form
- Understand the decision process
- Make an comprehensive appeal

## **Course content:**

- Exploring the legal framework of PIP and ESA in order to understand the criteria for receiving the benefits
- Hands on experience of completing both PIP and ESA forms, transferring verbal data into written format within the guidelines
- Role play to understand how to get personal information from clients accurately and sensitively
- Real life scenarios of the appeals process, to put the theory into context



# Welfare Reform – Universal Credit

**Duration 1 day 10 – 4**

## **Who should attend?**

Frontline workers working with benefit claimants where Universal Credits are to be introduced. This course is suitable for delegates with a working knowledge of the current benefit system.

## **Objectives**

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

- Understand the structure and principal features of Universal Credit
- Recognize eligibility
- Explain the conditions of entitlement
- Describe the elements of Universal Credit
- Address sanctions and disputes

## **Course content**

- An overview of the legislation, structure and elements of Universal Credits
- Practical exercises to re-enforce learning
- Hands on calculation exercises



# Better off in retirement

**Duration half a day 10 – 1pm**

## **Who should attend?**

Groups or individuals who are interested in benefits available to those of retirement age

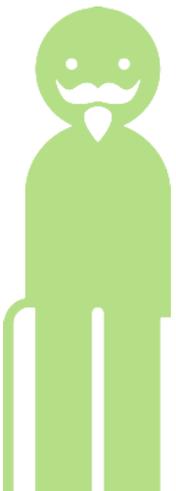
## **Objectives**

By the end of the course delegates will be able to

- Identify benefits available to retirees
- Understand the basics of better off calculations for those over 60
- Be aware of appropriate additional payments

## **Course content**

- An overview of Pension credit with worked examples
- Hands on better off calculations
- Case studies to reinforce and expand knowledge of the benefits available to retirees



# Immigration & Migrant Workers

## **Who should attend?**

This programme is split into 3 key modules and aimed at anyone who is either involved with migrants or who would like to develop their own understanding of the housing, benefit or employment rights of migrant workers

Module 1 – Housing rights

Module 2 – Benefits

Module 3 - Employment

## **Overview of the programme**

Each module is independent of the other and can be taken in any order.

## **Duration**

Modules 1 and 3 are for half a day 10 – 1pm and module 2 is for 1 day 10 – 4pm



# Module 1 – Housing rights

**Duration half day 10 – 1pm**

## **Who should attend?**

Anyone with an interest in the housing rights or landlord obligations of migrant tenants

## **Objectives**

The Immigration Act 2014 received Royal Assent on 14<sup>th</sup> May 2014. The geographical extent of the Act covers England, Wales, Scotland and Northern Ireland.

Chapter 1 of the Act covers residential tenancies. This section prohibits private landlords/agents from letting property to persons who are disqualified from having a 'right to rent' in the UK by virtue of their immigration status. Before granting a tenancy or licence, the landlord will be required to undertake checks on immigration status to ensure that a prospective tenant/licensee has the 'right to rent'.

By the end of the course delegates will be able to

- Identify the immigration status of a potential tenant
- Recognise who is a "relevant national"
- Understand who has a "right to rent"
- Be aware of the penalties for being a non-compliant landlord
- Assess a tenants eligibility for housing benefit

## **Course Content**

- An practical exploration of the habitual residence test and the right to reside
- A glimpse into the world of passports to understand the implications of who does or doesn't qualify for a "residential tenancy"
- Case studies for practical guidance



## Module 2 - Benefits

**Duration 1 day 10 – 4pm**

### **Who should attend?**

Anyone with a requirement to be able to assess or explain a migrant applicant's ability to apply for benefits

### **Objectives**

By the end of the course, delegates should be able to:

- Recognise the main types of immigration status
- Understand the benefits and tax credits affected by immigration status
- Have an overview of the residence and presence rules

### **Course content**

- An overview of the types of immigration status
- Worked examples of how the immigration status affects benefits
- Practical case studies to explore the impact of a change in immigration status



# Module 3 – Employment

**Duration half day 10 – 1pm**

## **Who should attend?**

Anyone who works with, or employs migrant workers

## **Objectives**

By the end of the course delegates should be able to

- Recognise the main types of immigration status
- Understand who has the right to work in England
- Describe the obligations of an employer when employing migrant workers

## **Course Content**

- An overview of the different types of immigration status
- Case studies to understand the obligations of an employer when taking on migrant workers



# HOUSING RIGHTS AND RESPONSIBILITIES (what every landlord should know)

**Duration** half day 10.00am – 1.00pm

## **Who should attend?**

This half day course is beneficial for anyone who currently rents property to private tenants, or who is considering rental as an opportunity to raise income.

