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# **REPORT OF THE ASA TRAINING WORKING GROUP**

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## **FUTURE-PROOFING THE SKILLS BASE OF THE NI ADVICE SECTOR**

12<sup>th</sup> March 2008

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# 1. Executive Summary and Recommendations

The Training Strategy Working Group has been convened under the auspices of the Advice Services Alliance to consider and progress the recommendations of the DSD Advice and Information Strategy, 'Opening Doors' with respect to training and development.

Training and development has an important role to play in terms of building capacity within the advice sector, future-proofing the skills base of its workforce, enabling individuals and organisations to respond to the challenges and opportunities arising from implementation of the 'Opening Doors' strategy, and meet the growing needs, demands and expectations of clients using frontline advice services.

This report contains a series of recommendations which have been developed to improve the effectiveness of the Training and Development support available to the advice sector. **Implementation of the recommendations will be dependent on securing additional targeted investment from Government and/or other funders.**

## Recommendations

1. To ensure development of the integrated training strategy for the advice sector is founded on need, independent research should be commissioned through the relevant sector skills agency. This should include the mapping of current provision (from generalist and specialist providers) against identified needs to highlight gaps that should subsequently be addressed.
2. Training provisions offered should be accredited where possible and linked to vocational and occupational standards. Progression routes should be devised to provide a structured developmental pathway for paid staff and volunteers, and accredited prior learning used to recognise previous achievement.
3. Minimum vocational standards linked to roles within the sector should be agreed and adopted by all generalist advice providers.
4. To co-ordinate future developments within the sector, ensuring needs are addressed effectively and that best use is made of expertise within the sector, continuation of the Training Working Group recommended. This Group would also act as a point of liaison with the relevant Sector Skills Council.
5. A web-based training directory highlighting all provisions relevant to the advice sector should be collated and publicised annually.

6. Training provisions should cater for capacity building for all roles and levels within the advice sector, including governance and management skills, in addition to technical knowledge and expertise.
7. A range of training delivery approaches should be offered as trainees will have different learning styles and personal factors which influence their decision in relation to participation and preferred training methods e.g. vocational qualifications, NVQs , e-learning, blended learning approaches etc.
8. Opportunities to positively contribute to the Government priority of tackling employability issues should be encompassed in the training strategy developed for the sector.
9. An access and inclusion strategy should be developed by all training providers within the sector to maximise accessibility, encourage participation, overcome barriers to learning and increase volunteer development opportunities e.g. people with learning difficulties, visual or hearing impairments. Associated cost implications should be recognised by funders and reimbursed on a full-cost recovery basis.

## 2. Background and Terms of Reference

The Training Strategy Working Group has been convened under the auspices of the Advice Services Alliance to consider and progress the recommendations of the DSD Advice and Information Strategy 'Opening Doors'. The remit of the group is as follows:

- To consider how to cooperate effectively and ensure best use of all training provided by ASA members including improved levels of co-operation, minimising duplication and rationalisation where required.
- To agree training that should be made available to advice providers.
- To produce an integrated training strategy to provide effective co-operation and best use of all training provided by ASA members.

The Working Group has addressed the terms of reference through a series of meetings, to discuss and agree how ASA members collectively could maximise the contribution of training provisions within the sector in terms of building capacity and facilitating the development of knowledge and expertise for advice and information providers. The work of the Group has included undertaking a scoping exercise of existing training provision across the three representative organisations - Advice NI, Citizens Advice and the Law Centre. The Group has also considered the potential training needs which will arise within the changing business environment in which the advice sector currently operates. Consideration has been given to the training needs arising from the current work on the development of quality standards and IT strategies for the advice sector, as outlined in Opening Doors.

The context for the review encompasses the overarching framework of NI Government policy in relation to legal and social issues directly relevant to the work of the advice sector. Legislative and policy developments continually impact upon the knowledge, skills and competences required to facilitate effective policy implementation through provision of high quality frontline advice services.

