

rightsnet
welfare
benefits
training

OCTOBER 2005 – MAY 2006

www.rightsnet.org.uk/training

“

... extremely interesting, well structured and simple to follow...

... fantastic – moves quickly/smoothly ...

good balance of presentation/information ...

... trainer was very clear and put me at ease ...

... training materials and handouts

... very motivating and,

empowering...

excellent resources ...

... excellent, enjoyed every minute of it ...

... simplifies something I never thought I'd be able to do... ”



rightsnet welfare benefits training

october 2005 – may 2006

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3rd, 18th	1st, 23rd	16th	12th	2nd, 22nd	7th, 24th	12th	3rd, 26th	
	8th		31st		6th			
14th	10th	7th	17th	17th	14th	19th	19th	
19th	18th	12th	19th	23rd	21st	25th	24th	
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26th	29th		30th	24th	27th	28th		
5th, 27th	16th	15th	27th	21st	22nd	21st	25th	
7th	28th		26th		9th		23rd	
28th		2nd		7th	28th		9th	
6th, 25th	17th	6th	13th	9th, 28th	16th	5th, 27th	17th	
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13th		1st		1st	15th		11th	
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20th & 21st		8th & 9th		14th & 15th		3rd & 4th	30th & 31st	
25th				27th			4th	

about Lasa and rightsnet training

Lasa has provided expert advice and information services since 1984 (see www.lasa.org.uk). A recognised centre of excellence and innovation, our welfare benefits support services are considered to be some of the best available in the UK.

With the publication of our new 2005/2006 training programme, we are launching a brand new training area of lasa's welfare benefit and tax credits website – rightsnet. Information on all our courses, details of special offers, and on-line booking are all available @ www.rightsnet.org.uk/training. Rightsnet training courses cover all aspects of welfare benefits advice, from our always over-subscribed welfare benefits overview courses, through to courses that develop the skills of advisers who prepare cases and represent at tribunal. Our training is CPD accredited, and our trainers have extensive experience in providing expert social security advice and support to individuals and organisations.

who we train

rightsnet welfare benefits training courses are designed to meet the needs of staff working in a wide range of organisations, including housing associations, local government and the independent advice sector. Most of our courses have a maximum of twelve participants. This ensures that everyone receives individual attention, and it allows trainees to share ideas and establish links with others working in the field.

Our introductory level courses are aimed at staff (paid or voluntary) working in either a supportive or advisory role with people claiming benefits; whilst our intermediate and advanced courses are aimed at specialist advisers. Some courses do require prior knowledge of the benefit system. Please see the course outlines for further details or ring us on 020 7377 9981.

Free telephone help line providing support on benefit queries after the course

We don't abandon you after your initial training. In addition to information and access to the rightsnet discussion forums all trainees also gain access to our welfare benefits advice line, staffed by trainers and appeals representatives, who will help solve your client's trickiest problems.

“Simply the best” ... “good value for money”

Let us come to you

All of our programmed courses can be delivered in-house. If you have a group of six people or more requiring the same training course we can provide in-house courses tailored to your organisations needs. We can deliver the course at your premises or alternatively you can come to us and use our training room.

If you require a course that is not in the programme please let us know as we may be able to develop it for you.

We are also able to provide debt and money advice training courses in-house

Prices for in-house courses start at just £850 a day. Please ring us on 020 7377 9981 if you would like to discuss purchasing an in-house course.

Training opportunities for freelance trainers

Lasa also employs freelance trainers to deliver courses throughout the country. If you are interested in delivering rightsnet courses and/or if you already have a welfare benefits training course that is not covered below but that you would be interested in developing and delivering for us please contact Jacky Bourke-White, Welfare Rights Support Services Director, on 020 7377 0068 or email jbourke-white@lasa.org.uk

venue and access

Training courses take place at Lasa's fully equipped training room. For details of the location and transport, see the map on the back cover. Lasa training facilities include: access and toilets for disabled people; an induction loop and parking for disabled people. Parking must be arranged at least 2 days before the course. We can also provide course materials and this programme in alternative formats. If you require parking, or have any other access requirements please let us know when you book.

equal opportunities statement

Lasa recognises that certain groups and individuals are disadvantaged and discriminated against because of the way that society is structured. Lasa is committed to equality of opportunity, taking positive steps to ensure that we do not perpetuate this discrimination.

not sure what course is for you?

