



# Training Brochure January - June 2012

## Introduction

Advice NI is a charitable company limited by guarantee that supports 65 members within the independent advice sector who provide information, advice and advocacy services on a range of issues including benefits, housing, employment and debt. Our vision is of 'a society of confident, informed and active citizens who can access their rights and entitlements.' To this end we strive to 'proactively develop a quality independent advice sector that provides the best possible advice to those who need it most.'

Our services include advice provision on welfare, debt and HMRC products, accredited and non-accredited training programmes, policy development, IT support and corporate services including funding and governance.

Advice NI develops and delivers high quality, award winning, training programmes to equip the independent legal advice sector with the knowledge and skills required to deliver confident, up to date advice.

This brochure provides details of face to face and e-learning training available from Advice NI between January and June 2012. E-learning courses are identified by the below symbol and are delivered through our e-learning website [www.adviceni-learningonline.net](http://www.adviceni-learningonline.net)



## Framework & Accreditation

Our training portfolio includes both accredited and non-accredited training programmes. Advice NI is an approved Assessment Centre with both City and Guilds and Open College Network Northern Ireland. We offer accredited courses and qualifications from Level 1 to Level 4.

Accredited courses are identified by the accreditation symbol.



Participants will receive a certificate of attendance for all Advice NI training courses attended and an official certificate from the awarding body for any accredited courses completed.

All Advice NI training courses are linked to National Occupational Standards for Legal Advisers and are mapped to a range of QCF qualifications, grounding them in an educational and professional framework.

There are no entry requirements for the majority of Advice NI courses unless specified. However, for our NVQ's, participants must meet the relevant requirements (see page 19).

## Progression

There are different progression routes for learners, for example to Law Centre NI programmes [www.lawcentreni.org](http://www.lawcentreni.org) or to higher levels of qualifications on the QCF.

## Location

Advice NI face to face courses are delivered at our offices in Belfast, 1 Rushfield Avenue, Belfast, BT7 3FP & Dungannon West Renewal Ltd Unit 7, Annagh Centre, Ballysaggart Business Complex, 2 Beechvalley Way, Dungannon, County Tyrone, BT70 1BS.

## Bespoke Training

Advice NI can respond to requests for in-house training and/or workshops at a time convenient to you. We can also develop alternative training packages to suit your organisational needs. For information about bespoke training courses contact [training@adviceni.net](mailto:training@adviceni.net)

## Fees

Details of course fees can be found throughout this programme.

## Advice NI Training Policies

### Booking Policy

In order to ensure that the course you book is the right one for you please read the course details carefully. To register on any of the courses (except wiseradviser courses – see page 7) please complete and return the booking form at the back of this brochure stating clearly which course you are applying for.

### Application Policy

Applications are taken on a 'first come, first served' basis. As the courses are popular we advise you to apply as quickly as possible. If the course is full when we receive your application you will be placed on a reserve list and contacted if a place becomes available. Places are limited to ensure the best learning environment.

### Confirmation Policy

You will receive confirmation of a booking via e-mail. Please ensure the e-mail address you provide on the booking form is the e-mail address you wish the confirmation to be sent to.

### Cancellation and Non-Attendance Policy

Places on each course are limited. Therefore, to deter late cancellation and non-attendance without notification it is our policy to issue invoices automatically at the rate of £35 per place, where cancellations (that cannot be filled from a reserve list) are notified less than five working days before the course without good reason and in all cases of non-attendance without notification. To avoid this charge, please cancel your place at least five days in advance. If this is not possible due to last minute circumstances (e.g. illness), please telephone us on 028 90 645 919.

We reserve the right to cancel courses if they cannot be run for any reason and we will notify you accordingly.

### Contact:

Michelle McGreevy

Advice NI, 1 Rushfield Avenue, Belfast, BT7 3FP.

Tel: 02890645919 E-mail: [training@adviceni.net](mailto:training@adviceni.net)

You can also view our website for instant notice of upcoming courses [www.adviceni.net](http://www.adviceni.net)



# Advice NI Training Programme January - June 2012



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Delivering quality, award winning training programmes for the last seven years



# Advice NI Training Calendar January - June 2012

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Date	Course Title	Location
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-Learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-Learning
Ongoing	TAQA Qualifications	E-Learning

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Date	Course Title	Location
7th	Housing & Discrimination	Belfast
7th & 14th	Introduction to Dealing with Debt	Belfast
21st & 22nd	Good Practice to Dealing with Debt	Belfast
28th	An Overview of Benefits & Tax Credits	Belfast
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-Learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-Learning
Ongoing	TAQA Qualifications	E-Learning

