

 E-learning

 Virtual Classroom

*courses are accredited at different levels as they cover NOS at both levels. There is no need to repeat courses.

**courses have introductory E-learning module which can be stand alone, followed by optional virtual classroom session



Accredited Courses at Court Representation / Supervision Levels

- ✓ Skills for Effective Advocacy* 
- ✓ Introduction to Supervisor Skills 


Accredited Courses at Casework/ Specialist Level

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

Accredited Courses at Advice Work Level

- ✓ Consumer Credit Act 
- ✓ Credit Referencing*
- ✓ Getting to Grips with your Caseload*
- ✓ What are the Insolvency Options?*
- ✓ Good Practice* 
- ✓ Negotiation and Communication*
- ✓ Insolvency Options: Putting it Into Practice*
- ✓ Tailoring Advice*

Accredited Courses at Initial Contact & Support Work Level

- ✓ Introduction to Debt Advice 

Further Courses to Provide Essential Knowledge and Skills

Specialist adviser

- + CCA Notices
- + Debt Relief Orders: Approved Intermediaries
- + Defending Money Claims in the County Court
- + Mortgage Possession Proceedings: Helping or Representing Clients Facing County Court Action
- + Time Limits for Recovering Debts through the Courts
- + Time Orders

Existing adviser

- + Advising Clients on the Breathing Space Scheme
- + Advising Clients with Gas and Electricity Debts
- + Advising Clients with Water Debts
- + Debt and Pensions
- + Debts in the High Court
- + Good Practice in Case Recording
- + Introduction to Student Loans
- + Introduction to Charging Orders
- + Mental Capacity Limitations
- + Payday Loans
- + Parking Penalties
- + Supporting Bereaved Clients
- + Supporting Clients with Addictions
- + Surviving Economic Abuse
- + Behavioural Theory and it's Application in Advice** 
- + Benefit Overpayments and Debt**
- + Debts in the County Court**
- + Recovering Financial Penalties in the Magistrates' Court**
- + Rent Arrears**
- + From Learning Disabilities to Neurodiversity**
- + Taking Control of Goods**
- + Child Maintenance 
- + Giving Effective Telephone Advice
- + Mental Health
- + Mortgage Arrears
- + Supporting Yourself to Support Others in Times of Crisis

New adviser

- + Basic Banking
- + Give Effective Advice by Email
- + Introduction to Income Maximisation
- + Introduction to Welfare Benefits
- + Standard Financial Statement (SFS)
- + Supporting Clients to Self Help
- + Universal Credit: An Overview
- + Supporting Clients in Vulnerable Circumstances** 