We've grouped our courses so you can tell which will meet your needs:

all client groups

welfare benefits overview

practical solutions to common benefit problems ([new course](#))

income support & income-based jsa

housing benefit

preparing a case for an appeal

supporting/advising people living in temporary and supported housing

income support & income-based jsa

housing benefit

practical solutions to common benefit problems ([new course](#))

in & out of work

claiming benefits as incapable for work

dla for people with drug and alcohol problems ([new course](#))

loans and grants for vulnerable people

money for people managing health conditions

claiming benefits as incapable for work
disability living allowance & attendance allowance

housing benefit

in & out of work

maintaining financial independence for older people

pension credit and other benefits for older people

disability living allowance and attendance allowance

housing benefit

extra money for people in or starting work

tax credits

tax credits – the problem areas

housing benefit

in & out of work

extra money for families

tax credits

tax credits – the problem areas

housing benefit

loans and grants for vulnerable people

benefits for people from abroad

benefits for people subject to immigration control

EU law, the right to reside and habitual residence tests ([new course](#))

benefits for young people

benefits for young people

loans and grants for vulnerable people

skills courses for welfare rights advisers

challenging decisions ([revised course](#))

preparing a case for an appeal

representation at appeals tribunals

identifying errors of law

create your own personal training package!

Book 3 or 4 courses and save £10 on each course – book 5 or more courses and save £15 on each course

Experience has taught us that benefit advisers are all unique. Working with different client groups means that you develop distinct areas of expertise and, conversely, diverse gaps in your knowledge.

We want to give you the chance to benefit from our discounted training packages and the easiest way of doing this is to let you decide which courses should go together.

Put together any three or more courses from the ten listed (see box) into your personal package and benefit from the package discount.

The only conditions are that the courses must be booked at the same time and be attended by the same person.

If you are new to giving benefit advice we strongly suggest that you start with the welfare benefits overview course and follow this with the income support course.

If you would like further advice on putting together a package, or on the suitability of an individual course please call our Training team on 020 7377 9981.

We can also carry out a training needs analysis for staff advising on benefits. Please contact us if you would like to discuss this further.

See pages 26 to 28 for costs and booking details.

courses:

- 1 welfare benefits overview
- 2 practical solutions to common benefit problems
- 3 income support and income-based jsa
- 4 pension credit
- 5 dla or dla for drug & alcohol users
- 6 housing benefit
- 7 claiming benefits as incapable for work
- 8 loans and grants for vulnerable people
- 9 tax credits – introductory
- 10 preparing a case for an appeal

welfare benefits overview

Please see pages 26–28 for costs and booking details

This is THE essential course for all new and returning staff working in an advisory or supportive capacity with benefit claimants.

who this course is for:

Anyone whose work requires them to have an understanding of how the benefit system works and/or practical skills for dealing with the DWP or Local Authority benefit offices. No prior knowledge of the benefit system is needed.

what this course is about:

Attending this course will increase your ability to maximise your client's income by spotting entitlement to benefits and by demystifying the working of the benefits system.

We know that dealing with the DWP or Local Authority benefit offices on behalf of clients is often stressful and confusing. We've even heard it described as nightmarish. We can't promise to take away all the stress but this essential one day course will provide you with the knowledge and skills needed to make sense of it all. By the end of the course you will be aware of what benefits there are, who administers them and the basic rules for entitlement. You'll also learn where to look to find out more about Social Security benefits. The aim is to increase your awareness of opportunities to maximise your client's income and demystify the workings of the benefit system.

Book as a 1 day course – or as day 1 of a personal training package (see page 5)

Book as an in-house course and let us bring our training to you.

dates

Monday 3rd October

Tuesday 18th October

Tuesday 1st November

Wednesday 23rd November

Friday 16th December

Thursday 12th January

Thursday 2nd February

Wednesday 22nd February

Tuesday 7th March

Friday 24th March

Wednesday 12th April

Wednesday 3rd May

Friday 26th May

- Level: Introductory
- CPD Hours: 5



practical solutions to common benefit problems

Please see pages 26–28 for costs and booking details

dates

Tuesday 8th November

Tuesday 31st January

Monday 6th March

who this course is for:

If you are a more experienced adviser we recommend you attend the challenging benefit decisions course.

what this course is about:

There is light at the end of the tunnel!

Pulling your hair out in complete frustration because a benefit query has got stuck in no man's land? Feel that your client has not been fairly treated but you seem to have hit a wall of bureaucracy when trying to get recompense? Dread calling the DWP because you always feel that whatever you have done it wasn't quite what was required?

This'll be the course for you then! The course is aimed at those of you who deal with benefits as part of your work – you need to know how to solve those problems that come up again and again (new claim fails to be paid, missing payments not replaced etc, challenging an overpayment) in the quickest and most direct way and how to get what you want from your contact with the DWP, the Revenue, and housing benefit departments.

At the end of the course you will be able to identify under-claiming of benefits, understand the importance of constructing your claim and know how to formally challenge a wrong decision and take forward a complaint and request for compensation.

