WEST DUNBARTONSHIRE CITIZENS ADVICE BUREAU

**DRAFT PROGRAMME – AUGUST 2018**

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| **DATE & TIME** | **SUBJECT** | **TUTOR** |
| **28th August**  9.30am  12.30pm  **4th September**  9.30am  12.30pm  **11th September**  9.30am  12.30pm  **18th September**  9.30am  12.30pm  **25th September**  9.30am  12.30pm  **2nd October**  9.30am  12.30pm  **9th October**  9.30am  12.30pm  **16th October**  9.30am  12.30pm | **Introduction to Citizens Advice Bureau** – This session provides an introduction to the CAB service and to WDCAB. Includes discussion of the principles, values, structures and aims of the service, as well as some background on how we operate in West Dunbartonshire.  **Getting Started** – and using Your Training Record  **Equalities and Diversity** – What we aim for in the CAB  **Social Policy** – How we use our experiences to promote change  **Which Benefit –** This session introduces you to the Welfare Benefits system – how it evolved, different strands, basic principles, etc. Some brief discussion also on the recent welfare reform changes and how they will impact on CAB clients. The purpose is to help you identify which benefits clients may be able to claim in a variety of circumstances. It will introduce you to some of the skills you will need to deal with benefit enquiries.  **Personal Finance & Debt** - An introduction to debt issues, e.g., emergency and priority debts, liability issues, etc., and an explanation of the role of generalist advisors when dealing with debt clients The session also addresses household finance issues – household budgeting, gas/electricity meters, bank accounts, types of credit, etc.  **Sickness Benefits** - this session covers Statutory Sick Pay and Employment & Support Allowance. Bureau clients often ask for help when claiming these benefits or in appealing against a claim being refused. This session looks at the main ill health and disability benefits and particular interview skills and techniques you will need when advising clients  **Interview Skills** **-** An effective interview technique is a fundamental part of the advice process and is key to ensuring we provide clients with a quality service. This session takes you through the skills required at each stage of a client interview such as: beginning and ending an interview; communication; active listening; body language and the importance of establishing a rapport with clients.  **Unemployment Benefit and Income Support** – This introduction to Jobseekers Allowance covers the claims process, entitlement and conditionality, sanctions, etc. The session also covers other support available for those on low or no income, via Income Support  **WDCAB I.T.** – An introduction to the Advisernet Information System and software and systems within CAB (AdvicePro for debt, QBC – for benefits, CASLearn – for training). Discussion on rules and protocols regarding internet and email usage.  **Disability Benefits** - this session covers Personal Independence Payments (Disability Living Allowance). This session looks at the ill health and disability benefits and some common problems for claimants.  **How to Carry Out a Benefit Check** - an **i**ntroduction to calculating means tested benefits. This session looks at the calculation of means tested benefits and touches on Tax Credit issues. You will gain practice in matching a client’s situation to the benefit rules and regulations in the way that helps them most. The session will also take you through some of the key information you will need to know in order to carry out a benefit check for a client, using WDCAB preferred software.  **Benefits Software –** Introduction to Benefits software which advisers use to check their advice when calculating entitlement structure.  **Housing Benefit & Council Tax Benefit –** The rules and regulations affecting payment of Housing Benefits and an overview of the Council Tax Benefit  **Tax Credits** – A brief overview of the current Tax Credits system covering elements, potential claimants and the claiming process.    **Tenants and Landlords and Owner-Occupiers -** in introduction to the rights of tenants. Deals with the issues facing tenants in both social and private sector housing. Also outlines eviction procedures and processes. This session provides a framework to work through when advising a tenant or landlord about a housing issue. It looks at housing status and security of tenure as well as some of the common issues that tenants and landlords may face.  Universal Credit - A brief overview of the new Universal Credit system. Deals with entitlement, how the process works and how to identify potential problems. There will also be a short session on Pension Credits.  **Employment Law 1 –** An introduction to employment rights, e.g. statutory/contractual rights, fair/unfair dismissal, redundancy, minimum wage, discrimination, etc. This session contains an overview of general employment issues and identifies the information an adviser needs to diagnose employment issues. This then provides the framework to work through when advising a client with employment problems. Once the problem has been diagnosed then your role is to advise the client on options. | **Gareth**  **Linsey**  **Mary**  **Caitlin**  **Liz**  **Maureen**  **Liz**  **David**  **Bernie**  **Mary**  **Linsey**  **Trisha**  **Trisha**  **David**  **David**  **Gareth** |