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Date	Course Title	Location
6th & 13th	Prevention of Homelessness as a Consequence of Debt	Belfast
7th	Sex Discrimination & Equal Pay	Belfast
20th & 27th	Introduction to the Benefits & Tax Credits System	Belfast
21st	Discrimination Complaints Procedure & Preparing an Employment Tribunal Case	Belfast
22nd & 29th	Age Awareness & Working with Older People	Belfast
23rd	AdvicePro	Belfast
27th	Debt Relief Orders	Dungannon
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-Learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-Learning
Ongoing	TAQA Qualifications	E-Learning

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Date	Course Title	Location
3rd	Individual Voluntary Arrangement	Belfast
12th & 19th	An Introduction to Older Peoples Benefits	Belfast
16th	Start to Sign Level 2	Belfast
23rd	Start to Sign Level 2	Belfast
25th	Equality in Health & Social Care	Belfast
26th	Understanding State Retirement & Pension Day 1	Belfast
25th & 26th	Strategies	Dungannon
30th	Start to Sign Level 2	Belfast
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-Learning
Ongoing	TAQA Qualifications	E-Learning

# Advice NI Training Calendar January - June 2012

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Date	Course Title	Location
3rd	Understanding State Retirement Pension - Day 2	Belfast
8th & 9th	Overview of the Consumer Credit Act	Belfast
10th & 17th	Health Rights & Services for Older People	Belfast
15th & 16th	Debts & Courts in NI	Belfast
14th, 21st & 28th	Start to Sign Level 2	Belfast
22nd	Introduction to Bankruptcy	Dungannon
23rd	Introduction to Equality for Advisors	Belfast
22nd & 29th	Tendering & Commissioning Training	Belfast
24th & 31st	Community Care & Older People	Belfast
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-Learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-Learning
Ongoing	TAQA Qualifications	E-Learning

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Date	Course Title	Location
6th	Assisted Self Help	Belfast
13th	Redundancy & Discrimination	Belfast
14th & 21st	Housing & Older People	Belfast
19th	Negotiation Skills	Belfast
26th	Debt & Mental Health	Belfast
Ongoing	NVQ Level 3 & 4 Advice & Guidance	E-learning
Ongoing	NVQ Level 1 & 2 Customer Service	E-learning
Ongoing	TAQA Qualifications	E-learning

Date Course Title Location Date Course Title Location





- About Wiseradviser:** wiseradviser is part of a UK wide money advice training programme provided by the Money Advice Trust (MAT). In Northern Ireland, Advice NI in partnership with MAT deliver Generalist and Skilled level courses. Citizens Advice deliver Specialist level courses. Advice NI was awarded a National Training Award for the Introduction to Dealing with Debt Course
- Who Should Attend:** The wiseradviser courses are appropriate for anyone currently working with vulnerable clients, facing financial difficulties.
- Level/Accreditation:** There are three levels to the wiseradviser training– Generalist level (basic principles of money advice), Skilled level (develop skills and knowledge of generalist money advisers), and Specialist level (to help advisers deal with more complex cases). A number of the wiseradviser courses are accredited with OCNNI at Level 2 or 3. See courses listed on page 9 for further details. For pre-entry requirements and a description of each course log into [www.wiseradviser.org](http://www.wiseradviser.org). Further courses will be available from July 2012.
- Location/Time:** wiseradviser training courses provided by Advice NI are currently delivered in Belfast and Dungannon. Half day courses run from 9.30am to 1pm. Full day courses run from 9.30am to 4.00pm (approximately).
- Bookings Policy:** All attendees MUST book their place online at [www.wiseradviser.org](http://www.wiseradviser.org) and NOT using the Advice NI booking form. A notification e-mail will be sent once a booking request is received. Successful applicants will receive a confirmation e-mail advising them of their course place. Reminder e-mails will be sent 2 months and 2 weeks prior to the course. Should a place no longer be required it MUST be cancelled via the wiseradviser website (see cancellation policy page 3).
- Note:** To book a place on a wiseradviser course, participants must be registered on the wiseradviser site. A link to the registration form can be found at [www.wiseradviser.org](http://www.wiseradviser.org) Instructions on how to use the site, including how to book onto a course on-line, are available once you are registered and logged in.
- Application/Allocation:** In addition to the ‘first come, first served’ allocation policy (page 3), wiseradviser training has a duty to ensure places are available to each partner organisation (Advice NI, Citizens Advice NI, CCCS). Furthermore there is a maximum limit of 2 places (per course) per agency/branch. Therefore, some applicants will be placed on a reserve list, and contacted if places become available.