Book as a 1 day course – or as part of a personal training package (see page 5)

- **Level:** Introductory
- **CPD Hours:** 5



income support & income-based jobseeker's allowance

Please see pages 26–28 for costs and booking details

who this course is for:

Workers who advise or support people claiming income support and/or income-based jobseeker's allowance. This course is also useful for more experienced advisers who want to update their knowledge and examine the impact of the introduction of child tax credits on benefit calculations.

If you work primarily with either 16/17 years olds or people over 60, we recommend that you attend our benefits and young people course (see page 18) or our pension credit and other benefits for older people course in addition to this course (see page 9).

what this course is about:

Are you confused about why different people are paid different amounts of benefit? Are you unsure about when people can claim income support and when they need to claim income-based jobseeker's allowance? And while we're talking about jsa what are those labour market conditions all about?

On this course you will learn who is eligible and how to make a claim. We'll make sense of applicable amounts and equip you with the necessary framework to calculate entitlement and identify when people are being underpaid – not a completely unknown occurrence. You will also learn about the labour market conditions and what steps claimants need to take to avoid being sanctioned and losing money.

By the end of the course you will feel confident when advising clients on whether they are entitled to is/ib jsa, how they can claim and how much they should receive, including understanding the impact of child tax credits on income support/ib jsa claims.

Book as a 1 day course – or as part of a personal training package (see page 5)

dates

Friday 14th October

Thursday 10th November

Wednesday 7th December

Tuesday 17th January

Friday 17th February

Tuesday 14th March

Wednesday 19th April

Friday 19th May

- Level: Standard
- CPD Hours: 5



pension credit and other benefits for older people

Please see pages 26–28 for costs and booking details

dates

Wednesday 19th October

Friday 18th November

Monday 12th December

Thursday 19th January

Thursday 23rd February

Tuesday 21st March

Tuesday 25th April

Wednesday 24th May

- **Level:** Introductory
- **CPD Hours:** 5



who this course is for:

Staff advising older people on eligibility for benefits, particularly the pension credit.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:

Do you work with or advise older people? Are you confident about advising them on their eligibility to claim pension credit? Do you understand the changes its introduction has brought to older people's entitlement to housing benefit and how it interacts with other benefits people might be receiving such as carer's allowance?

This course will give you the knowledge to answer all these questions positively. Not only will you be able to successfully identify who is eligible to claim pension credit, advise on how to claim and correctly carry out a pension credit calculation (with no tears), you will also be able to advise your clients on the other benefits they maybe entitled to and how the different benefits interact. This will enable you to maximise your clients' income and reduce the huge amount in benefits under-claimed by older people each year.

Book as a 1 day course – or as part of your personal training package (see page 5)

tax credits

Please see pages 26–28 for costs and booking details

who this course is for:

Staff working in an advisory or supportive capacity with families and/or people in low paid work.

what this course is about:

Working tax credit and child tax credit were introduced in April 2003 to provide support for working people on a low income and families with responsibility for children. Since April 2004, child tax credits have replaced most benefit provision for children and the Department for Work and Pensions intends to move families claiming income support and income-based jobseeker's allowance for children onto child tax credit. As a result, 90% of all families will have to deal with the Revenue and a system that is unfamiliar to claimants and advisers alike.

This course will increase your confidence when advising on tax credits and help you overcome any tax credit blocks you may have found yourself developing. You will learn who is eligible for tax credits and how to advise clients on the procedures for making an effective claim. We will also teach you a no tears step-by-step foolproof calculation that really works. For many trainees our calculation sheet has become an indispensable and much used tool for advising clients on tax credits. You also learn how to minimise overpayments.

Book as 1 day course – or as part of your personal training package (see page 5)

dates

Monday 24th October

Tuesday 22nd November

Tuesday 13th December

Friday 20th January

Monday 20th February

Friday 17th March

Thursday 20th April

Wednesday 10th May

- Level: Introductory
- CPD Hours: 5



tax credits – the problem areas

Please see pages 26–28 for costs and booking details

dates

Wednesday 26th October

Tuesday 29th November

Monday 30th January

Friday 24th February

Monday 27th March

Friday 28th April

- **Level:** Intermediate
- **CPD Hours:** 5



who this course is for:

Experienced advisers already familiar with the eligibility criteria and the tax credit calculation.

We recommend that advisers who are not confident in either of the above attend the introductory tax credits course first.

what this course is about:

Is living with the Revenue making your life as an adviser just so much more difficult – miserable even? Do you find yourself unable to approach the Revenue with the confidence you feel when dealing with the DWP? We are not going to claim that we can change that but this course does begin to address some of the issues that advisers are wrestling with.