Training and development provisions for the sector also need to be consistent with the vision and principles outlined in 'Success through Skills – The Skills Strategy for Northern Ireland' published by the Department of Employment and Learning in February 2006. Within this strategy, the role of the voluntary sector as a sector with specific skills needs, as a support for individuals, and as a training provider in its own right is fully recognised and valued. Underpinning principles relevant to the development of the strategy include the need to:

1. Obtain an in-depth understanding of the needs and demands of the sector.

2. Enhance the 'knowledge base' of those entering the sector and improving the knowledge and skills level of the existing workforce (employees and volunteers).
3. Maximise the quality and relevance of training provision within the sector.
4. Consider the role of the sector in terms of its contribution to addressing skills barriers to employment and employability.

The above principles should form an integral part of the development process for a training and development strategy to future-proof the skills base of the advice sector. Where possible the strategy should be underpinned by National Occupational Standards and fit within the Framework for Achievement.

## **3. Context for the Development of a Training Strategy for the Northern Ireland Advice Sector**

### **3.1 Key facts on the advice sector**

The following statistics provide an overview of the Northern Ireland advice sector and assist in contextualising the need for investment in training. Although an up-to-date source of statistical information is currently unavailable, the following information has been drawn from the Williamson Consulting review (2004).

- The Northern Ireland advice sector is comprised of 63 generalist advice providers and approximately 105 specialist organisations (ASA members) providing advice and/or information and/or advocacy services.
- Generalist providers typically have 3.5 full time equivalent paid advice staff (2 generalist advice staff, 0.4 money advice staff, 0.6 tribunal workers and 0.5 other specialist advice staff), 1.5 volunteers and administrative support.
- 400,000 enquiries are dealt with annually by generalist providers - around 250 enquiries for every 1,000 people. (More recent statistics from Advice NI, Citizens Advice, and the Law Centre indicate that the level of enquiries has increased by approximately 25% since the report was published in 2004).
- The estimated annual cost of general advice service provision was approximately £4m per year in 2004.

### **3.2 The role of training in facilitating change within the sector**

Training has an important role to play in terms of building capacity within the sector to respond to change. One of the key drivers is currently the DSD 'Advice and Information Strategy - Opening Doors'. Implementation of the recommendations contained within this report will result in considerable structural and operational changes within the advice sector.

The effectiveness of the advice sector is heavily dependent on having paid and volunteer workers (including trustees and management committees) with the right skills to fulfil their responsibilities. The skills portfolio required for effective operation in the future will continue to expand, and opportunities for continuous professional development will be a critical factor for success.

A primary aim of the advice sector's integrated training strategy will therefore be to maximise the positive contribution training provisions can make to future-proofing the skills base of the workforce in light of the changing needs and increasing demands and expectations of clients and funders. Provision should encompass all roles (paid and voluntary) within the sector, catering for training and development needs at all levels, including frontline advisers, receptionists, support staff, members of Trustee Boards and Management Committees.

Implementation of the strategy will only be possible if effectively supported by Government and other funders. There must be recognition that training is essential for the sector and that adequate resources should be made available. Experience from the rest of the UK and Republic of Ireland suggests that the impact of such investment will be strongly influenced by sound organisational structures and practices. For this reason, recommendations on skills development must integrate with strategic recommendations on performance improvement and governance. As such, the ASA Training Strategy Working Group suggests that an external benchmark such as Investors in People (IIP) accreditation is sought by all organisations operating within the sector. This should provide a level of quality assurance and encourage organisations to view Training and Development as a priority for their staff and volunteers.

### **3.3 Sector skills and occupational standards**

Fundamental to the development of an effective training and development strategy for the advice sector is the concept that provision must be founded on need, and available resources prioritised to maximise impact and provide a return on investment for the sector as a whole. The building blocks required to facilitate future development of an integrated training strategy include the availability of appropriate sector skills surveys based on independent research, and National Occupational Standards (NOS) for the advice sector.

The sector straddles a number of Sector Skills Councils in particular:

- The Skills for Justice Sector Skills Council, which has developed a suite of legal advice NOS and a toolkit which maps the knowledge and competency requirements for every role within an advice centre, from receptionist to trustee.
- Lifelong Learning UK Sector Skills Council, which is responsible for community learning and development and work-based learning. This includes Community Based Adult Learning and Community Learning.
- Future training provisions within the sector may also be influenced by ENTO, a standards setting body for the management and development of Advice and Guidance NOS.

