



TRAINING COURSES



You've read the Book, now see it live...

If you can organise a venue and gather up to 16 people; we have courses; we will travel !

"In house" Big Book training courses from as little as £35 per person, including a copy of the [Big Book of Benefits and Mental Health](#), as resource and practical toolkit to take with you as you make a real difference.

Introductory courses: for beginners and non-specialists - e.g. support workers, CMHTs, LMAs. No prior benefits knowledge is assumed

An introduction to changing benefits

A one day general course for those new to the benefits system who want to gain the knowledge to signpost with confidence, income maximisation and to gain an awareness of the issues raised by all the benefit changes.

Benefits and Mental Health (2 day)

The original course of the Book! Now - extensively revised and updated - looking in depth at income maximisation tactics and strategies. Introductory only in that it assumes no prior benefits knowledge, but it takes you beyond beginners, as we focus in more detail on core benefits. You will get a practical confidence in tackling ESA and PIP forms, writing effective supporting letters, and checking means tested benefit sums. Popular with support workers, CMHTs and Housing Associations.

Benefits and Older People - 1 or 2 day option

In one day, a similar plan as the course above, but focussing on the less complex, but still baffling, issues for people over pension age - focussing on poorly taken up Pension Credit and Attendance Allowance. (from both a mental and physical health perspective). Over 2 days we can also look at ESA and PIP which become increasingly relevant at 50 plus. Popular with Housing Associations, support workers and advisers

Intermediate courses: for those with some overview awareness, now wanting to focus in on specific benefits

ESA and UC limited capability - from claim to appeal

A one day course for those new to Employment and Support Allowance (ESA), looking at this main benefit for those too unwell to work and changes ahead. Aimed at support workers, CPNs, social workers and anyone supporting claimants through the assessments, sanctions and appeals. The course covers: the structure of ESA and future changes, how the Work Capability Assessment works, the points system, how to tackle the ESA50 or UC50 form, work related activity and sanctions, maximising Income-related ESA and main changes on switching to UC

Success with Personal Independence Payment

A one day practical course for PIP beginners. Aimed at support workers, housing staff, advisers and anyone supporting new PIP claimants or existing DLA claimants in the switch to PIP. The course covers: What is PIP and when? Who can claim? What's the process like in practise? What happens to existing DLA claimants? How do people score PIP points? What counts as help for PIP and why is "reliably" so important? How do I help with a PIP2 form or effectively support a claim? What if the answer is no? Who is likely to win or lose under PIP? How does PIP affect other benefits?

For detailed course outlines, costs, availability etc.
please contact:
enquiries@bigbookofbenefits.com
Or visit www.bigbookofbenefits.com or
see us on [facebook](#)

Universal Credit - 1 or 2 day option

Delays make UC newbies of all of us but it's coming. This overview looks at a change set to affect 12 million people. Topics include: latest timetables, migration to UC, claims, monthly payments and assessments, practical problems, the sums for UC - maximum UC and income, conditionality / sanctions, appeals, future changes and likely UC winners/ losers. A full overview in 1 day or in 2 days there is scope to explore more scenarios and changes already in and develop greater confidence with UC sums

Welfare Reform: An overview

Exactly what it says on the tin. A run through all the recent and forthcoming changes, tailored to highlight changes affecting your particular client group and including more in-depth tactical tips on problem areas - e.g. ESA and a look at PIP and Universal Credit. Assumes a fair previous knowledge of the system. If not, please see the **Introduction** course

Housing Benefit and its successors

A 1 day catch up on all the changes to Housing Benefit - local housing allowances, bedroom tax, single room rents, benefit caps, payments, issues for EEA nationals etc. in what are scheduled to be HB's last years. And what changes as HB merges into Universal and Pension Credits.

In-depth courses: aimed at those who advise people on benefits entitlement - welfare rights workers benefits advisers, CAB advisers etc. More technical in content but retaining accessibility, practicality and a sense of humour.

Mental health & sickness and disability benefits

A one-day course for those who may know their PIPs and ESA, but want to look more at how to relate common mental health diagnoses to PIP, DLA, AA and ESA claims, and approaches to ESA/UC50s and PIP2 and AA forms. Also to look at the barriers people with mental health issues face in accessing benefits and

ESA and UC limited capability for Advisers

The nitty-gritty detail of ESA - and recent changes - plus tactical tips for helping people to negotiate assessment and migration. Aimed at those who need to know the ins-and-outs of ESA/ perform better off calculation/ represent at Appeal. Assumes familiarity with the basics of ESA

Recent & forthcoming changes for advisers

A detailed exploration of recent changes across the benefits system and their implications as well as looking at major changes ahead, including PIP and Universal Credit.

