

Training Brochure 2024/25

**cyngor ar
bopeth**

**citizens
advice**

**Caerdydd a
Bro Morgannwg
Cardiff & Vale**

At Citizens Advice Cardiff & Vale, we give people the knowledge and confidence they need to find their way forward.

Nobody sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

We create engaging, informative and accessible training sessions that have something for everyone, with content that covers local and national issues, backed up by data and evidence obtained through our interactions with clients across Wales.

Our clients include local government, housing associations and various third sector organisations.

“The activities really increased my confidence in my ability to navigate the benefits system.”



222,897

• people contacted us
• for advice last year



94%

• of learners felt we catered
• to their learning style



96%

• of learners felt more
• confident after training

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“The course was very well put together. The overview was just right for my role.”

Overview of Welfare Benefits

 4 hours

This overview of welfare benefits is an introduction to the benefits system, and would be suitable for beginners or those looking to refresh their knowledge.

It helps participants to understand the benefits system, which benefits can and can't be claimed together and how they impact each other.

After completing this course, attendees should be able to:

- Categorise most benefits as contributory, non-contributory or means-tested
- Identify the benefits clients may be entitled to
- Understand the different types of benefits, their rates and their eligibility criteria

Universal Credit - Overview



Half day - 4 hours
Split - two 2-hour sessions

An introduction to Universal Credit, suitable for beginners or those looking to refresh their knowledge.

The course will cover the basics and provide attendees with a clear understanding of how Universal Credit works.

By the end of the training, attendees will understand:

- What Universal Credit is
- The benefits it's replacing
- Eligibility rules
- What triggers a claim
- How to make a claim
- How to maintain a claim

Universal Credit - Mixed Age Couples

 3 hours

The rules for mixed aged couples changed in 2019, meaning where one member of a couple is of working age, they will only be able to receive working age benefits.

This course looks at how to deal with these types of enquiries, which can be difficult and complex.

It's recommended that attendees have a basic understanding of the Universal Credit system. We would suggest attending our Universal Credit - Overview course first.

By the end of the training, attendees will understand:

- Which benefits mixed-aged couples can claim
- The eligibility rules for mixed aged couples
- When mixed age couples can claim pension credit
- When mixed age couples must claim UC
- When mixed age couples can claim 'legacy benefits'

Universal Credit - Managed Migration



4 hours

Benefits

This course looks at how best to deal with claimants still in receipt of legacy benefits, who receive a migration notice or where there is a change of circumstances.

It's recommended that attendees have a basic understanding of legacy benefits and the Universal Credit system. We would suggest attending our Universal Credit - Overview course first.

By the end of the training, attendees will understand:

- Why someone would claim UC
- The difference between managed migration & natural migration
- When a change of circumstances leads to a UC claim
- How to calculate transitional protection

Universal Credit - Housing Costs

 3 hours

This course looks at how claims for housing costs are decided when applying for the Universal Credit housing element, or Housing Benefit.

It is recommended that attendees have a basic understanding of legacy benefits and the Universal Credit system. We would suggest attending our Overview of Welfare Benefits and Universal Credit - Overview courses first.

By the end of the training, attendees will understand:

- Universal Credit housing element and Housing Benefit
- How best to support service users with housing costs enquiries
- How to identify who is eligible
- Local housing allowance and under occupancy charge
- The differences between housing element and Housing Benefit

Personal Independence Payment



Half day - 4 hours
Split - two 2-hour
sessions

This course is an introduction to the benefit, and is aimed at beginners or those refreshing their knowledge.

The course focuses on introducing PIP and gaining a basic understanding of the benefit.

By the end of the training, attendees will understand:

- What PIP is
- Who can claim it
- The eligibility criteria
- How to make a claim
- The PIP descriptors
- The assessment processes
- How PIP affects other benefits

Filling in a PIP Form



Half day - 4 hours
Split - two 2-hour sessions

This course will look at the principles and process of filling in PIP forms. It would be suitable for those with a basic understanding of PIP and the benefits system. We would suggest attending our Personal Independence Payment overview course first.

