# Benefits for Trainee Advisers

*A training course by Mary Nash*

## Aims

To gain a basic understanding of how to identify which benefits a client might be entitled to

## Who for?

Trainees who have done the 'Which Benefit' and 'Calculating Benefits' pack, and preferably the benefits e-learning with some interviewing experience.

This course can be delivered to groups of up to 15 people, but there is plenty of practical work and a range of exercises to help the learning process. Attendees will need paper and pens and there needs to be space for posters to be attached to the wall.

## Timing

4 ½ hours (normally 10-2.30) including a coffee and short lunch break

## Learning Outcomes

By the end of this course, attendees should be able to:

1. Explain how all means-tested benefits are calculated
2. Identify at least 10 different pieces of information needed from a client to assess their potential benefit entitlement
3. Explain why each piece of information is needed, and which benefits might be considered for each different circumstance
4. Justify the order in which to consider benefit entitlement

## Topics

- Refresher of all the benefits in the system
- The principles of calculating means-tested benefits
- Gathering information
    - What do you need to know to assess entitlement
    - Understanding why you need find out each piece of information
- The order to consider benefit entitlement