



## **GIPSIL Training Programme Autumn 18**

**Universal Credit Overview Course - Overview of conditions of entitlement and common issues – dates available - Friday 7<sup>th</sup> September; Friday 19<sup>th</sup> October & Friday 23<sup>rd</sup> November 18 9.30am – 3.30pm**

**Welfare Benefits Overview Course-** This course is a comprehensive introduction and overview covering how the benefits system works.  
**Friday 14<sup>th</sup> September 18, 9.30am – 3.30pm**

**Sickness & Disability Benefits Course - covering ESA, PIP & UC.**  
**Friday 21st September 18, 9.30am – 3.30pm**

**Paying the Rent Course - UC rent element & Housing Benefit**  
**Friday 12th October 18, 9.30am – 3.30pm**

**Challenging Benefit Decisions Course**  
**Friday 2<sup>nd</sup> November 18, 9.30am-3.30pm**

**Universal Credit – Work, work seeking, sanctions & earnings Course**  
**Dates available Fridays 9<sup>th</sup> November & 30<sup>th</sup> November 18, 9.30am-3.30pm**

**Benefits & Coming to the UK Course**  
**Friday 16<sup>th</sup> November 18, 9.30am-3.30pm**

**Identifying Housing Status and Possession Proceedings in Rented Housing Course**  
**Friday 7<sup>th</sup> December 18, 9.30am-3.30pm**

**Homelessness, including the Homelessness Reduction Act 17**  
**Friday 14<sup>th</sup> December 18, 9.30am-3.30pm**

**Tutors:** **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

**Heather Collins** has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

**Cost: £55 per delegate.**

**Cancellation Policy:** Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

**Venue:** GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

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Course title:..... Date: .....

Participant name/s: .....

Organisation:.....

Address:.....

Contact Email:.....

Contact Telephone:.....

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):  
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How you heard about the training.....



## Universal Credit Overview

Friday 7th September 18

Friday 19th October 18

Friday 23<sup>rd</sup> November 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** This one day course provides a clear overview of Universal Credit. By the end of the day you will know broadly how UC works, who needs to claim UC, how it fits with other benefits and what problems could arise. It will also look at what you can practically do to help your clients to successfully claim and manage a UC claim.

**Methods:** A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

**Tutor:** **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients

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## Welfare Benefits Overview

Friday 14<sup>th</sup> September 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** This course is a comprehensive introduction to how the benefits system works, looking broadly at the different types of benefits - means tested, contribution based and disability benefits. The course assumes little or no previous knowledge of benefits. It begins at the beginning, but will help you to understand how different types of benefit fit together and to give you the knowledge and confidence to help your clients with common benefits problems. It is therefore suitable both for new and more experienced workers.

**Methods:** A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

**Tutor:** Jana Elles has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients

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## Sickness & Disability Benefits Course

Friday 21<sup>st</sup> September 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** This course will help you if your clients rely on sickness or disability benefits. The course will give you a broad understanding of who can claim Employment Support Allowance, how Universal Credit treats people who are sick and how someone's sickness or disability is assessed under ESA, UC and Personal Independence Payments. It will examine the main problem areas and give you knowledge and confidence to help your clients to claim and keep these benefits. *The course assumes a basic knowledge of current benefits.*

**Methods:** A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

**Tutor:** **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

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## Paying the Rent: UC rent element & Housing Benefit

Friday 12<sup>th</sup> October 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

### Course content:

This course is for anyone who supports people in rented accommodation. It looks in detail at when someone can claim UC or HB to help with their housing costs, how they are assessed and paid, and what you can do to help your clients safeguard their home.

### Methods:

A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

**Tutor:** **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

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## Challenging Benefit Decisions

Friday 2<sup>nd</sup> November 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

### Course content:

This practical course explores which DWP decisions can be challenged, when and how. It covers a range of strategies and options, from preventing poor decisions, asking for a supersession, negotiating the mandatory reconsideration maze through to how the appeal system works and how to prepare for an appeal.

### Methods:

A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

**Tutor:** Jana Elles has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

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## Universal Credit – Work, work seeking, sanctions & earnings

Friday 9<sup>th</sup> November 18

Friday 30<sup>th</sup> November 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** UC aims to encourage claimants into full time work. This course looks at the work seeking people have to do to keep their UC, what happens if they cannot seek work - for example if they have ill health - and at how working affects their UC. The day examines the UC work 'conditionality' rules to enable your clients to better manage their claim and at the impacts of your client failing to do what they are expected to. If you help people on UC, this course will assist by looking at simple, practical steps that you can do to help them manage their claim.

**Methods:** A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

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## Benefits & Coming to the UK

Friday 16th November 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

### Course content:

This course is aimed at advisers who help people who have recently been abroad or who do not have British nationality. The day covers the main presence and residence conditions, Public Funds restrictions and the special rules for EU nationals - right to reside and EU co-ordination rules. The course concentrates on means tested benefits and covers the restrictions for EU work seekers.

### Methods:

A mixture of tutor input, discussion among participants and practical exercises.

A course pack will be given to each participant.

**Tutor:** Jana Elles has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

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## Identifying Housing Status and Possession Proceedings in Rented Housing

Friday 7<sup>th</sup> December 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** This course will explain the importance of identifying housing status and help you identify some of the main types of housing status. It will provide an overview of related possession proceedings, covering required notices and documentation.

**Methods:** will include direct trainer teaching; group discussion; exercises and example case studies, as well as the opportunity for questions. Course materials will be given to each participant.

**Trainer: Heather Collins** has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

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## Homelessness, including the Homelessness Reduction Act 17

Friday 14<sup>th</sup> December 18

9.30am – 3.30pm

Suitable for general advice workers and support workers

**Course content:** An overview, setting out the duties which local authorities have in relation to homeless people. This session includes the amendments introduced by the Homelessness Reduction Act 2017.

**Methods:** will include direct trainer teaching; group discussion; exercises and example case studies, as well as the opportunity for questions. Course materials will be given to each participant.

**Trainer: Heather Collins** has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

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