By the end of the training, attendees will understand:

- What PIP is and how to apply
- How to prepare for form filling
- How to approach sensitive topics
- What exploration questions to ask
- How to fill in the form

Attendance Allowance



Half day - 4 hours
Split - two 2-hour sessions

This is an introduction to Attendance Allowance and looks at how the benefit works, and how advisers should be dealing with these types of enquiries. It would be suitable for beginners or those looking to refresh their knowledge. We have a separate session for how to fill in the form.

By the end of the training, attendees will understand:

- The eligibility criteria
- Who can claim
- How to claim
- Essential questions
- Care needs
- Night and day conditions
- How it's assessed

Supporting Low-income Households



Half day - 4 hours
Split - two 2-hour
sessions

**Cost of
living**

Since late 2021, the prices for many essential goods in the United Kingdom began increasing faster than household incomes, resulting in a fall in real incomes. This has caused a cost of living crisis for millions of households across the UK.

This course will cover the best ways to maximise income, the principles of financial wellbeing and how to ensure clients are receiving everything they are eligible for. It is for frontline staff who are looking to widen their knowledge of available financial support

By the end of the training, attendees will understand:

- The causes of the cost of living crisis
- Who is affected by the cost of living crisis
- Support available through benefits
- Available Government support
- Energy support schemes
- How to reduce outgoings
- Passported benefits
- Income maximisation principles
- The principles of financial wellbeing

Overview of Debt



6 hours over 2 days

Debt

This is suitable for front-line staff, such as support workers, who would like a basic understanding of debt to assist their clients.

This is a practical course, using a combination of trainer presentation, exercises and group discussion.

The course will cover:

Day 1:

- Different types of debt
- Causes of debt
- Categorising debts as priority or non-priority
- Enforcement of priority debts and possible options for dealing with them
- Enforcement of non-priority debts, including an overview of the county court money claims process

Day 2

- Completing financial statements
- Informal options for dealing with non- priority debts, including making offers of payment, write-offs and full and final settlements
- Overview of the formal options of Bankruptcy, Debt Relief Orders, Individual Voluntary Arrangements and Administration Orders

Delegates must be available for both sessions

Income Maximisation



Half day - 4 hours
Split - two 2-hour
sessions

This half day course is suitable for front-line staff wanting to increase their knowledge and confidence in supporting clients presenting with budgeting issues.

This is a practical course, using a combination of trainer presentation, exercises and group discussion.

By the end of the training, attendees will understand:

- How to create a budget with a client
- Different ways to increase income, including a brief overview of welfare benefits that might be available
- Different ways in which a client may be able to reduce expenditure on household expenses, including council tax, water, gas and electricity

Council Tax & Bailiffs



Half day - 4 hours
Split - two 2-hour sessions

This course is suitable for front line staff wanting to increase their knowledge and confidence in supporting clients who present with council tax debts and bailiff issues.

By the end of the training, attendees will understand:

- Common issues with bailiffs
- Alternative methods of recovery
- Guidance on the collection of council tax
- Section 13A write-offs

Debt, Vulnerability & The Equality Act In Practice



Half day - 4 hours
Split - two 2-hour
sessions

This course is suitable for frontline staff such as support workers, who would like a basic understanding of the strategies available to support vulnerable clients with debt issues.

This is a practical course, using a combination of trainer presentation, exercises and group discussion.

By the end of the training, attendees will understand:

- The rules for making reasonable adjustments
- How to deal with complaints where a company is not treating your client fairly
- Which organisations can help your client

Dealing with Debt Emergencies



Half day - 4 hours
Split - two 2-hour
sessions

Debt

This course is suitable for frontline advisers and new money advice workers wanting to increase their knowledge and confidence in supporting clients presenting with debt emergencies.

