

QuickBen

A training course by Mary Nash

This course can be run as an introductory course, or as a refresher, and will be adapted accordingly.

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
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
 - Swapping claimants
 - Income Projections
 - Tax Credits – eligible periods and multiple eligible periods

Who for?

Trained generalist advisers, caseworkers, advice session supervisors etc. with experience of advising on benefits.

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

Timing

10-4 with time for coffee and lunch breaks.