We will help you to offer clients more proactive advice, examining tactical issues on what and when to notify changes of circumstance in order to maximise income and reduce overpayments. You will learn how to do pro rata calculations and have the opportunity to think through the options available to people claiming tax credits. Though we can't help with which version of the 3 letters with 3 different calculations all dated on the same day is the final one, we will help you identify which is the correct decision. We also consider underpayments and overpayments, how they occur and how to ask for a write off.

This course will give you an opportunity to explore the practical implications of a system that brings new responsibilities for claimants and the potential for both income maximisation and relieving financial hardship.

housing benefit

Please see pages 26–28 for costs and booking details

who this course is for:

Staff needing to advise clients/tenants on whether they can claim housing benefit and how much they are likely to receive.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:

Do you want to feel confident about advising clients on housing benefit entitlement and the amount they should receive? Then this course is for you, whether your role is income maximisation, rent arrears minimisation or a bit of both.

We ensure that, by the end of the day, you know how to identify who is eligible for hb and how to make an effective claim. This includes accurately checking the start date of a claim and how to claim backdated hb. In addition you will learn how to carry out an accurate assessment of a client's housing benefit entitlement, using a step-by-step framework for calculating hb. This will allow you to identify when clients are being underpaid or are not claiming the hb they are entitled to.

Book as a 1 day course – or as part of your personal training package (see page 5)

dates

Wednesday 5th October

Thursday 27th October

Wednesday 16th November

Thursday 15th December

Friday 27th January

Tuesday 21st February

Wednesday 22nd March

Friday 21st April

Thursday 25th May

- Level: Introductory
- CPD Hours: 5



loans and grants for vulnerable people

Please see pages 26–28 for costs and booking details

dates

Friday 7th October

Monday 28th November

Thursday 26th January

Thursday 9th March

Tuesday 23rd May

who this course is for:

Staff working in an advisory, supportive or resettlement role with people claiming benefits.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:

Successful applications to the Social Fund for community care grants and crisis loans can make a huge impact on people's lives. They can provide the money for beds, cookers and other essential items or desperately needed cash to feed people in crisis. Yet these payments can appear to be based on luck and chance.

Social Fund decisions must be made on certain criteria. Attending this course will increase your chances of gaining positive decisions by learning what these criteria are and how to apply the rules to help your clients make effective applications. You will learn how to advise your clients on which type of payment it is appropriate to apply for and what information they need to give. Whilst the course focuses on community care grants and crisis loans you will also learn about the full range of other payments available from the Social Fund and when clients may be eligible for them.

By the end of the course you will feel confident about advising clients on entitlement to Social Fund payments and helping them to make effective applications.

Book as a 1 day course – or as part of your personal training package (see page 5)

- **Level:** Introductory
- **CPD Hours:** 5



claiming benefits as incapable of work

Please see pages 26–28 for costs and booking details

who this course is for:

Staff working in an advisory and/or supportive capacity with clients who are ill and/or disabled.

Staff attending will be expected to have a working knowledge of means tested benefits, including how to calculate applicable amounts. If not we recommend that you attend the welfare benefits overview and/or the income support and income-based jobseeker's allowance courses first.

what this course is about:

There is a rumour that the benefits system for people incapable of work was invented to provide employment to welfare rights advisers. Whether true or not, this is an area of welfare benefits that all advisers need to be confident about. If the system leaves you feeling puzzled at times (and you wouldn't be alone) then this course is for you.

You will learn which benefits people incapable of work can claim, how to make effective claims and how to satisfy the relevant conditions. Problems often arise when the DWP find your client capable of work, whilst you and your client are sure they are not able. The 'Personal Capability Assessment' is the hurdle that most people claiming benefits as incapable of work must jump and clear. We will cover when this test applies, what it consists of and how to advise clients facing it. ("Turn up to the medical" is, in our experience, a useful piece of advice.) We also cover where the IB50 questionnaire fits into all of this and who is exempt from being tested.

By the end of the day you will feel confident about how to advise clients who need to claim benefits as incapable of work.

Book as a 1 day course – or as part of your personal training package (see page 5)

dates

Friday 28th October

Friday 2nd December

Tuesday 7th February

Tuesday 28th March

Tuesday 9th May

- Level: Introductory
- CPD Hours: 5



disability living allowance and attendance allowance

Please see pages 26–28 for costs and booking details

dates

Thursday 6th October

Tuesday 25th October

Thursday 17th November

Tuesday 6th December

Friday 13th January

Thursday 9th February

Tuesday 28th February

Thursday 16th March

Wednesday 5th April

Thursday 27th April

Wednesday 17th May

- Level: Introductory
- CPD Hours: 5



who this course is for:

Staff who work in an advisory or supportive role with people who may be entitled to dla or aa. This includes clients with physical disabilities, learning difficulties, mental health problems and physical health problems that cause care and/or mobility needs.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:

You will be aware that whilst successful dla and aa claims can provide people with anything from an extra £16 to over £150 per week in benefits, filling in the form can be time consuming and confusing. Often the results are disappointing with people receiving either negative decisions or low awards. This is mainly due to the information (or lack of it) on the application form. This course will help you ensure that your clients put the relevant information on that form.