**Fees:** All wiseradviser courses are FREE to members of the following MAT partner agencies:

- Advice NI
- Consumer Credit Counselling Service (CCCS)
- Citizens Advice NI

However, for accredited courses a £30 OCNNI administration charge is applied for those seeking accreditation. Accreditation is optional for accredited courses. wiseradviser courses are also available to those from other organisations at a charge. Prices vary depending on the length of the course and status of the organisation. Contact [training@adviceni.net](mailto:training@adviceni.net) for relevant fees.

**Educational/  
Professional  
Framework:**

The wiseradviser courses are linked to a range of National Occupational Standards (NOS) for Legal Advisers including:

- B11/B12 – First Line Money and Debt Legal Advice/Casework.
- B17/B18 - Providing First Line Consumer Legal Advice/Casework.
- IB9/IB10 – First line Housing Legal Advice/Casework.
- IB7/IB8 – First Line Mental Health Legal Advice/Casework.
- DA7- Prepare Cases for Representation in Formal Proceedings
- GB9 – Negotiate on Behalf of Clients



**Money  
Advice  
Trust**

 **Ulster Bank**

**ocn**  
NORTHERN IRELAND

**advice<sup>ni</sup>**  
the independent  
advice network

*“Strategies course was clearly & concisely explained.”*

*“Debts & Courts course was excellent. The tutor was very knowledgeable and the presentation was very useful.”*



Course Title & Venue	Course Date & Length	Course Description
Introduction to Dealing with Debt (Ref No. - Face-to-Face: DWD28 E-learning: DWD29) <b>Location: Belfast</b>	<b>Face-to-Face:</b> 2 Day Course: Day 1: 7th Feb Day 2: 14th Feb  <b>E-learning:</b> Start Date: 4th June End Date: 18th June	This generalist level course is accredited with OCNNI at level 2 and is worth 2 credit points. It will help you understand the basic principles of money advice, explore the nature and extent of a debt problem and how to check your client's liability.  This course (or equivalent) is a pre-requisite for attending other wiseradviser courses. It can be completed on-line (e-learning) or face to face. The face-to-face course runs over 2 days. The e-
Good Practice Dealing with Debt (Ref No – QMA11) <b>Location: Belfast</b>	2 Day Course: Day 1: 21st Feb Day 2: 22nd Feb	This generalist level course will provide you with a framework consisting of standards, systems, and practices to enable you to provide a quality money advice service. This course will be supported by a discussion forum.
Prevention of Homelessness as a Consequence of Debt (Ref No – PH05) <b>Location: Belfast</b>	2 Day Course: Day 1: 6th March Day 2: 13th March	This skilled level course has been developed in conjunction with Housing Rights Services. It is accredited with OCNNI at Level 3 and is worth 3 credit points. The course will equip you with the skills to identify the options for dealing with mortgage and rent arrears. It will explain the orders made by the court in relation to housing arrears, repossessions, as well as re-housing options available to the client.
Debt Relief Orders (Ref No – DRO04) <b>Location: Dungannon</b>	½ Day Course: Date: 27th March	This skilled level course follows on from pre-course materials available on <a href="http://www.wiseradviser.org">www.wiseradviser.org</a> The course is only relevant to those who are hoping to train as an Intermediary with an approved Debt Relief Order Competent Authority. In this workshop you will review a case-study and explore the role of the intermediary in more detail. This course will be supported by a discussion forum.
Individual Voluntary Arrangements (Ref No – IVA09) <b>Location: Belfast</b>	½ Day Course: Date: 3rd April	This skilled level course will provide you with the ability to identify when an Individual Voluntary Arrangement (IVA) is appropriate. It will explain the IVA procedures and enable you to make appropriate referrals to Insolvency Practitioners.
Strategies (Ref No – STO08) <b>Location: Dungannon</b>	2 Day Course: Day 1: 25th April Day 2: 26th April	This skilled level course will help you to work with your clients to develop and implement a strategy for dealing with their debts.
Overview of the Consumer Credit Act (Ref No – CCA09) <b>Location: Belfast</b>	2 Day Course: Day 1: 8th May Day 2: 9th May	This skilled level course will provide you with an understanding of the rights and obligations of creditors and debtors under the Consumer Credit Act.
Debts and Courts in NI (Ref No – DCN14) <b>Location: Belfast</b>	2 Day Course: Day 1: 15th May Day 2: 16th May	This skilled level course is accredited with OCNNI at Level 3. It is worth 3 credit points. The course will help you to understand the structure and jurisdiction of courts in Northern Ireland and the procedures involved in debt cases. It includes a court visit.
Introduction to Bankruptcy (Ref No – ITB09) <b>Location: Dungannon</b>	1 Day Course: Date: 22nd May	This skilled level course will provide you with a basic step by step overview to bankruptcy legislation in Northern Ireland. It will enable you to identify when a bankruptcy is appropriate.
Assisted Self Help (Ref No – ASH1) <b>Location: Belfast</b>	½ Day Course: Date: 6th June	This half-day skilled level workshop identifies online debt tools designed to help and support over-indebted consumers who are able and willing to negotiate with creditors with minimal intervention from an advice agency. It will look at the following online tools, Cash flow, CCCS Debt Remedy and My Money Steps.
Negotiation Skills (Ref No – NGS08) <b>Location: Belfast</b>	1 Day Course: Date: 19th June	This skilled level course is designed to provide you with tips and tactics to enable a successful outcome to negotiate with creditors and other key persons involved with debt.
Debt and Mental Health (Ref No – DMH03) <b>Location: Belfast</b>	1 Day Course: Date: 26th June	This skilled level course will enable you to identify and understand the issues that arise in relation to debt and mental health and how best to progress with these.



