

Training Courses

Introduction to Benefits 6 online modules

This course is designed to give people all the necessary tools they need to be able to accurately advise on benefit entitlement. You will have the opportunity to work through case studies and scenarios. These modules provide helpful hints and tactics on how best to support clients through the complexity of the welfare benefits system.

The six modules will cover:

Module 1 – Benefits system structure and contributory benefits

Module 2 – Work Capability Assessment

Module 3 – Disability and carer benefits

Module 4 – Means-tested benefits for State Pension age

Module 5 – Introduction to Universal Credit

Module 6 – Legacy benefits, move to UC and benefit checks

Target Group: Introductory

This course is suitable for anyone whose role involves contact with clients who are entitled to benefits or struggling with the benefit system. It is also suitable as a refresher course for those with some knowledge who wish to build on their experience.

By the end of the course you will:

Feel confident about how the benefit system works, which benefits are applicable to your clients and how to support your clients with claiming and assessment processes. You will also feel confident about calculating means-tested benefits and how to maximise benefit income.

Dates: April 2024 to March 2025 courses

Modules 1 and 2	Wed 17 Apr and Thurs 18 Apr	10 – 12.30
Modules 3 and 4	Wed 24 Apr and Thurs 25 Apr	10 – 12.30
Modules 5 and 6	Wed 1 May and Thurs 2 May	10 – 12.30

Modules 1 and 2	Thurs 4 July	10 – 12.30	1.30 – 4.00
Modules 3 and 4	Thurs 11 July	10 – 12.30	1.30 – 4.00
Modules 5 and 6	Thurs 18 July	10 – 12.30	1.30 – 4.00

Modules 1 and 2	Wed 9 Oct and Thurs 10 Oct	10 – 12.30
Modules 3 and 4	Wed 16 Oct and Thurs 17 Oct	10 – 12.30
Modules 5 and 6	Wed 23 Oct and Thurs 24 Oct	10 – 12.30

Modules 1 and 2	Thurs 16 Jan	10 – 12.30	1.30 – 4.00
Modules 3 and 4	Thurs 23 Jan	10 – 12.30	1.30 – 4.00
Modules 5 and 6	Thurs 30 Jan	10 – 12.30	1.30 – 4.00