We can't guarantee you a 100% success rate for claims but this course will give you the practical skills and knowledge you need to make a claim. You will learn about the type of care needs and mobility problems that are relevant for these important benefits and the rules for the different rates of dla/aa. We will look at what questions you need to ask clients and who can provide supporting evidence. You will also learn about the positive effects successful claims have on other benefits, and who needs to be told what and when in order to maximise your clients' income.

Book as a 1 day course – or as part of your personal training package (see page 5)

disability living allowance for drug and alcohol users

Please see pages 26–28 for costs and booking details

who this course is for:

Staff who work in an advisory or supportive role with people who have drug and alcohol problems and who may be entitled to dla or aa. This includes people with physical disabilities, learning difficulties, mental health problems and physical health problems that cause care and/or mobility needs.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:

Many people with substance misuse problems are eligible for dla/aa but helping them make effective claims is often problematic.

Not only are there difficulties in presenting the information and collecting the necessary evidence, but for many support workers there are also concerns that a successful claim and more cash in client's pockets will lead to a deterioration rather than an improvement in their condition.

This course will not only help you develop the necessary skills and knowledge to make a successful claim, but will also give you the opportunity to consider the larger issues around income maximisation when working with this client group.

This course deals with all these issues and will give you the skills needed to help you make an effective claim.

Book as a 1 day course – or as part of your personal training package (see page 5)

dates

Tuesday 15th November

Thursday 2nd March

- Level: Introductory
- CPD Hours: 5



in and out of work

Please see pages 26–28 for costs and booking details

dates

Monday 31st October

Wednesday 11th January

Friday 10th March

Tuesday 11th April

Monday 22nd May

- **Level:** Intermediate
- **CPD Hours:** 5



who this course is for:

Experienced advisers working with clients who want to return to work or are being encouraged into work.

People attending this course will be expected to have a working knowledge of the benefit system and the ability to carry out calculations for all means tested benefits including tax credits. You will be asked to complete exercises that will be based on this expectation.

what this course is about:

Most claimants, whether on is/ib/ib jsa are being asked by the DWP to look at the benefits of returning to work. Many people on incapacity benefit would like to do some work to counter isolation and keep up/enhance skills.

This course covers advice for people in both these positions and gives you the knowledge you need to provide them with expert advice on their options. We cover permitted work for people claiming benefits as incapable of work and how people can protect their benefit entitlement by using the linking rules. Knowing whether a return to work will make you financially better off is vital for someone considering this option and we will provide you with a thorough framework for calculating this, taking into account both in-work benefit entitlement and any increase in expenditure people may face. The calculation sheet is an invaluable addition to any adviser's toolkit.

We examine what help is available for people returning to work, usually through local pilot schemes, and how to find out about these as well as what happens when people leave work and have to go back on to benefits. We will also consider non benefit issues that influence people's decision making and put your ability to advise into context.

This course will increase your confidence and your knowledge, enabling you to offer your clients expert advice, and so enabling them to make informed decisions.

benefits and young people

Please see pages 26–28 for costs and booking details

who this course is for:

Staff who work with young people (16/17 year olds) in an advisory or supportive role.

Experienced advisers who want to increase their benefit knowledge for this client group.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

As part of the course you will be asked to complete exercises that are based on your knowledge of the benefit system.

what this course is about:

The rules covering benefits for young people are often completely different from those for over 18s. Advisers confident about advising other client groups are often unsure of the rules for this group. Support workers specialising in working with young people are often not confident about advising on benefits. So young people, desperately in need of advice, often fall through the gaps in the system and in an adviser's knowledge.

This course is a step towards rectifying that. You will learn the eligibility conditions young people face when claiming is/ib jsa and severe hardship payments, and how to advise them to make a valid claim, including the roles the different organisations (e.g. Connexions) play in making a claim. We look at the importance of accessing other money including applications to the Social Fund. You will also learn about housing benefit restrictions for young people and how discretionary housing payments can sometimes help and how to apply for them.

dates

Wednesday 14th December

Wednesday 8th February

Thursday 23rd March

Friday 7th April

- Level: Introductory
- CPD Hours: 5



benefits for people subject to immigration control*

Please see pages 26–28 for costs and booking details

dates

Thursday 24th November

Tuesday 24th January

Wednesday 29th March

Monday 15th May

- **Level:** Intermediate
- **CPD Hours:** 5



who this course is for:

More experienced advisers working with people who are ‘subject to immigration control’ (including asylum seekers).

