

Advanced QuickBen

A training course by Mary Nash

Course Aims

- To consolidate QuickBen knowledge for existing users, focusing on Tax Credits.

Learning Outcomes – by the end of the training, learners will be able to:

1. Explain fully what information is needed to calculate Tax Credits
2. Calculate clients' weekly benefit entitlement including Tax Credits
3. Calculate Tax Credit annual awards, including multiple relevant periods
4. Navigate with confidence around all the modules, menus, icons and shortcuts of QuickBen

Contents

- Understanding how Tax Credits are calculated
- Understanding the Income Worksheet
- The difference between weekly and annual Tax Credit awards
- Eligible periods and multiple relevant periods
- A refresher of the other modules including useful menu options
- Everyday useful tips & tricks

Who for?

This is for experienced Generalist Advisers, caseworkers and Supervisors, who use QuickBen regularly, but may struggle to fully understand the Tax Credits Module.

This course can be delivered to groups of up to 6 people, but typically may be smaller groups of 2-4 people, each of whom must have their own computer.

It is essential that everyone has a good working knowledge of QuickBen (able to enter details about claimants' work, children, partner, savings, non-means-tested benefit entitlement and rent/housing costs) and has been using it recently.

For less experienced users of QuickBen, it would be more beneficial to attend the full introductory course.

Timing

4 hours including a break.