

Court Representation / Supervision

✓ Effective Advocacy

✓ Supervision: Essential Skills and Best Practice

Casework / Specialist

- ✓ Getting to Grips with your Caseload
- ✓ Debt Claims in the Sheriff Court
- ✓ Debt Arrangement Scheme: Putting it into Practice
- ✓ Debt Options for Scottish Debtors
- ✓ Insolvency Options
- ✓ Tailoring Advice

Advice Work

- ✓ Negotiation and Communication skills
- ✓ Credit Referencing
- ✓ Insolvency Options
- ✓ Debt Arrangement Scheme: Putting it into Practice
- ✓ Debt Options for Scottish Debtors
- ✓ Tailoring Advice

Initial Contact & Support Work

- ✓ Introduction to Debt Advice
- ✓ Good Practice: Providing High Quality Debt Advice

- + Fuel Debt
- + Introduction to Student Loans
- + Home Repossession in Scotland
- + CASHflow: How to Use the Tool Effectively
- + Payday Loans: The Facts
- + Using the Consumer Credit Act in Practice
- + Utilities & Fuel Poverty
- + Hire Purchase and Conditional Sale in Scotland
- + Introduction to Diligence
- + Introduction to the Welfare Reform Act: Universal Credit and Personal Independence Payments
- + Mental Health: Good Practice for Debt Advisers
- + Housing Debt Arrears: Practical Advice to Prevent Eviction and Repossession
- + Scottish Government's Homeowners' Support Fund
- + Business Debts: Self-Employed Clients and Directors of Limited Companies
- + Debts in the Sheriff Court: Advising and Representing Clients
- + Housing Debt & Court Representation for Housing

+ Giving Effective Advice by Email