

## Training for Advice and Support Workers

- A programme of courses for anyone who works directly with clients in an Advocacy or support role.
- The programme covers key legal rights and local and national sources of advice.
- The courses focus on common issues faced by vulnerable groups and those in deprived neighbourhoods.
- The training allows participants to better understand social welfare law issues affecting their clients, helping them to identify problems and assist appropriately.

### **In house training**

**We can provide in house training to groups – minimum 5: maximum 16**

**We can tailor sessions to meet your staff team requirements**

**We can deliver at your venue or in our city centre training room**

#### **Cost per half day training session**

- Voluntary agencies £175
- Statutory agencies £295

A bursary scheme is available for small voluntary organisations, please contact [Advice Leeds](#) for more information.

**To discuss your needs and book your training contact**

**Jenny Shaw, Advice Leeds Training Officer**

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## **We can deliver in-house training to meet the needs of your team:**

### **Advice First Aid**

- What is advice?
- Advice services in Leeds
- Supporting your client to access information and advice

### **Debt First Aid**

- Help your clients deal with debt;
- Recognise the range of ways clients may have to increase their income;
- identify priority and non-priority debt;
- explain debt advice procedures; the difference between debt management companies, debt consolidation and free independent money advice

### **Homelessness First Aid**

- Who qualifies as homeless?
- Making an application
- Supporting your client to access information and advice

### **Housing benefit update**

- Recent and forthcoming Local Housing Allowance/Housing Benefit changes

### **Income Maximisation**

- Find out which benefits your clients might be entitled to

### **Welfare Reform**

- In the 2010 £18 billion of welfare cuts from 2011 to 2013 were announced
- Work Capability Assessment
- Fundamental reform of working age benefits from 2013 announced in Welfare Reform Bill 2011 including
  - Universal Credit
  - Social fund
  - Council tax benefit

### **Benefits for Young People**

- Identify benefits available
- Help those with disabilities
- Further help and advice

### **The Work Capability Assessment**

- People affected by the WCA
- People exempt from the WCA
- How the WCA assessment works
- How you can support your clients
- How to refer clients to advisers

### **Claiming Disability Living Allowance**

- How to help your client make a successful claim