People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:

Immigration status and benefits can be (and often is) hugely complicated. This course addresses and answers many of the queries we hear from advisers on this subject. Who is “a person subject to immigration control” and what counts as “public funds”? What are the exceptions to the rules? And what happens when families have mixed immigration status?

The course then looks at the position of asylum seekers including what support is available for unaccompanied minors – and what rights these young people have when they become “care leavers”.

We will cover challenging refusal and the ending of support, “hard cases” support and what happens when a person finally becomes eligible to claim benefits through gaining residence or other status.

By the end of the course you should understand who is subject to immigration control for benefits and feel confident advising people who have family members subject to restrictions, asylum seekers including unaccompanied minors, overstayers and others. For advising residents from the EU please see our *EU law, the right to reside and habitual residence tests* course (page 20).

* may be booked on its own or as part of a two day course with the *EU law, the right to reside and habitual residence tests* course

EU law, the right to reside and habitual residence tests*

Please see pages 26–28 for costs and booking details

who this course is for:

More experienced advisers working with clients from the EU.

People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:

Your client's EU status has allowed them to enter, work or study, and live in the UK but once here they may fall sick, have children or only earn very low wages and need to claim benefits to survive. This is when problems often arise.

This course comprehensively covers the EU law and it's impact on our benefits system and who can claim. You will spend the morning looking at the law and then cover the different groups who can be resident in the UK including students, workers, work seekers, the self employed and their potential benefit entitlements.

The second part of the day looks at the right to reside and the habitual residence test in more detail. It examines the current case law in this area and considers the possible arguments that could be used to establish "appreciable period" and "settled intention" and challenging decisions and appeals in relation to right to reside and habitual residence test.

This course will ensure that you are able to correctly advise clients from the EU on their rights to benefits and identify and challenge incorrect decisions.

* May be booked on its own or as part of a two day course with *benefits for people subject to immigration control*

dates

Friday 25th November

Wednesday 25th January

Thursday 30th March

Tuesday 16th May

- **Level:** Intermediate
- **CPD Hours:** 5



challenging benefit decisions

Please see pages 26–28 for costs and booking details

dates

Thursday 13th October

Thursday 1st December

Wednesday 1st February

Wednesday 15th March

Thursday 11th May

who this course is for:

Staff working with people who claim benefits and who help them deal with problems and who need to challenge benefit decisions.

Working knowledge of benefit rules is required.

what this course is about:

So you identified what your client can claim and helped complete the necessary forms, but it's not gone according to plan. Your client has returned to you with a letter from the DWP/Local Authority that says something you disagree with. Your client could've been turned down on grounds you think are incorrect or the dates or amount of benefit seems wrong. We all know that the benefit system makes mistakes but how do you go about challenging them?

If you are sometimes unsure on what steps to take – for instance whether to ask for a revision or a supersession – then this course will help. You will learn how to deal effectively with poor decision-making by the DWP and Local Authority by first knowing how to check whether a decision is correct and then selecting the most appropriate procedure to challenge the decision. We also cover what information will ensure the best possible outcome for your client.

By the end of the day you will be confident that you know the correct procedures for challenging decisions and how to get poor decisions changed.

- **Level:** Intermediate
- **CPD Hours:** 5



preparing a case for an appeal

Please see pages 26–28 for costs and booking details

who this course is for:

This is an intermediate level practical course for advisers who are ready to prepare cases for appeals and have a good working knowledge of the benefit system.

This course does not include representation skills (see course on page 23).

what this course is about:

Do you feel daunted by the thought of preparing a case for appeal, sorting through all the information and then putting together a written submission? This course will increase your confidence and give you the necessary skills to identify the relevant legal questions to be answered and the facts to prove the case. This very practical course uses a real case to develop the techniques for pulling together the facts and the law into a coherent written submission for the appeal. You will look at how to obtain and evaluate evidence and who to obtain it from. By the end of the course you will be able to plan and prepare a written submission for an appeal tribunal.

Book as a 1 day course – or as part of your personal training package (see page 5)

dates

Wednesday 12th October

Wednesday 30th November

Monday 20th March

Tuesday 12th May

- Level: Intermediate
- CPD Hours: 5



representation at appeal tribunals

Please see pages 26–28 for costs and booking details

dates

Thursday 20th and
Friday 21st October

Thursday 8th and
Friday 9th December

Tuesday 14th and
Wednesday 15th February

Monday 3rd and
Tuesday 4th April

Tuesday 30th and
Wednesday 31st May

- **Level:** Advanced
- **CPD Hours:** 10



who this course is for:

This is an advanced level course for experienced advisers who are ready to prepare cases and represent at appeals and have a good working knowledge of the benefit rules relevant to their clients' case. It is also suitable for advisers who already represent at tribunal and would like to increase their confidence and skills.