- Title/Reference:** An Introduction to Advice Pro (Ref: AP2012)
- About the Course:** The Advice Pro training course is a one day introduction to Advice Pro case recording. Advice Pro is a secure web-based case management system to support the work of those such as welfare rights advisers, legal advisers and money advisers. This course is designed to enable advisers to understand the features and functionality that the Advice Pro case management system has to offer.
- Who Should Attend?:** The course is aimed at advisers using the Advice Pro case management system.
- Location/Time/Date:** The course will run on the 23rd March 2012. It will be delivered at Advice NI offices in Belfast. The course runs from 9.30am to 4.30pm. (approximately).
- Fees:** Advice NI Members - £100  
Voluntary & Community Organisations - £135  
Statutory & Private Organisations - £175
- Educational/ Professional Framework:** This course is linked to the National Occupational Standards for Legal Advisers (IA2 – Manage Legal Advice Cases).



*“A very informative course with useful and practical information provided.”*

*“An excellent, well organised and well presented course.”*

- Title/Reference:** Start to Sign Level 2 (Ref: STS2012)
- About the Course:** This 6 day training course has been developed to help improve the communication skills and confidence of those who have regular contact with staff or customers who are deaf and whose first language is British Sign Language (BSL). It will provide intermediate signing skills to learners. The course is delivered by Action on Hearing Loss.
- Who Should Attend:** The course is aimed at advisers and others who might work with people who are deaf or hard of hearing. It is aimed at those who have previously completed the basic level 'Start to Sign' course or have a basic knowledge of British Sign Language.
- Location/Time/Date:** The course will be delivered ½ a day per week for a period of 6 weeks. It will run on the following dates:  
16th April  
23rd April  
30th April  
14th May  
21st May  
28th May
- Learners need to attend all 6 sessions. The course will be delivered at Advice NI offices in Belfast. It will run from 10.00am to 1.00pm (approximately).
- Fees:** Advice NI Members £125  
Voluntary & Community Organisations £150  
Statutory & Private Organisation £200
- Educational/Professional Framework:** This course is linked to the National Occupational Standards for Legal Advisers including:
- LA1 – Establish Communication with Clients.



*“The tutor made learning sign language basics easy and enjoyable. I now feel more confident in my work with deaf clients who need help and advice.”*

# Advantage

Accredited training on age issues

**About Advantage:** Advantage is an award winning training programme developed by Advice NI in partnership with Age NI and Access to Benefits (A2B) to improve the quality and quantity of advice provision to older people in Northern Ireland. The Advantage training programme was the winner of the prestigious AONTAS Star Award (Ulster category) in 2011.

**Who Should attend?** The Advantage courses are aimed at those who work in an advisory capacity with older people, groups who are working on age sector issues, and those working within the subject areas.

**Accreditation:** All Advantage courses are accredited with OCNNI at Level 3. Accreditation is optional. The short courses are worth 3 credit points at Level 3, and the full course (6 modules) worth 18 points. There are no entry requirements for the courses.

**Location/Time:** Advantage training courses are currently delivered at Advice NI offices in Belfast and run from 9.30am to 4.00pm (approximately).

**Fees:** Prices for the Advantage courses vary depending on organisational status and whether accreditation is requested. An OCNNI accreditation fee is applied for those seeking accreditation. The fees are as follows:

Package	Advice NI Members	Voluntary	Statutory/Private
Per Short Course (2 Day Course)	Non-Accredited £90 Accredited £110	Non-Accredited £115 Accredited £135	Non-Accredited £150 Accredited £170
Package of 3 Courses (6 Days)	Non-Accredited £230 Accredited £265	Non-Accredited £285 Accredited £320	Non-Accredited £385 Accredited £420
Full OPAC (6 Courses – 12 Days)	Non-Accredited £375 Accredited £440	Non-Accredited £470 Accredited £535	Non-Accredited £625 Accredited £690

## Educational/

**Professional Framework:** The Advantage courses are linked to a range of National Occupational Standards (NOS) for Legal Advisers including:

- IB36 – The Provision of Advice to Older People on Their Rights Under the Law.
- IB4/IB5 - First Line Discrimination Legal Advice/Casework
- IB15/IB16 – First Line Employment Legal Advice/Casework.
- IB19/IB20 – First Line Welfare Rights and Legal Advice/Casework
- IB21/IB22 – First Line Health and Community Care Legal Advice/Casework.
- IB7/IB8 – First Line Mental Health Legal Advice/Casework.
- IB9/IB10 – First Line Housing Legal Advice/Casework.