In addition, a UK survey of voluntary sector skills is currently ongoing, incorporating research carried out by NICVA using telephone interviews with 500 NI-based voluntary and community organisations. The results of the survey are due to be released in the near future. Although not specific to the advice sector, the findings should provide valuable general information and statistics relevant to the work of advice and information providers. However, the specific needs of the advice sector are encompassed within a wider respondent base and additional information will be required to inform the decision-making process for the development of an integrated training strategy for the advice sector. Funding therefore needs to be secured to co-ordinate additional independent research to identify the training needs specific to the sector.

## 4. Key Training Providers within the Advice Sector

Training within the advice sector is currently delivered by Advice NI, Citizens Advice, the Law Centre and a range of specialist organisations relating to their area of professional expertise. The three main providers offer a range of complementary vocational and professional qualifications related to legal and social advice provision. A mix of accredited and non-accredited training is available at foundation, intermediate and advanced levels in response to the needs and standards that affect the sector.

Training is evaluated on an on-going basis and data recorded by learner management systems is held by each organisation. To date, training provisions have been primarily delivered face to face, although recently there have been some developments in terms of on-line and blended learning approaches.

Each member of the ASA is committed to working in partnership to develop effective training strategies for the advice sector. In recent years a number of partnerships have developed including:

- **Advice, Skills and Knowledge Project (ASK)** - an integrated foundation level training course provided jointly by Advice NI and Law Centre (NI).
- **Community Housing Advice Project (CHAP)** – A partnership project involving Housing Rights Service, Advice NI and Citizens Advice.

**Wiseradviser Training** – A programme of money advice training courses offered by Advice NI and Citizens Advice.

The range of training provisions offered by the three ASA member organisations is summarised below and further details on foundation, intermediate and advanced level courses can be found in Appendix 1. Within the timeframe of the review, it has not been possible to identify or map specialist provision from related member organisations. This process needs to be completed to enable an integrated training strategy to be developed for the sector as a whole.

### 4.1 Advice NI

Advice NI offers National Vocational Qualifications and accredited and non-accredited training at foundation, intermediate and advanced levels. Training is primarily through a blended learning approach using both face to face and e-learning delivery methods.

Advice NI is an Open University Assessment Centre (since 1998) and has direct claims status for the NVOs in Advice and Guidance Level 2-4, Customer Service Level 2-4 and Assessor and Verifier

Awards. It is one of the main providers of the NVQ in Advice and Guidance in Northern Ireland and the only provider offering the provision through e-learning using Moodle Virtual Learning Environment, [www.adviceni-learningonline.net](http://www.adviceni-learningonline.net). The NVQ is delivered to staff and volunteers operating in an advice and guidance setting and assesses occupational competency.

Advice NI is also an OCN Assessment Centre and offers wiseradviser money advice training at generalist (foundation) and skilled (intermediate) level, which is registered with NI Law Society. The organisation is involved in a number of training partnerships for the delivery of accredited Diversity and Energy Efficiency Training.

A number of unaccredited courses are available at different levels including a multi-lingual e-learning module in seven different languages on Tax Credits, AIMS – introduction, administration and report writing. Organisational Management Skills linked to IIP across a range of areas have also been delivered.

Advice NI training is available to members and external organisations including public and private bodies and the wider voluntary community sector. In the last two years Advice NI has provided training to a total of 469 individuals.

## **4.2 Citizens Advice**

Citizens Advice offers training at foundation, intermediate and advanced levels. Foundation training is delivered through the Adviser Training Programme, a 13 week practical vocational course accredited through NI Open College Network at Level 3. Historically, this programme was delivered primarily for members of the Citizens Advice Association servicing the needs of paid staff and volunteers, as successful completion is a pre-requisite for advice delivery within the network of bureaux. Over the last two years, 220 trainees have completed the programme. In response to demand from external organisations and other advice agencies, the availability of this programme has recently increased to service the wider needs of the Northern Ireland advice sector. The recognition of the Adviser Training Programme for credit awards with the University of Staffordshire also offers trainees a progression route for future development.