It is essential that participants are able to attend the full two days.

what this course is about:

Representing at appeal tribunals can make even experienced advisers feel nervous. This course will increase your confidence by providing you with a structure for preparing cases as well as practice in the skills necessary for presenting a case at tribunal.

A well recommended practical course, it is highly participative and gives you the opportunity to develop your analytical abilities and practice your presentation and advocacy skills. You spend the two days learning the skills needed to prepare and present a case from beginning to end. You will look at how the law is structured, how to use reference materials, weigh up evidence and the balance of probabilities through to the appeal system procedures including adjournments. You will also have the opportunity to take part in a mock tribunal.

The course is both very demanding and hugely enjoyable. At the end of the two days you will feel confident when advising on the appeal system and procedures, you will know how to use the law and necessary reference books, and how to prepare and present a submission including obtaining and using evidence.

identifying errors of law

Please see pages 26–28 for costs and booking details

who this course is for:

This is an advanced level course for experienced welfare rights advisers who have represented clients at appeal tribunals and written submissions for tribunal hearings and who want to feel confident about how to appeal to the Commissioners.

what this course is about:

We invented this popular advanced course in response to requests from advisers who, although confident in representing clients and who knew the procedures necessary to challenge an appeal decision, were sometimes unsure as to what exactly constituted an error of law in the tribunal's full decision.

This course gives you the opportunity to spend a day examining what constitutes an error of law and lots of practice identifying errors of law using a range of case papers based on real cases. It is a very practical course that develops your understanding of the current definitions of an error of law and your abilities to use relevant materials to identify errors.

Whilst this course does involve lots of work, by the end of the day you will feel confident that you can correctly identify an error of law.

dates

Tuesday 25th October

Monday 27th February

Thursday 4th May

- Level: Advanced
- CPD Hours: 5



how to book

Some courses fill quickly so if possible please give an alternative date in case your first choice is not available. You can check availability by calling the Training team on **020 7377 9981**.

Please note, we cannot take telephone or e-mail bookings.

Please use the booking form on pages 27 & 28, photocopy the form and fill in one form for each person attending each course or training package. You can return the completed form(s) to us by post, by fax to **020 7247 4725** or you can send your booking via the website **www.rightsnet.org.uk/training** and we will contact you regarding the booking.

We reserve the right to refuse bookings.

Please carefully check the dates you wish to book – transfers are not possible once a place is booked.

transfers and cancellations

If a participant cannot attend on the day a colleague from the same organisation can take their place. Otherwise transfers are not possible once a course is booked.

Cancellations must be made in writing; we are unable to refund course fees for cancellations received within one calendar month of the course date. If cancellations are received within one month of the date of the course the full fee remains payable. However if you are cancelling a course in writing between 14–28 days before the course date we will give you a £25 voucher to be used on another rightsnet training course.

Occasionally we are forced to postpone a course, for instance due to sickness. If so we will advise you as soon as possible and try our best to rearrange another date that suits you. If you are unable to attend an alternative date you are entitled to a refund.

how to pay

The course cost depends on the type and size of the organisation you work for. Tick the box that matches your organisation on the booking form, and enter the corresponding amount.

Please do not send payment with your booking. We will invoice your organisation as soon as we confirm availability and cost. If there is a problem with the course(s) or the cost, we will contact you. Otherwise we will send you an acknowledgement and invoice within a week.

Upon receiving our invoice we would appreciate payment as soon as possible.

Joining details and a map to the venue are sent to participants one week before each course – please ensure we have the best address for contacting participants.

course costs

price for single courses – price per person attending

voluntary sector	concessionary rate*	1–20 full-time staff members (in the whole organisation)	21–50 full-time staff members (in the whole organisation)	51–100 full-time staff members (in the whole organisation)
One day: (price per person)	£80	£95	£120	£140
Two day: (price per person)	£160	£180	£230	£270

* concessionary rate applies to members of the following networks:
Citizens Advice, Disability Information and Advice Line UK, law Centres Federation, Migrant Organisation Development Agency

other organisations	statutory organisations, local authority, lawyers etc & voluntary organisations with 100+ full-time staff
One day: (price per person)	£160
Two day: (price per person)	£310

personal training package

(see page 5 for details)

- **book 3 or 4 courses and save £10 on each course**
- **book 5 or more courses and save £15 on each course**

Please note – all the courses must be booked at the same time and attended by the same person.

Please do not send payment with your booking. We will invoice you.

rightsnet training booking form

Please photocopy both pages of this booking form for each participant, for each course or training package. Please complete in block capitals. Alternatively you can send your booking via our website at www.rightsnet.org.uk/training.

