

Introduction to QuickBen

A training course by Mary Nash

Course Aims

- To provide confidence using QuickBen to calculate client's weekly benefit entitlement.

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

1. Name 8 benefits that QB can calculate
2. Explain what each module is for
3. Enter details of claimants' work, children, income, and housing costs
4. Explain what income information is needed to calculate tax credits
5. Enter relevant information to calculate tax credits
6. Check whether a calculation is correct
7. Produce 'what if' reports (if time permits)
8. Access help, check for exclusions and for changes in new versions

Contents

- What can QuickBen do?
- Navigating the main screen
- Using Print Preview
- Entering information about the clients
 - Children, partner, age
 - Income & savings
 - Other benefits including ESA
- Rent, council tax and mortgages
- Tax Credits (considerable time is spent on this)
- 'What if' calculations (if time permits)

Who for?

Trained generalist advisers, caseworkers, advice session supervisors etc. with experience of advising on benefits. It is helpful if attendees have a look at QuickBen before attending, but the training will cover QuickBen from scratch.

This course can be delivered to groups of up to 6 people, each of whom must have their own computer.

Experienced QuickBen users may prefer to attend the shorter Advanced QuickBen course.

Timing

10-4 with time for coffee and lunch breaks.