



TRAINING PROGRAMME

September 2011 – March 2012

Luton Advice Network will be providing a variety of training courses to help improve the quality of advice services in the local community.

All the courses are **free of charge** to LAN members and will be held at Luton Law Centre.

A **booking form** can be found on the back page of this brochure. The first part of LAN training will run from September – November 2011 and the second part will run from February – March 2012. Please see below for details.

Part 1: September – November 2011

Equality and Diversity

This is to enable participants to understand and apply their equality and diversity obligations as employers and service providers. The course will cover:

The difference between equality and diversity

The legal framework for equality and diversity

The legal responsibility of agencies on equality and diversity

Incorporating and applying diversity into staff management and service delivery

For Management Committees, all members of Staff and Volunteers.

Length: 1 day

Dates: 8th September

Trainers: Flora Williams

Equality and Diversity Policy Writing

The course will cover:

Importance of having an Equality and Diversity Policy

Putting policy into practice

Monitoring

Achieving buy-in

Legal compliance and beyond

For Management Committees, Managers or those responsible for drafting of policies in your organisation.

Length: 1 day

Date: 9th September

Trainer: Flora Williams

Managing Volunteers

The course will cover:

Differences between volunteers and paid staff

Rights and responsibilities of volunteers

Good practice in managing volunteers

Dealing with difficult situations

For Managers or Supervisors of Volunteers

Length: 1 day

Date: 15th September

Trainer: Len Simkins

Part 1: September – November 2011 (continued)

Skills for Receptionists in the Advice Sector

The course will cover:
Role of reception and ‘Gateway’ Staff
Reception / Gateway process
Good practice in acting as a receptionist
Dealing with problem situations

Length: 1 day
Date: 23rd September
Trainers: Len Simkins

Suitable for Receptionists in Advice agencies

Key Principles and Core Values of Advice Work

The course will cover:
Overview of advice work
The role of an adviser
Key principles in advice work – including confidentiality and independence
Core values of advice work
Good practice in advice work – including policies and procedures

Length: 1 day
Dates: 30th September
Trainers: Len Simkins

For new or inexperienced Advisers

Advice Skills

The course will cover:
Individual attitudes and values
Overview of adviser skills
Interviewing skills
Negotiating skills

Length: 1 day
Date: 6th October
Trainer: Len Simkins

For new or inexperienced Advisers

Recording Advice

Effective recording of advice is an essential part of a quality advice service. The course will cover:
The reasons for recording advice
The different types of advice record
Good practice in making and keeping advice records

Length: 1/2 day
Date: 14th October
Trainer: Len Simkins

Suitable for new or inexperienced Advisers

Dealing with Difficult Clients

This course will enable advisers to identify difficult client situations, develop strategies and review best practice for dealing with them.
The course will cover:
‘Difficult/demanding clients’ – definition
Responsibilities of worker and client
Reasons why clients are/become difficult
Practical strategies for dealing with difficult client situations

Length: 1 day
Date: 4th November
Trainer: Advice UK

For Advisers, new Advisers, Gateway Staff, and support Staff

Welfare Benefits Overview

The course will cover:
Current benefits and tax credit system
Types of benefits available
Benefits and tax credit changes – knowledge update
For Advisers, new Advisers, Gateway Staff, and support Staff

Length: 1 day
Date: 18th November
Trainer: Lee Healy

Part 2: February – March 2012

Right to Reside and Habitual Residence Test

The course will cover:
Which residence test applies for benefits purposes
Whether claimants are exempt from the habitual residence test
Whether they have a right to reside
Which factors are relevant in establishing habitual residence
Suitable for Advisers.

Length: 1 day
Date: 3rd February
Trainer: Essie Rashidschi

Introduction to Housing Advice

The course will cover:
Protection from eviction
Homelessness
Housing allocation
Recovering Rent Deposits
Disrepair
Housing and relationship breakdown
Suitable for new Advisers, Gateway Staff, and support Staff

Length: 2 days
Date: 9th February
&
16th February
Trainer: Matt Ventrella

Intermediate Housing Advice

This course will cover:
Pre Action Protocol & CPR 55 for Rent Possession cases
Advice & Negotiation on a rent possession case
N244 application
Homelessness – case study
Parallel duties to young people under the CA 1989 & HA 1996
Suitable for those who have already completed a 2 day Introduction to Housing Advice

Length: 2 days
Date: 15th March
&
22nd March
Trainer: Matt Ventrella

For **further information** about the LAN training programme, please contact:

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