A range of non-accredited intermediate (skilled) level training courses is also offered by Citizens Advice to internal and external trainees. The training programme is developed annually in response to a training needs analysis conducted across the Citizens Advice network, coupled with a scoping exercise considering external factors that may impact upon the advice sector in general. The organisation also

provides training on cross border issues, cultural diversity, racism and sectarianism and bespoke training provisions on a range of issues. Approximately 560 trainees have attended intermediate level provisions during the last two years.

Advanced level training provisions include:

- Diploma in Social Security Advocacy accredited by the University of Staffordshire providing 15 credits at level 4. This programme links to the Degree in Advice Studies offered by the University providing a progression route for trainees.
- Specialist level non-accredited provision in the Wiser Adviser Programme – Lay Advocacy, Limitation of Actions, Mortgage Possession, Court Action for Enforcement of Judgements Office, Advanced Consumer Credit Act.

### **4.3 Law Centre**

The Law Centre has been providing training to the advice sector since its inception, but formally since 1985. Given the specialist level of the Law Centre's work, much of the training is offered at intermediate and advanced levels. Training is provided in all of the Law Centre's core service areas of work, namely social security, employment, immigration, community care and mental health.

The majority of training is offered by way of an annual programme. In addition, the Law Centre also provides training to external organisations such as St Vincent de Paul and QUB, specialist level training to Citizens Advice, and subject based training such as Human Rights Act for social workers. At very specialist level the Law Centre also commissions some training; for example, European and Social Security, Immigration Law and Judicial Review.

All Law Centre training is accredited by both the Law Society and Bar Council for Continuous Professional Development points. Immigration training is also accredited by the Office of Immigration Services Commissioners for CPD points.

A total of 720 people have attended Law Centre training provisions during the last two years.

## 4.4 Common themes arising from delivery experiences

The training provisions offered by the three organisations have evolved primarily in response to member needs, with course content and design reflecting the specific training needs of their target clientele. Although there may initially appear to be some overlap in the provisions, there is minimal duplication in practice due to the different client groups serviced and variances in terms of training needs. A number of training delivery partnerships have been forged in recent years to facilitate the needs of the sector, ensure provisions are complementary and to respond to demand.

Experience from the three ASA providers consistently evidences the following:

- In general terms, there is currently an over-subscription for many of the training provisions offered.
- The training needs of the advice sector are continually changing in response to developments in legislation, the needs and expectations of the client base and the skills required for effective governance of voluntary sector organisations.
- There is an on-going need for foundation level training due to a high turnover of staff within the sector arising from short term contracts which are funding dependent. There is also a continuous turnover of volunteers consistent with the levels experienced in the wider voluntary sector.
- Demand for intermediate level training provision is increasing, particularly in relation to areas such as community care, mental health, employment law, immigration and money advice.
- There is a continuing need for refresher training in response to legislative developments. It is important that this is included within any integrated training strategy for the sector, as continuous development is central in maintaining and increasing the professionalism of the sector.
- It is important that choice is provided for learners in terms of ensuring the availability of different approaches to increase flexibility, accessibility and overcome barriers to participation e.g. provision of vocational qualifications, flexible learning approaches such as NVQ, e-learning opportunities, blended learning.
- There is a growing need to increase accessibility of training provisions e.g. for individuals with learning disabilities, visual or auditory impairments, migrant workers. This has considerable cost implications for providers.

## 5. Emerging Training Needs

Systematic identification of training needs will be fundamental to the development of an effective integrated training strategy, based on objective evidence rather than informal feedback or perception of need. Obviously political and economic changes coupled with social trends will influence the level of demand for advice services and the type of query presenting, thereby impacting on training needs. For example, during 2007/08 developments included:

- Welfare Reform Act 2007
- Tax Credit Overpayments (new Code of Practice)
- Child Support Reform
- Housing Affordability/Homelessness
- Consumer Credit Act 2006

Looking to the future, factors likely to impact on training needs will include:

- Water Reform/Rates Reform
- Debt Relief Order
- Tribunals, Courts and Enforcement Act 2007 (and its equivalent in NI)
- Welfare Reform Act implementation
- Equality and Human Rights Legislation
- The Enterprise Act
- Increased over-indebtedness
- Benefit Uptake initiatives
- Access to Justice Order
- Simple Individual Voluntary Arrangements
- New arrangements for dealing with workplace disciplinary and grievance issues
- Implementation of child support reforms

Training needs may also be influenced by the socio demographic profile of different social groups presenting for advice. For example, the NI Legal Needs Survey 2005<sup>1</sup> highlighted the vulnerability of different social groups to legal related problems. The socio-demographic profile of different social

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<sup>1</sup> Legal Services Commission NI, Legal Need Survey 2005, Tony Dignan

groups presenting for advice was reported as follows:

<b>Social group</b>	<b>Incidence</b>
Lone parents	59%
Divorced persons	58%
Working age with a disability	55%
Working age in receipt of state benefit	50%
Living in private rented accommodation	50%
Caring responsibilities	46%

In light of legal need, there is a clear requirement for training for advice sector workers tailored to the needs of their presenting clients. Advisers require the level of knowledge and skill necessary to advise effectively on complex queries comprised of multiple issues.

Technological advancements will also continue to impact on how the sector conducts its business. Data Protection requirements, E-government services, the public's growing expectation for out-of-hours service through telephone and internet based advice and information channels are becoming increasingly important for the future, and impact in terms of skills development needs.

To ensure the development of an integrated training strategy is founded on identified need, further independent sector research is required. This would enable current training courses to be mapped against need identifying gaps in provision that can subsequently be addressed and identifying personal and organisational barriers to learning.

## **6. Other Considerations**

### **6.1 Vocational qualifications**

Availability and current relevance of vocational qualifications for the advice sector should be reviewed during the training strategy planning process. Vocational qualifications:

- Recognise, reward and certify the skills relevant to the job
- Refine skills and knowledge in specialist areas
- Bridge the gap between employer's needs and employee skills
- Provide progression routes for the existing workforce and new entrants
- Adopt flexible learning approaches to maximise accessibility.

The opportunities offered by structured learning pathways, focused on a nationally recognised framework, should be fully explored. This approach offers a means of further increasing the professionalism and credibility of the sector, providing recognised transferable qualifications that can facilitate career progression within NI and beyond.

Reform of Vocational Qualifications is currently underway across the UK to increase learning opportunities ensuring that employers have the right mix of skills to successfully support their businesses and that individuals have the skills they need to be employable and perform effectively. This supports the NI Skills Strategy and, along with other emerging developments in this field, also needs to be reflected in the development of a training strategy for the sector.

In order to recognise the achievement of trainees, it has been agreed that where possible training provisions within the sector will be accredited. This will take time to achieve, have cost implications and progression pathways need to be developed. To provide a level of quality assurance within the sector, it is recommended that minimum vocational standards linked to roles should be agreed and adopted by all generalist advice providers.

### **6.2 Sector contribution to tackling skills barriers to employment and employability**

Development of a strategy to future proof the skills base of the advice sector should also consider its potential contribution in terms of tackling the skills barriers to employment and employability. This is a

specific theme in DEL's 'Success through Skills' strategy and the advice sector can make a very positive contribution in this regard.

Barriers to employment may include ill health, lack of child-care, mobility, skills, drug/alcohol misuse or abuse, homelessness, being an ex-prisoner, etc. The advice sector offers opportunities locally for such individuals to benefit from a meaningful volunteering experience and develop knowledge, skills and competences. Through participation as a volunteer, individuals can gain work experience, secure references and develop key workplace skills such as team building, customer care, administration, IT, etc which are transferable to many different areas of employment. They also have the opportunity to avail of a well established progression route from voluntary work through to paid employment within the sector if they decide to pursue a career in advice provision.

An integrated training strategy for the sector should therefore consider needs and opportunities in terms of fulfilling the sector's role and potential in tackling barriers to employment whilst delivering a public service.

## 7. Conclusion and recommendations

The Northern Ireland advice sector has a unique and important role to play in terms of service provision, providing impartial, confidential and non-judgmental advice to approximately 500,000 members of the public per year. Accessible relevant training is fundamental in maintaining and improving the professionalism of employees and volunteers working within the sector.