Course Title	Course Length & Date	Course Description
Older Person Adviser Course Ref No - (OPAC/3/2012)	12 Day Course: Inclusive of all of the below dates.	The Older Person Adviser Course (OPAC) is made up of all of the following six short courses. Completing the OPAC course enables learners to specialise in their own area and also to develop their knowledge, skills and experiences in areas that they may be less knowledgeable about, giving a holistic view of the issues, rights, entitlements, services, and practice relating to older people. See each of the courses below for individual course descriptions.
Age Awareness and Working with Older People (Ref No – PA1/3/NI/003)	2 Day Course: Day 1: 22nd March Day 2: 29th March	The aim of this course is to highlight issues of ageism and age awareness; investigate policy issues facing older people; and learn how to implement good practice when working with older people. This includes such things as learning about people's own preconceptions about older people, age discrimination legislation, implementing positive ageing in the workplace, how to communicate with older people with different needs (e.g. visual impairment, hearing impairment, or dementia), how to lobby and campaign, and meeting the advice needs of older people.
An Introduction to Older People's Benefits (Ref No – PA1/3/NI/004)	2 Day Course: Day 1: 12th April Day 2: 19th April	The aim of this course is to provide learners with a comprehensive understanding of older peoples benefits, including the different benefits available to older people; benefit uptake by older people; eligibility criteria; impacts of changes in circumstances (e.g. admittance into hospital or care); and claims and payment processes. Learners are also taught how to perform simple benefit calculations e.g. paper based and more complicated calculations using an online benefit calculator. The course covers all benefits available to older people, but focuses in more detail on Pension Credit, Attendance Allowance and Carers Allowance.
Understanding State Retirement Pension (Ref No – PA1/3/NI/006)	2 Day Course: Day 1: 26th April Day 2: 3rd May	The aim of this course is to provide learners with a comprehensive understanding of the State Pension. The course focuses on the different components of a State Pension (e.g. Basic Pension and Additional Pension), contributions, how pension is influenced by different circumstances (e.g. marriage or bereavement), the claims and payment process, implications of working after pension age and working or moving abroad, deferment of State Pension, and challenging a State Pension decision.
Health Rights and Services for Older People (Ref No – PA1/3/NI/001)	2 Day Course: Day 1: 10th May Day 2: 17th May	The aim of this course is to provide learners with a comprehensive understanding of health services, rights and entitlements for older people. The course looks at a range of issues including help with health costs, primary care services, voluntary health services, rights when going into and coming out of hospital, positive ageing, mental health conditions, mental health legislation, and complaint procedures.
Community Care and Older People (Ref No – PA1/3/NI/002)	2 Day Course: Day 1: 24th May Day 2: 31st May	The aim of this course is to provide learners with a comprehensive understanding of community care and older people, including domiciliary services, residential care and nursing care. The course looks at care services and responsibilities, care assessments, direct payments, things to consider when making care choices, issues related to paying for care, challenging decisions and making complaints, and the position of carers. The course is framed in a legislative and practical perspective. It is taught in conjunction with the Law Centre NI.
Housing and Older People (Ref No – PA1/3/NI/005)	2 Day Course: Day 1: 14th June Day 2: 21st June	The aim of this course is to consider housing issues facing older people and older people's rights and entitlements in relation to housing. This includes older people in different types of housing tenure such as NIHE tenants, housing association tenants, private tenants, owner occupiers, and older homeless people. The course covers a range of areas including home repairs and adaptations, energy saving schemes, access to social rented housing, sheltered housing, home security, community safety and isolation.