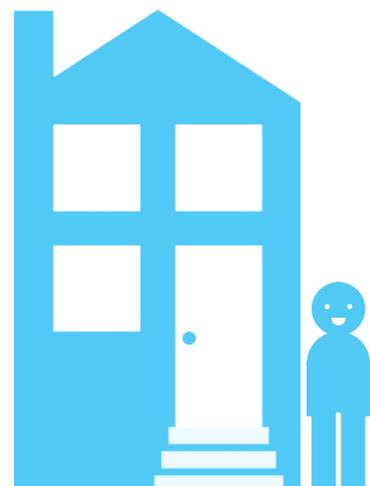
**This course does not cover housing tenancy status with regard to drawing up a tenancy agreement**

## **Objectives**

- By the end of the course delegates should be able to
  - Identify common tenancy types
  - Know how to protect the deposit
  - Be aware of the difference between the holding deposit and security deposit and have an awareness of local rent deposit or guarantee scheme
  - Understand the possession process
  - Give an overview of the landlords rights and responsibilities

## **Course Content**

- An overview of the different common tenancy types
- A practical look at tenancy deposits
- Case studies of the possession process.
- Hand on practice of the landlords obligations



# Money Matters

## **Who should attend?**

This programme is split into 2 key modules and aimed at anyone who is either involved in helping others to develop financial capability or who would like to develop their own ability to make informed choices and decisions about the best way of managing their finances.

Module 1 – Budgeting and debt prevention

Module 2 – Credit and debt management

## **Overview of the programme**

Each module is independent of the other and can be taken in any order. Together they provide a comprehensive understanding of the budgeting cycle from income maximisation to expenditure management, and systematically review the choices and options available at each stage to prevent, minimise and manage debt effectively.

## **Duration**

Each module is 1 day from 10.00am – 4.00pm



# Module 1 – Budgeting and debt prevention

**Duration** 1 day 10.00am – 4.00pm

## **Course objectives**

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

- Maximise income for themselves and/or the people they help and advise
- Identify the key steps to creating a budget and be able to create a budget for a variety of different situations
- Systematically prioritise expenditure to avoid debt
- Decide which payment method/s is the most effective in certain circumstances
- Identify the best form of credit for people in different circumstances and be able to make an informed choice as to the most appropriate method in different situations

## **Course content**

- The effects of our relationship with money
- A systematic approach to creating a budget
- Prioritising spending “wants” versus spending “needs”
- Budget management – responding to changing circumstances
- Payment option choices – weighing up the pros and cons
- How and when to use credit effectively



## Module 2 – Debt and credit management

**Duration** 1 day 10.00am – 4.00pm

### **Course objectives**

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

- Identify the implications of financial exclusion
- Prioritise debt and identify the consequences for each type of debt
- Identify what options and action are available to people who find themselves in debt
- Negotiate informally with creditors to reach repayment solutions
- Decide the best option for managing debt

### **Course content**

- Know what options are available to those who have been financially excluded in order to overcome the difficulties they face
- Measures and options to improve financial capability
- The principles and process of debt management
- Options for managing debt:
  - Debt Relief Order (DRO)
  - Bankruptcy
  - Administration Order
  - Debt Management Plan
  - Individual Voluntary arrangement (IVA)



# Compliant Telephone Skills

**Duration** 1 day 10.00am – 1.00pm

## **Who should attend?**

This half day course is beneficial for anyone who uses the telephone as a method of speaking to clients and customers, and which relies on or involves the sharing of personal information and data.

## **Course objectives**

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

- Provide an overview of the Data Protection Act 1998 and highlight key areas of concern for data sharing.
- Apply a structured approach to handling calls which balances the needs of the customer/client with legal requirements and practical considerations
- Apply their knowledge through a series of practical exercises

## **Course content**

- Data protection terminology
- The key principles, obligations and rights under the Data Protection Act 1998
- Case studies – what to protect and how to protect it.
- Structuring a telephone call to meet the requirements and of the caller, legislation and commercial considerations
- Practical exercises to explore a variety of potential real-life scenarios



# Employee Relations

## **Who should attend?**

This programme is split into 4 key modules. The courses are aimed at anyone in a line management role who has responsibility for managing staff. Each module enables participants to gain a comprehensive understanding of employee relations matters and systematically builds on knowledge and skills gained in the previous module. Alternatively, the modular format is flexible to enable participants to focus on a specific area/s relevant to them.