The following recommendations have been developed by the ASA Training Working Group in response to the DSD 'Advice and Information Strategy – Opening Doors'. Looking to the future, and given the challenges currently impacting on the Northern Ireland advice sector, skills development will have an extremely important role to play in helping the sector effectively adapt to change, meet the increasing demands and expectations of their client base and implement the recommendations of the strategy and the IT and Quality Working Groups.

Key recommendations:

1. To ensure development of the integrated training strategy for the advice sector is founded on need, independent research should be commissioned through the relevant sector skills agency. This should include the mapping of current provision (from generalist and specialist providers) against identified needs to highlight gaps that should subsequently be addressed.
2. Training provision should be accredited where possible and linked to vocational and occupational standards. Progression routes should be devised to provide a structured developmental pathway for paid staff and volunteers, and accredited prior learning used to recognise previous achievement.
3. Minimum vocational standards linked to roles within the sector should be agreed and adopted by all generalist advice providers.
4. To co-ordinate future developments within the sector, ensuring needs are addressed effectively and that best use is made of expertise, continuation of the Training Working Group is recommended. This Group would also act as a point of liaison with the relevant Sector Skills Council.
5. A web-based training directory highlighting all provisions relevant to the advice sector should be collated and publicised annually.
6. Training provision should cater for capacity building for all roles and levels within the advice sector, including governance and management skills, in addition to technical knowledge and expertise.
7. A range of training delivery approaches should be employed to provide choice as each trainee will have different learning styles and personal factors which influence their decision in relation to participation and preferred training methods e.g. vocational qualifications, NVQs, e-learning, blended learning approaches, etc.

8. Opportunities to positively contribute to the Government priority of tackling employability issues should be encompassed in the training strategy for the sector.
9. An access and inclusion strategy should be developed by all training providers within the sector to maximise accessibility, encourage participation, overcome barriers to learning and increase volunteer development opportunities e.g. people with learning difficulties, visual or hearing impairments. Associated cost implications should be recognised by funders and reimbursed on a full cost recovery basis.

**Delivery of the recommendations will require additional investment in the sector by Government and funders. To be effective, it is important that adequate resources are available to facilitate the change process and enable the advice sector to future-proof the skills base of its workforce, staff and volunteers.**

## Consultation Questions Training

1. The training strategy has been developed primarily to address the needs of front line generalist advice providers, however many of the training needs outlined in the strategy may also be of benefit to specialist organisations.
  - (i) Please identify training provision within the strategy of most relevance to your organisation?
  - (ii) What do you use as foundation level training for your employees and volunteers?
  - (ii) From your experience to date, have you identified specific gaps in current training provisions that would be beneficial to your organisation and, for each, approximately how many staff/volunteers would undertake this training on an annual basis?
2. How important do you view accreditation and progression routes for training provision for the advice sector?
3. How can the barriers to participation be reduced to encourage individuals to avail of the training opportunities available?
4. What specific knowledge and skills would be of benefit to generalist advice providers in understanding the needs of your client group?
5. What specialist training does your organisation offer that may be relevant to the needs of generalist advice providers?

## **Appendix 1 Current training provision**

**TRAINING PROVISION / 2006 - 2008**

**FOUNDATION TRAINING**



**LAW CENTRE**

**CAB**

**ADVICE (NI)**



**W.R.A.P. (ACC)**

Introduction to Benefits  
Income Support  
JSA  
Pension Credit  
Social Fund  
Housing Benefit  
Incapacity Benefit  
Statutory Sick Pay  
Carers Allowance  
Tax Credits  
DLA/AA

**ADVISER PROGRAMME (ACC)**

Overview of SSA/JSA  
Income Support  
Pension Credit  
Tax Credits  
Housing Benefit  
DLA/AA/CA  
Incapacity Benefit  
Social Fund  
Tax Credits