***“This was a very worthwhile course and has really helped me in my work. I would highly recommend it.”***

***“The course was excellent and very informative with up to date and relevant material. It was really enjoyable, friendly and well explained.”***

# An Overview of Benefits and Tax Credits

- Title/Reference:** An Overview of the Benefits and Tax Credits System (Ref: OBTC2012).
- About the Course:** This ½ day training course provides participants with a basic overview of the benefits and tax credits system. It covers benefits for children, working age and older people, including means tested benefits, non-means tested benefits, child tax credits and working tax credits.
- Who Should Attend:** The course is aimed at advisers, community champions interested in advice work, and those working in the subject area.
- Location/Time/Date:** The course will run on the 28th February 2012. It will be delivered at Advice NI offices in Belfast. The course runs from 9.30am to 1.00pm(approximately).
- Fees:**  
Advice NI Members £30  
Voluntary & Community Organisations £45  
Statutory & Private Organisations £70
- Educational/  
Professional  
Framework:** This course is linked to the National Occupational Standards for Legal Advisers including:

- IB19 – First Line Welfare Rights and Legal Advice.



*“I enjoyed the session, great overview, well done.”*

*“Excellent course! Found the practical examples very helpful in explaining the benefits system.”*

# Introduction to the Benefits and Tax Credits System

**Title/Reference:** An Introduction to the Benefits and Tax Credits System (Ref: BTCS2012)

**About the Course:** This 2 day training course provides participants with an introduction to the benefits and tax credits system. It covers a range of benefits including Tax Credits, Income Support, Income Based JSA, Employment Support Allowance, Housing Benefit, Pension Credit, Disability Living Allowance, Attendance Allowance, Carers Allowance, and the Social Fund. Learners are provided with a range of information including an overview of each benefit, eligibility criteria, amounts, and income and capital rules.

**Who Should Attend:** The course is aimed at advisers, community champions interested in advice work, and those working in the subject area.

**Location/Time/Date:** The course will run on the 20th and 27th March 2012. It will be delivered at Advice NI offices in Belfast. The course runs from 9.30am to 4.00pm (approximately).

**Fees:**  
Advice NI Members £100  
Voluntary & Community Organisations £140  
Statutory & Private Organisations £220

## **Educational/ Professional Framework:**

This course is linked to the National Occupational Standards for Legal Advisers including:

- IB19 – First Line Welfare Rights and Legal Advice.
- IB20 – Welfare Rights and Legal Advice Case-Work.

*“The course was very informative. I got an extensive amount of new information.”*

*“I enjoyed the relaxed atmosphere. The examples and quizzes were very useful in contextualising the information.”*

# Tendering & Commissioning Training



National Training Awards  
Northern Ireland Winner 2011

- Title/Reference:** An Introduction to Tendering and Commissioning (Ref: ITC2012)
- About the Course:** This award winning 2 day training course provides an overview of the procurement and commissioning process. It will provide learners with an overview of public procurement, and information regarding identifying tender opportunities, getting ready to respond to a tender opportunity, the tender process, preparing a response, selection criteria and the scoring process. Advice NI was a National Training Award (Regional winner) in 2011 for the Tendering & Commissioning Training.
- Who Should Attend:** The course is aimed at Managers and Chief Executives as well as others involved in the tendering process.
- Location/Time/Date:** The course will run on the 22nd May & 29th May. It will be delivered at Advice NI offices in Belfast. The course runs from 9.30am to 5.00pm (approximately).
- Fees:** There is a charge of £200 to Advice NI Members and £300 to Non-Members for this course.



*“I enjoyed all aspects of the course. It was well structured and easy to follow. The facilitators’ knowledge was excellent and they were more than willing to share their experience.”*

*“The course was excellent - I got a lot out of it. It is very relevant to all sectors and makes sense of a subject I knew little about.”*



# Equality Training



**About Equality Training:** We are offering a number of ½ day equality training sessions in conjunction with the Equality Commission. The aim of the sessions is to increase participants' knowledge of equality rights and how to make them a reality. The sessions focus on equipping participants with the skills required to identify potential discriminatory acts and practical knowledge of key issues such as time limits, procedural matters and implications of equality in areas such as housing and health and social care. Participants do not need to attend all sessions and can attend those relevant to themselves.

**Who Should Attend:** The training sessions are aimed at advisers and others who provide advice and assistance to those who may have been discriminated against.

**Location/Time/Date:** Equality training sessions are to be delivered in Belfast in either Advice NI offices or Equality House (Equality Commission Offices). Equality House is located at 7-9 Shaftesbury Square, Belfast, BT2 7DP. All sessions are ½ day sessions and will run from 10.00am to 1.00pm (approximately). Please see the individual sessions for dates.