Name of participant:

Job title:

Organisation:

Address:

Tel:

Fax:

Contact tel
if different:

E-mail:

Invoice name & address:

course title

date (1st choice):

date (2nd choice):

personal training package (see page 5)

course title

date
(1st choice):

date
(2nd choice):

1 **welfare benefits overview**

2 **practical solutions to common benefit problems**

3 **income support and income-based jsa**

4 **pension credit**

5 **dla or dla for drug & alcohol users**

6 **housing benefit**

7 **claiming benefits as incapable for work**

8 **loans and grants for vulnerable people**

9 **tax credits – introductory**

10 **preparing a case for an appeal**

Which borough/s do you serve?

Do you have any access requirements? Yes* No

(*Please specify further details _____)

your organisation Please tick one

voluntary organisations

Concessionary rate† 1–20 staff 21–50 full-time staff 51–100 staff

† See page 26 for which organisations qualify for the concessionary rate

non-voluntary organisations or more than 100 full-time members of staff

Do you intend to claim Law Society accreditation for attendance?
(only applicable to lawyers)

Yes No

Please invoice my organisation for the amount of:

Post or fax this form to:

Lasa, Universal House
88–94 Wentworth Street
London E1 7SA
Fax: 020 7247 4725

If you do not want to receive future mailings from Lasa, please tick.

For office use only

Invoice no:

Invoice date:

Database ref:

Date entered:



www.rightsnet.org.uk

the welfare rights website

With millions of visits every year from advisers across the UK, **rightsnet** – lasa’s welfare rights website – provides access to the most up-to-date welfare benefit and tax credit information on the web.

Updated daily, **rightsnet** offers –

- **News** – more than 800 news stories are published to the site each year, with links, within 24 hours of their issue, to new legislation, case law and court decisions, official guidance, and policy documents
- **Discussion** – dedicated forums where advisers across the country meet to share their experience and expertise, and access support with their cases
- **Resources** – hundreds of leaflets and factsheets, free benefit calculators, claim forms, summaries of the latest commissioners’ decisions, benefit rates, advice related job vacancies ... and more!

*“By far the fastest, cheapest and most user-friendly way to keep right up to date ...
a brilliant way of sharing information, resources and solutions to problems”*

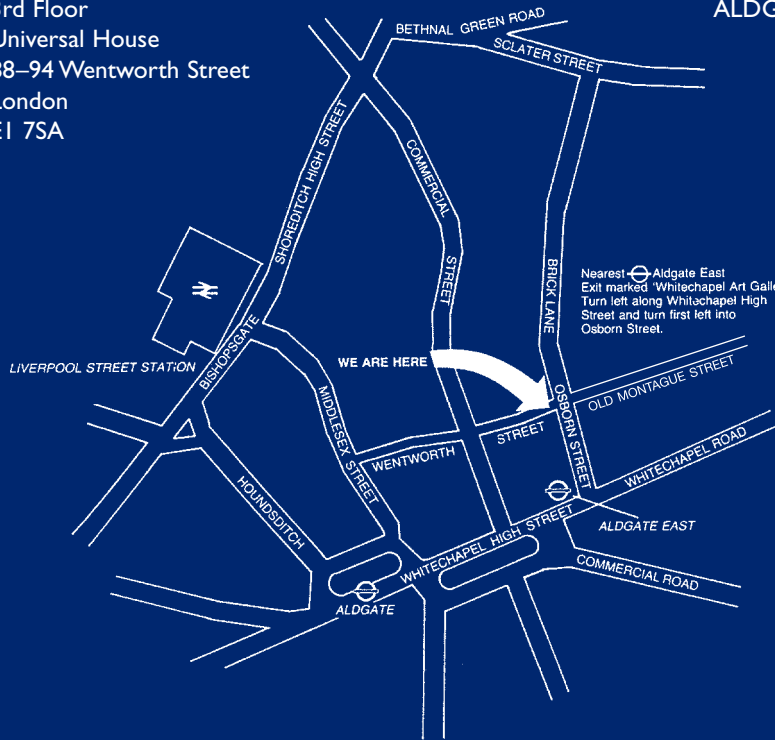
“As essential to the job as the Welfare Rights Handbook – I can’t imagine being without it”

“Transforms welfare rights advice ... It’s absolutely brilliant”

“Seems to get better each week”

where to find us

Our address is:
3rd Floor
Universal House
88–94 Wentworth Street
London
E1 7SA



how to get here

Nearest tube stations:

ALDGATE EAST (Hammersmith & City and District Lines)
and two minutes walk

LIVERPOOL STREET (Central Line, Circle Line and
Hammersmith & City Line), five–ten minutes walk

Nearest bus stops:

254, 25, 40 (Whitechapel High Street)
67 (Commercial Street)

Universal House is at the Brick Lane end
of Wentworth Street near the corner
with Osborn Street