By the end of the training, attendees will understand:

- How to reply to claim forms
- Forms for defending possession proceedings
- Forms to set aside or vary a CCJ
- Forms to suspend action in the county or high court from enforcement agents
- Rules on applying to the courts for either third party goods or exempt goods that have been removed by bailiffs
- Forms that can be used to appeal a Penalty Charge Notice

Migrant Rights and Entitlements



Half day - 4 hours
Split - two 2-hour sessions

This course is suitable for front line advisers who want to learn how to deal with migrant enquiries that fall within IAA Level 1.

By the end of the training, attendees will understand:

- To understand the different types of migrants groups across Wales
- To enable frontline services to advise migrants on their statutory rights and entitlements
- To understand what No Recourse to Public funds means
- How migration status links to UK Government Immigration Acts
- How best to support migrants with various issues, from housing to welfare benefits

Employment Law Overview



Half day - 4 hours
Split - two 2-hour
sessions

This course is designed for frontline advisors who want to gain a basic understanding of employment issues. It is an introduction to the rights of employees and workers and the employment dispute process. It would be suitable for beginners and those looking to refresh their knowledge.

By the end of the training, attendees will understand:

- How to identify employment status
- Importance of employment status
- Rights when starting work
- Unlawful deductions from wages
- Disciplinary and grievance procedures
- Redundancy
- Dismissal/Resignation

Housing Law in Wales



Half day - 4 hours
Split - two 2-hour
sessions

The Renting Homes Act is the biggest change to housing law in Wales for decades.

In December 2022, the Renting Homes (Wales) Act 2016 came into effect, changing how we rent, manage, and live in rented homes in Wales.

This course will look at the main changes in the rights of renters in Wales.

By the end of the training, attendees will understand:

- Changes to occupation contracts
- Joint contracts
- Succession rights
- How to end contracts
- The possession process

Dealing with eviction

 3 hours

Many contract holders don't know where to turn when they receive an eviction notice. This course will help learners understand the new protections available and how to support clients through the eviction process.

By the end of the training, attendees will understand:

- An occupation contract holders rights against eviction
- What the eviction process looks like
- What a fair and legal eviction looks like
- What an unfair eviction looks like
- How best to support someone facing eviction

Good Customer Service

 3 hours

This course has been designed and developed to help frontline staff deliver a high standard of customer service to their clients and constituents.

By the end of the training, attendees will understand:

- What good customer service looks like
- How interview skills impact service delivery
- How to deal with difficult clients
- How to explore issues
- How to communicate effectively
- How to explore options and help clients to make informed choices
- How to agree an action plan and support a client to take action

Good Casework Management

 3 hours

This course is designed to assist frontline staff to manage their caseloads time effectively.

By the end of the training, attendees will understand:

- How to develop and maintain an effective casework system from beginning to end
- How to ensure all cases are recorded, progress is monitored, actions are taken and outcomes are reported
- The support available for frontline caseworkers and/or support workers through other reputable external services

Supporting Vulnerable Clients

 3 hours

Mental health issues are common and one in four of us is likely to experience some kind of mental health issue over the course of a year.

It's increasingly common that we encounter clients and members of staff who may be experiencing poor mental health.

Many of us are not well-informed on mental health and there are lots of myths and misconceptions.

By the end of the training, attendees will understand:

- What makes somebody vulnerable
- The causes and triggers of mental health issues
- How to recognise signs and symptoms of common mental health issues
- How to support vulnerable clients and colleagues

How to book

For more information on any of our courses, or to view our live calendar, visit our website at cacv.org.uk/training

Our sessions involve a combination of presentations, group discussion, activities and Q&A.

Training can be delivered remotely, at our offices in Cardiff or Barry, or in-house and can run as full day, half day, or where needed, over two 2-hour sessions.

If you would like to discuss bespoke courses, tailored to meet the needs of your organisation, contact training@cacv.org.uk

“The client case studies really helped to bring the training to life.”