

**Information Advice and Advocacy
Welfare Benefits Training Courses
Detailed Course Guides**

Basic Welfare Benefits, Part 1 and 2

(half day each, 10-12:30)

This covers the full range of welfare benefits that most adviser-advocates will be expected to know, in brief outline only.

Part 1:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Carer's Allowance (CA)
- Blue Badge and Motability Scheme
- Industrial Injuries Disablement Benefit (IIDB)
- Other help – disabled facilities grants, council tax reductions, premiums
- Personal Independence Payment (PIP)
- Direct Payments/ Personal Budgets

Part 2:

- Employment and Support Allowance (ESA)
- Claimant Commitment and Sanctions
- Income Support/Incapacity Benefit (IS/IB)
- Pension Credit (PC)
- Jobseeker's Allowance (JSA)
- Tax Credits (WTC and CTC)
- Universal Credit (UC)
- Overpayments and Benefit Cap
- Housing Benefit (HB) and bedroom tax
- Council Tax Benefit (CTB) – now CT Support (CTS)
- Social Fund

This course has been split into two separate half days rather than being combined into a single day, otherwise it can be a bit overwhelming if this is your first introduction to welfare benefits.

Employment & Support Allowance (ESA)

(full day, 10-4)

This course covers (in detail) the following:

- Eligibility
- Types of ESA – contributory and income-related, new-style ESA within Universal Credit
- Calculating payments
- Claims process
- Assessment process
- Claimant commitment and sanctions
- The Work Programme
- ESA and working, other income, pensions or benefits

Personal Independence Payment (PIP)

(full day, 10-4)

This course covers (in some detail) the following:

- Implementation timescales
- Eligibility criteria
- Effect on other benefits
- The claims process
- The assessment process
- What happens next – awards, reviews, reconsiderations

Universal Credit (UC)

(full day, 10-4)

This course covers (in some detail, including a calculation toolkit for advisers):

- Benefits affected and philosophy behind changes
- Migration timescales
- Digital default, changes to payment
- Entitlement, exceptions for students and young people
- Claims process (including new-style ESA) and verifying ID
- How UC is calculated
- UC conditionality and sanctions
- Benefits Cap and hardship payments
- Changes to appeals process
- Information on the practical experience of clients claiming UC
- Using the Journal and how to contact Work Coach or Service Centre

Reconsiderations and Starting Appeals (RSA)

(almost full day, 10-3 or 3:30)

This course provides an update on the appeals process and provides guidance on supporting clients, covering:

- Acts and Regulations to be aware of
- Risk, supersessions and revisions
- GL24 and enquiry form, and new appeal form SSCS1
- Mandatory reconsideration
- Statute and case law for DLA
- Legal foundation for ESA and PIP entitlements
- Medical evidence
- Other evidence
- Examples of good practice

Tribunal Skills (TS)

(full day, 10-4)

This course is designed for appeal representatives, but is useful for anyone who needs to explain the process to clients. It includes:

- Legislation and sources of guidance
- Starting appeals, types of appeal and time limits/late appeals
- Medical evidence, Data Protection Act and other sources of evidence
- Revisions, lapsed appeals and withdrawing appeals
- Implicit consent guidelines
- Enquiry form
- Oral v paper hearings
- Evidence bundles and SoS submissions
- Assessing the evidence, pre-hearing appointments and further evidence
- Your submission and use of case law
- The process at a hearing and the role of the representative
- Panel composition and Presenting Officers
- Postponements and adjournments
- Set-asides and Statement of Reasons
- Introduction to Upper Tribunal