**MONEY ADVICE (ACC)**

Introduction to  
Dealing with Debt  
  
Good Practice  
Dealing with Debt

**EMPLOYMENT**

Introduction to Employment Law

**INTERVIEW SKILLS**

**VOCATIONAL QUALIFICATIONS (ACC)**

NVQ Customer Service  
Level 2 & 3  
  
NVQ Advice & Guidance  
Level 2 & 3

**IMMIGRATION**

EEA Family Permits

**IMMIGRATION & NATIONALITY**

**ENERGY AWARENESS (ACC)**

Immigration Law & Practice:  
An Introduction

**EMPLOYMENT LEGISLATION**

**DIVERSITY TRAINING (ACC)**

**SOCIAL SECURITY**

Completing DLA Forms

**CONSUMER LEGISLATION**

**CASE MANAGEMENT**

AIMS Introduction  
Tax Credits Introduction

**ACCESSING INFORMATION & CASE RECORDING**

**BENEFIT CASE STUDIES**

TRAINING PROVISION / 2006 - 2008

INTERMEDIATE/ADVANCED TRAINING



LAW CENTRE



TRIBUNAL REPRESENTATION (ACC)

**ADVICE PRACTICE**

Accessing Information: the Freedom of Information Act

Judicial Review and Human Rights

Judicial Review practice in Northern Ireland

**COMMUNITY CARE**

An Adviser's Guide to Community Care

Community Care & Mental Incapacity

Current issues in community care

Financing Residential Care

**EMPLOYMENT**

Age discrimination in employment

**IMMIGRATION**

Asylum & Immigration Tribunal Reconsideration Hearings

EEA Family Permits

EEA Nationals

European Law and Immigration

European Law & Immigration Update

Foreign National Prisoners

Immigration Law and Practice: an Introduction

Unaccompanied asylum seeking minors



CAB



SOCIAL SECURITY ADVOCACY (ACC)

**DEBT**

Small Claims Court  
PG Debt

Business Debt

Enforcement Orders and the Role of the EJO

Insolvency - Creditors Petition

Lay advocacy skills

Mortgage possession

Advanced consumer credit

Limitation of actions

Court action for Enforcement of Judgements

**ADVICE SKILLS**

Volunteer Recruitment & Good Practice

Customer Care Training

Quality of Advice

Effective Case Recording

**MANAGEMENT**

Managing Good Practice in Social Policy

Roles & responsibilities of

Management Committees

Employer responsibilities on

Management Committees

Strategic Planning

**SOCIAL SECURITY**

Reading Tax Credit Awards

Social Security Advocacy

**MENTAL HEALTH**

Mental Health Training



ADVICE (NI)



MONEY ADVICE (ACC)

Dealing with Code of Practice & Utilities

Debts & Courts in NI

**NVQ (ACC)**

NVQ in Advice & Guidance Level 3 & 4

**MONEY ADVICE**

Negotiation Skills

Overview of the Consumer Credit Act

Dealing with Rent Arrears

Dealing with Mortgage Arrears Strategies

Individual Voluntary Arrangements

Introduction to Bankruptcy

**CASE MANAGEMENT**

AIMS Administration

AIMS Report Writing

**TRAINING PROVISION / 2006 - 2008**

**INTERMEDIATE/ADVANCED TRAINING**



**LAW CENTRE**

**CAB**

**ADVICE (NI)**



**MENTAL HEALTH**

Introduction to Mental Health Law

**IMMIGRATION**

Immigration Law & Practice

Immigration & Social Security

**ORGANISATIONAL  
MANAGEMENT**

Business Direction

Setting measurable performance objectives

Business Planning

Managing Performance/Reward and Recognition

Learning and Development

People Management and External Review

**MIGRANT WORKERS**

Rights of Migrant Workers: an Introduction

Rights of Migrant Workers

**EMPLOYMENT**

Maternity and Paternity Rights

Identifying types of Dismissal

**SOCIAL SECURITY**

European Law and social security

European Law and social security: an update

Habitual residence and the right to reside

Identifying Errors of Law:

Taking a case to the Social Security Commissioner

Recovery of Overpayments

Social security for Lawyers

Taking cases to the Social Security Commissioner

Tax Credits Overpayments

**EMPLOYMENT/  
GOODS AND SERVICES**

Disability Discrimination Act