Module 1 Basic Employment Law – What every employer should know

Module 2 Performance management

Module 3 Disciplinary and grievance matters

Module 4 Redundancy

## **Overview of the programme**

Module 1 provides a basic understanding of the current employment legislation governing employment policies and practices. Modules 2-4 then build on this introductory overview and use actual cases as real learning examples to encourage delegates to discuss the employment issues they currently face. Each module is integrated with the ACAS code of practice as well as with each individual's own HR and disciplinary and grievance procedures.

## **Duration**

Module 1 ½ a day 10.00am – 1.00pm

Modules 2-4 1 day from 10.00am – 4.00pm



# Module 1 Basic Employment Law – What every employer should know

**Duration 1/2 day 10.00am – 1.00pm**

## **Course objectives**

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

- 1) Be aware of the current employment legislation governing employment and its impact on employment policies and practices
- 2) Identify areas for their own businesses to review to ensure compliance with current legislation and best practice

Participants will come away with an action plan to discuss back at their work place.

## **Course content**

- Employment law fundamentals
- Contacts of employment – the essentials
- Employee rights at work
- Employment policies and procedures
- What to do when things go wrong



# Module 2 Performance Management

**Duration 1 day 10.00am – 4.00pm**

## **Course objectives**

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

- 3) Take proactive steps to prevent performance problems occurring in order to minimise the need for formal disciplinary action.
- 4) Respond effectively to performance issues ensuring compliance with current legislation and best practice

Participants will learn how to conduct professional disciplinary interviews in module 2 of this programme. Absence management is available as a separate module if required

## **Course content**

- Employment law fundamentals – The distinction between potential performance management issues and issues of capability
- Preventing performance problems – setting and agreeing performance standards
- Objectively reviewing performance
- Investigation and evidence collection – the fairness and reasonableness test
- Managing poor performance and problem behaviour
- Coaching and counselling – the 6 step model for counselling the underperformer
- Having difficult conversations – dealing with resistance and anger
- Managing conflict and skills practice – a range of scenarios to practice handling difficult situations, giving constructive feedback and agreeing solutions:
  - Absence from work – repeated short term sickness
  - Probationary reviews
  - Lateness
  - Incompetence
  - Business versus personal needs
  - Dress code abuse
  - Email and internet abuse
  - Dignity and respect issues



## Module 3 Disciplinary and grievance matters

**Duration 1 day 10.00am – 4.00pm**

### **Course objectives**

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

- 1) Manage discipline and grievance matters more effectively
- 2) Utilise a range of practical tips and techniques to enable them to do this.

### **Course content**

- Purpose of the disciplinary procedure and the application of the ACAS Discipline and Grievance Code (UK-specific)  
Understanding the impact of not managing disciplinary and grievance issues correctly
- The rights of the employer and the employee
- How to ensure that disciplinary decisions are fair, consistent and in line with statutory and company procedures
- Deciding whether to take action – determining a prima facie case
- How to conduct a disciplinary investigation
- How to prepare for, structure and conduct disciplinary and grievance meetings
- Misconduct versus gross misconduct - determining the level of warning
- Fair versus unfair dismissal
- Managing the process – the skills required
- Skills practices and feedback to consolidate learning



## Module 4 Redundancy

**Duration 1 day 10.00am – 4.00pm**

### **Course objectives**

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

- 1) Implement a successful redundancy exercise which complies with current employment legislation and best practice.
- 2) Manage the transition process effectively to support their staff and which minimises potential disruption to the business.

### **Course content**

The application of law when a redundancy situation occurs and how an Employment Tribunal determines whether a redundancy dismissal is reasonable and fair.

Breaking the news

Options to avoiding redundancy

Consultation – statutory, individual and collective

Establishing a fair objective selection process

Considering suitable alternative employment

Rights of the individual

Calculating redundancy payments

Potential discrimination issues

Life after redundancy – supporting displaced employees through the process

Managing the transition period for the remaining staff



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The Discovery Centre  
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