**Fees:** All Equality training sessions are FREE of charge.

## **Educational/ Professional Framework:**

These courses are linked to the National Occupational Standards for Legal Advisers including:

- IB4 - First Line Discrimination Legal Advice
- IB5 – Discrimination Legal Advice and Casework



*“Very interesting and informative session.”*

*“Very useful, looking forward to further sessions.”*

Course Title & Reference	Course Date	Course Description	Location
Housing and Discrimination (Ref: ET12012)	7th February 2012	The aim of this session is to provide advisers with a comprehensive understanding of the impact of the various grounds of equality legislation in management and disposal of premises. The session will cover a range of issues including the reasonable adjustment duties under the Disability Discrimination Order for private and public landlords/housing; implications of the race relations legislation, and exceptions to the various pieces of legislation. The session will be interactive with case studies and quizzes.	Equality House
Sex Discrimination and Equal Pay (Ref: ET22012)	7th March 2012	The aim of this session is to highlight issues in relation to sex discrimination and equal pay legislation. Despite 30 plus years of equal pay legislation the gender pay gap remains an issue as women continue to receive lower pay. The session will examine the relevant legislation, highlight the equal pay provisions and their impact through case studies.	Equality House
Discrimination Complaints Procedure and Preparing an Employment Tribunal Case (Ref: ET32012)	21st March 2012	The aim of this session is to provide advisers with an overview of the ECNI role in providing representation in the tribunal procedures. This session will look at the Equality Commissions complaints process including how to make a complaint of discrimination, current practices and procedures at tribunal.	Equality House
Equality in Health and Social Care (Ref: ET42012)	25th April 2012	This session will look at the implications of equality legislation in the Health and Social Care sector. The session will highlight discrimination in the provision of services, look at examples of discrimination and highlight good practice guidelines. With the Equality Act 2010, the session will also highlight the differences in legislative cover between Northern Ireland and Great Britain.	Advice NI
Introduction to Equality for Advisors (Ref: ET52012)	23rd May 2012	This session provides an introduction to equality and discrimination legislation and is aimed at new advisers. The course focuses on the various grounds, types and scope of discrimination law. The session will also look at the implications of the recent Equality Act 2010 in GB which has streamlined, modernized and extended equality law coverage, resulting in a disparity with Northern Ireland.	Advice NI
Redundancy and Discrimination (Ref: ET62012)	13th June 2012	This session will look at the impact of discrimination law in the area of redundancy with particular emphasis on sex discrimination. The session covers the grounds and types of discrimination in the redundancy process, how discrimination would take place during the process and taking a complaint of discrimination.	Advice NI

## NVQ

### About NVQ's:

NVQ's are competence based qualifications, focusing on practical, work-related tasks, designed to develop and assess skills and knowledge directly related to the workplace. They are practice based and relate to a person's day to day abilities and achievements, assessing a person's ability to do a job to a competent standard.

There are no entry requirements for our NVQs, but learners **MUST** be working in a sector relevant to the NVQ they wish to pursue, and be performing tasks relevant to the level of the qualification. Advice NI NVQ's were the winner of the prestigious AONTAS Star award in 2009 and have been both highly commended and commended in the UK E-Wellbeing Awards.

### NVQ in Advice & Guidance:

Advice NI offers this qualification at Level 3 (Certificate) and Level 4 (Diploma).

### Who Should Attend:





The Advice and Guidance qualifications are suitable for anyone working or volunteering in an advice and guidance setting. This could be for example in the area of careers, employability, or welfare rights.

### Level 3:

This level is for frontline advisers involved in casework, action planning with clients and making referrals to other agencies.

### Level 4 :

This level is for workers in a co-ordination role who still do some work with clients, get involved in networks, develop information resources for the centre and possibly supervise and support other staff.

Level/Reference	Credit Requirements
Level 3 Certificate (Ref: AG3)   	A total of 21 credits must be achieved.  Mandatory 9 credits at level 3 and 3 credits at level 2.  PLUS a minimum of 9 credits from within the optional group of units.
Level 4 Diploma (Ref: AG4)   	A total of 37 credits must be achieved.  Mandatory 10 credits at level 4 and 7 credits at level 3.  PLUS a minimum of 20 credits from within the optional group of units.

### Course Information:

**Fees:** The fees for the NVQ in Advice and Guidance are as follows:

Level	Advice NI Members	Other Organisations
Level 3 (21 Credits)	£775	£1095
Level 4 (37 Credits)	£900	£1395 <b>19</b>

## NVQ

**NVQ in Customer Service:**

Advice NI offers this qualification at Level 1 (Certificate) and Level 2 (Certificate).

**Who Should Attend:**

The Customer Service qualifications are suitable for anyone working in a customer facing role.

**Level 1:**

This level is for people who are new to customer service, who seek to gain basic knowledge, understanding and experience of dealing with customers.

**Level 2:**

This level is for people in customer-facing roles, often receptionists or people in supporting roles. It focuses on problem solving, developing good customer service and supporting improvements in customer service.