PIP for Advisers / UC for advisers

Two different 1 day courses - separately or together. Assuming a basic grounding, we focus instead on:

- ♦ **for PIP** - process problems, challenging decisions, applying the points, PIP2 tactics, evidence, PIP caselaw and appeal submissions.
- ♦ **for UC** - UC problem areas, sums in detail, key differences, winners and losers, migration and other better off issues, challenging decisions.

Other Courses: We get asked for other courses too. We can tailor the above or deliver something completely different such as: **Benefits for EEA nationals** and **Children, Young People & Disability**

"Made a frightening subject interesting and clearer - non jargonistic and thought provoking"
"Informal.....full of humour... Delivery of essential information both verbal and through visual aids"
"The best course I have been on in all the years I've been employed by..."
"Informative, lively, very interesting and essential for my work with service users"
"Superb course - very informative and relevant to client group"



About Big Book training

Our training courses started with courses based around the [Big Book of Benefits and Mental Health](#) (On screen readers can click the link to find out more about the book) Or you could say it was the other way round - as the first Big Book developed from the late Judy Stenger's course packs for Benefits and Mental Health for local CMHTs.

To this day an unique feature of Big Book courses is the tie in with the Big Book, as a friendly practical toolkit and reference. The Books will be used on the day and you get to take your new friend home with you.

Over the years, satisfied customers have asked for courses focussing on other client groups for other or specific benefits, so we don't just offer courses with a mental health focus

You can see the range of courses we offer overleaf. We can though adapt these courses or develop tailor made courses to your requirements. You can find out more about us at: www.bigbookofbenefits.com

What are the courses like?

First time course participants - especially those who are not advisers - often approach a benefits training day with some dread. Their experience of benefits in work may be that they seem hard, complex, full of regulations and sums and dry as dust.

They know attending a course might be useful and very improving but often look forward to it like double maths on a Tuesday afternoon! But course feedback, suggests that to their surprise the benefits maze seems to make sense and they even had a fun day :-)

We aim to:

- *empower and enable:* (even if there may be a touch of despair on the way) so you leave feeling you can make a real difference
- keep it *relevant and practical* to participants' daily roles
- make materials and slides *lively and involving*
- *vary our methods:* presentations and case studies are complemented by: drawing pictures, line dancing, videos, fun quizzes, discussions
- *be flexible:* a firm course plan/structure, but adjusting to the needs of the group as planned for and as they turn out on the day.
- *learn from each other:* building on ideas, experience questions and wisdom of the group, as we apply benefits criteria to our own experiences working with clients.
- *keep it fun:* it's serious stuff, but a relaxed approach and humour (appropriate and respectful) can help.

Who are the courses for?

Anyone :-): from complete beginners nervously tiptoeing into benefits awareness, those with some familiarity wanting to focus on a particular benefit or change, to experienced advisers getting to grips with new benefits, complex areas or applying knowledge to e.g. a mental health setting.

Participants have included: service users, carers groups, support workers, social workers, CPNs, housing officers and benefits /welfare rights advisers.

In our current list of courses - see overleaf - we have divided them into those that assume no prior knowledge, those for non specialists with some day to day familiarity and those for the more experienced.

Our ethos is very much on demystifying the benefits maze and helping people develop practical skills and tools to make a difference. Complete beginners emerge from the Benefits and Mental Health course ready to support clients with disability forms and ESA 50s or to check a benefits sum.

Tailoring courses to suit you

We can tailor the courses listed overleaf to suit your training needs, whether to the experience/role of the participants, the issues for a particular client group or the time available. Our popular welfare reform updates have been delivered as half day briefing to a 2 day detailed course and have been delivered with focus on different client groups.

We can also deliver completely different courses - e.g. Child DLA, habitual residence and right to reside, taking ESA claims to appeal for support workers. So if you don't see the course you want, please do ask!

How to book a course

Have up to 16 people wanting a course? And a venue in mind near you to hold it in? **We have courses and we can travel :-).**

You decide a convenient, safe and suitable venue, and sort refreshments and lunch arrangements.

Our competitive standard charge is made up of:

- £550 a day or £950 for a 2 day course; plus
- £10 per head for books and materials; plus
- tutor expenses

This includes the course, materials, preparation and travel time and a copy each of the [Big Book of Benefits and Mental Health](#) (normally £23) as trusty companion, guide and toolkit as participants take their training into practice.

With a maximum of 16 people this can mean that training works out at as little as £35 per person per day on a two day course or £45 on a one day. Further discounts apply for repeat and regular customers.



Please contact:

enquiries@bigbookofbenefits.com

to discuss a course that's right for you