

## Court Representation / Supervision

✓ Skills for Effective Advocacy

✓ Supervision:  
Essential Skills  
and Best Practice

- + Understanding Debts and Courts in Northern Ireland (Pre-requisite)
- + Court Action for the Enforcement of Judgments Office
  - + Time Orders
- + Time Limits for Recovering Debts Through the Courts
  - + Advanced Mortgage Possession
  - + Business Debts

## Casework / Specialist

- ✓ Getting to Grips with your Caseload
  - ✓ Bankruptcy
- ✓ Individual Voluntary Arrangements
  - ✓ Credit Referencing
- ✓ Rates: Enforcement and Liability
  - ✓ Skills for Effective Advocacy
  - ✓ Tailoring Advice

- + Debt Relief Order Approved Intermediary: The First Steps (Pre-requisite)
- + Debt Relief Orders: Approved Intermediaries (Pre-requisite)
- + Debt Relief Orders: Dealing with Complex Cases
- + CASHflow: How to Use The Tool Effectively
  - + Payday Loans: The Facts
  - + Introduction to Student Loans
- + Getting Started with The Common Financial Statement
  - + What You Need to Know About The Consumer Credit Act
- + Using the Consumer Credit Act in Practice
  - + Effectively Challenging Utility Debt
- + Understanding Orders Charging Land and Orders for Sale
- + Consumer Credit Act: Checking the Agreement
- + Consumer Credit Act: Unfair Relationships Provisions
  - + Consumer Credit Act: The Basics
  - + Consumer Credit Act: Lender Obligations (Post Contract)
- + Consumer Credit Act: Hire Purchase, Bills of Sale and Car Finance
  - + Consumer Credit Act: Time Orders
- + Financial Conduct Authority: The Impact on Consumer Credit Regulation So Far
  - + Understanding Debt Liability
- + Mental Health: Good Practice for Debt Advisers
  - + Prevention of Homelessness as a Consequence of Debt
  - + Understanding Banking Law

## Advice Work

- ✓ Negotiation and Communication Skills
  - ✓ Bankruptcy
- ✓ Individual Voluntary Arrangements
  - ✓ Credit Referencing
  - ✓ Tailoring Advice
  - ✓ Good Practice

## Initial Contact & Support Work

- ✓ Introduction to Providing Debt Advice

- + Selecting Appropriate Advice Methods and Tools
  - + Giving Effective Advice by Email
  - + Giving Effective Telephone Advice
- + Budgeting Skills and Tools for Debt Advisers
  - + Boost Your Own Development