

Court Representation / Supervision

✓ Skills for Effective Advocacy

✓ Supervision: Essential Skills and Best Practice

Casework/ Specialist

- ✓ What are the Insolvency Options?
- ✓ Insolvency Options: Putting it Into Practice
 - ✓ Tailoring Advice
 - ✓ Skills for Effective Advocacy
 - ✓ Council Tax
 - ✓ Credit Referencing
- ✓ Getting to Grips with your Caseload

Advice Work

- ✓ Negotiation and Communication Skills
- ✓ What are the Insolvency Options?
- ✓ Insolvency Options: Putting it Into Practice
 - ✓ Credit Referencing
 - ✓ Tailoring Advice
 - ✓ Good Practice

Initial Contact & Support Work

- ✓ Introduction to Debt Advice

- + Debt Relief Orders: Approved Intermediaries
- + Time Orders
- + The EU Consumer Credit Directive
- + Business Debts: Self-Employed Clients and Directors of Limited Companies
- + Mortgage Possession Proceedings: Helping or Representing Clients Facing County Court Action
- + Defending Money Claims in the County Court
- + Recovering Financial Penalties in the Magistrates' Court
- + Time Limits for Recovering Debts through the Courts

- + CASHflow
- + Payday Loans
- + Parking Penalties
- + Taking Control of Goods
- + Hire Purchase, Bills of Sale & Car Finance
- + Introduction to the Welfare Reform Act
- + Common Financial Statement (CFS)
- + Introduction to Student Loans
- + What is the Consumer Credit Act?
- + Using the Consumer Credit Act in Practice
- + Introduction to Clients in Rented Housing
 - + Rent Arrears
 - + Mortgage Arrears
 - + Mental Health
- + Debts in the County Court
- + Debts in the County Court: Putting it into Practice
- + Debts in the High Court
- + Advising Clients with Utility Debts

- + Selecting Appropriate Advice Methods and Tools
- + Giving Effective Telephone Advice
- + Giving Effective Advice by Email