**Course Information:**

Level/Reference	Credits Requirements
Level 1 (Ref: CS1)  <div style="display: flex; flex-direction: column; align-items: center; gap: 20px;"> <div style="background-color: #008080; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; color: white; font-weight: bold;">E</div> <div style="background-color: #008080; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; color: white; font-weight: bold;">A</div> </div>	Minimum Credit Value: 22  A minimum of 12 credits must be achieved at level 1.  The learner must achieve 8 credits from the mandatory units.  A further 14 credits must be achieved by completing a minimum of one unit from each optional group.
Level 2 (Ref: CS2)  <div style="display: flex; flex-direction: column; align-items: center; gap: 20px;"> <div style="background-color: #008080; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; color: white; font-weight: bold;">E</div> <div style="background-color: #008080; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; color: white; font-weight: bold;">A</div> </div>	Minimum Credit Value: 28  The learner must achieve 8 credits from the mandatory units.  A further 20 credits must be achieved by completing a minimum of one unit from each optional group.

**Fees:** The fees for the NVQ in Customer Service are as follows:

Level	Advice NI Members	Other Organisations
Level 1 (22 Credits)	£775	£1095
Level 2 (28 Credits)	£850	£1295



## TAQA Qualifications

### About TAQA Qualifications:









The TAQA qualifications (Training, Assessment, & Quality Assurance) replaced the A1 & A2 Assessor Awards and the V1 & V2 Verifier Awards.

The TAQA qualifications offer Awards and Certificates at Level 3 and 4. Some of the awards focus on competence based skills, such as assessing competence in the workplace, while others are knowledge based, such as understanding quality assurance and assessment processes. Therefore, these awards can suit practitioners or assessors.







### Who Should Attend:

These qualifications are for anyone working in or hoping to take up a role in - assessment and internal quality assurance in any area that Advice NI delivers training.

**Qualifications for Assessors:** Advice NI offers the following TAQA qualifications for Assessors:

Course	Credit Value
Level 3 Award in Understanding the Principles and Practices of Assessment  	Total 3 Credits
Level 3 Award in Assessing Competence in the Work Environment  	Total 9 Credits
Level 3 Award in Assessing Vocationally Related Achievement  	Total 9 Credits
Level 3 Certificate in Assessing Vocational Achievement  	Total 15 Credits

**Qualifications for Internal Quality Assurance Staff:** Advice NI offers the following TAQA qualifications

Course	Credit Value
Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice  	Total 6 Credits
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice  	Total 12 Credits
Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice  	Total 17 Credits

**Fees:** The fees for the TAQA qualifications are as follows:

Credit Value	Advice NI Members	Other Organisations
Level 3 (3 Credits)	£120.00	£150.00
Level 3 (9 Credits)	£300.00	£350.00
Level 3 (15 Credits)	£500.00	£550.00
Level 4 (6 Credits)	£150.00	£175.00
Level 4 (12 Credits)	£300.00	£350.00
Level 4 (17 Credits)	£550.00	£575.00



### Advice NI NVQ:

“I enjoyed my experience at Advice NI over the past year. I found that there was a clear progression structure set out at the start of the course and that there was a strong emphasis on on-going support. This ensured that I was able to assess my progress and clearly identify new objectives and targets on the course. The staff at Advice NI were friendly and informal but professional in their training delivery and provision of the course”

# Advice NI Training Booking Form



Please book all Wiseradviser Training online at [www.wiseradviser.org](http://www.wiseradviser.org)

Course Title:

Course Ref:

Course Date:

Name:

Organisation:

Address:

Tel/Mob:

E-mail:

Special Requirments:  
Please tell us of any special requirements you may need, such as hearing loop, large print etc:

Confirmation: Please provide both signatures

..... Signed by Course Delegate

..... Signed by Manager

Payment:

Course Cost: £.....

Please indicate if you have included payment:

Please invoice me:

Please note a late cancellation fee will apply to courses cancelled with less than one weeks notice. Please see our cancellation policy.

Please tick box if you do not want to be contacted about Advice NI training by e-mail

You can return your booking form to us via post, fax or e-mail to:

Advice NI  
1 Rushfield Ave  
Belfast  
BT7 3FP  
Fax: 028 9049 2313  
E-mail: [training@adviceni.net](mailto:training@adviceni.net)



**Advice NI**  
**1 Rushfield Ave**  
**Belfast**  
**BT7 3FP**  
**Tel: 028 9064 5919**  
**Fax: 028 9049 2313**

**E-mail: [training@adviceni.net](mailto:training@adviceni.net)**

**Web: [www.adviceni.net](http://www.adviceni.net)**  
**[www.adviceni-learningonline.net](http://www.adviceni-learningonline.net)**  
**[www.debtaction-ni.net](http://www.debtaction-ni.net)**  
**[www.rights4seniors.net](http://www.rights4seniors.net)**  
**[www.wiseradviser.org](http://www.wiseradviser.org)**

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