



# TRAINING FOR OUR COMMUNITY

**January - May 2026**

Training Team Lead:  
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# Universal Credit Basics Training - 16th January, 10-1pm

## Essential knowledge for anyone supporting people with Universal Credit

Are you working with individuals who claim Universal Credit—or who should be? Build your confidence and strengthen your skills with our **Universal Credit Basics Training**, designed for frontline workers, support staff, volunteers, and anyone who helps others navigate the benefits system.

## What the Training Covers

- ✓ What Universal Credit is — how it works and who can claim
- ✓ UC eligibility rules & key claimant commitments
- ✓ How payments are calculated (standard allowance, elements, deductions)
- ✓ Digital claims: journals, verification, and maintaining the claim
- ✓ Understanding assessments, sanctions & conditionality
- ✓ Tips for supporting vulnerable claimants
- ✓ Common pitfalls and how to avoid them
- ✓ Useful tools, resources, and signposting options

## Who Should Attend?

- Housing and homelessness workers
- Advice workers and support practitioners
- Health & social care staff
- Community groups and volunteers
- Anyone new to benefits support

## Why Attend?

Gain the practical knowledge you need to help claimants avoid mistakes, maximise their entitlement, and stay on track with their Universal Credit claim. Leave with clarity, confidence, and actionable tools.

## Cost

£39 per person      book via: <https://www.trybooking.com/uk/FSOK>



# Basic Benefits Navigation Training - January 30th 10-1pm

**Empower yourself to confidently guide others through the benefits system**

Are you supporting individuals who rely on public benefits? Do you want to better understand the system so you can provide clear, accurate guidance?

Join our **Basic Benefits Navigation Training**—perfect for frontline staff, volunteers, support workers, and anyone who frequently assists people with accessing benefits.

## What You'll Learn

- ✓ Overview of the UK benefits system
- ✓ Understanding eligibility and entitlement
- ✓ Key benefits: Universal Credit, PIP, Housing Benefit & more
- ✓ How to complete applications effectively
- ✓ Supporting clients with evidence
- ✓ Common barriers and how to overcome them
- ✓ Practical tools, resources, and signposting tips

## Who Should Attend?

- Support workers
- Advice workers
- Housing staff
- Health & social care professionals
- Community volunteers
- Anyone new to benefits navigation

## Why Attend?

Gain confidence, reduce errors, and provide better outcomes for the people you support. Leave with practical skills you can use immediately.

## Cost

This course is provided FREE of charge - a donation towards our costs is welcomed booking via <https://www.trybooking.com/uk/FSOM>



# PIP & Attendance Allowance - 13th February, 10-4pm

## Learn how to confidently support people with disability-related benefits

Supporting individuals with health conditions or disabilities? This training gives you the essential knowledge to help them navigate **Personal Independence Payment (PIP)** and **Attendance Allowance (AA)**—two of the most important disability benefits in the UK.

## What You'll Learn

- ✓ Purpose and structure of PIP & Attendance Allowance
- ✓ Eligibility criteria and assessment rules
- ✓ Understanding daily living & mobility activities (PIP)
- ✓ Evidence gathering and completing forms effectively
- ✓ Common reasons for refusals & how to support challenges
- ✓ Special rules for terminal illness
- ✓ Differences between PIP and Attendance Allowance
- ✓ Practical tips and tools for supporting claimants

## Who Should Attend?

- Support workers
- Advice and advocacy staff
- Housing and homelessness teams
- Health & social care professionals
- Carer support services
- Community volunteers

## Why Attend?

Gain the confidence to help claimants present their needs accurately, avoid common mistakes, and improve the quality of applications and appeals. Leave with practical, real-world skills you can use immediately.

## Cost

£59 per person booking via <https://www.trybooking.com/uk/FSON>



# Benefits for Families Training March 13th, 10-4pm

## Essential knowledge for professionals supporting parents, carers & children

Do you work with families who may be missing out on vital financial support? Our **Benefits for Families Training** gives you the knowledge and tools to confidently guide households through the benefits and financial help available to them.

## What the Training Covers

- ✓ Key benefits for families: Child Benefit, Universal Credit elements, Child Tax considerations
- ✓ Support for childcare costs (UC childcare element, Tax-Free Childcare)
- ✓ Free School Meals, Healthy Start, School Clothing Grants
- ✓ Disability-related benefits for children (DLA for children, linked entitlements)
- ✓ Support for young parents, kinship carers, and separated families
- ✓ Navigating changes of circumstances (new baby, separation, work changes)
- ✓ Maximising income & avoiding common pitfalls
- ✓ Practical signposting tools and resources

## Who Should Attend?

- Family support workers
- Early help and social care staff
- Housing and homelessness teams
- School and nursery staff
- Community and voluntary sector workers
- Anyone supporting parents and children

## Why Attend?

Strengthen your ability to help families increase their financial stability, access the right support at the right time, and reduce crisis situations. Leave with clear, practical guidance you can apply immediately.

## Cost

£59 per person    Booking via <https://www.trybooking.com/uk/FSOQ>



# Basic Benefits Navigation Training - March 6th, 10-1pm

**Empower yourself to confidently guide others through the benefits system**

Are you supporting individuals who rely on public benefits? Do you want to better understand the system so you can provide clear, accurate guidance?

Join our **Basic Benefits Navigation Training**—perfect for frontline staff, volunteers, support workers, and anyone who frequently assists people with accessing benefits.

## What You'll Learn

- ✓ Overview of the UK benefits system
- ✓ Understanding eligibility and entitlement
- ✓ Key benefits: Universal Credit, PIP, Housing Benefit & more
- ✓ How to complete applications effectively
- ✓ Supporting clients with evidence
- ✓ Common barriers and how to overcome them
- ✓ Practical tools, resources, and signposting tips

## Who Should Attend?

- Support workers
- Advice workers
- Housing staff
- Health & social care professionals
- Community volunteers
- Anyone new to benefits navigation

## Why Attend?

Gain confidence, reduce errors, and provide better outcomes for the people you support. Leave with practical skills you can use immediately.

## Cost

This course is provided FREE of charge - a donation towards our costs is welcomed  
Bookings via <https://www.trybooking.com/uk/FSOR>



# PIP & Attendance Allowance Training - 15th May, 10-4pm

## Learn how to confidently support people with disability-related benefits

Supporting individuals with health conditions or disabilities? This training gives you the essential knowledge to help them navigate **Personal Independence Payment (PIP)** and **Attendance Allowance (AA)**—two of the most important disability benefits in the UK.

## What You'll Learn

- ✓ Purpose and structure of PIP & Attendance Allowance
- ✓ Eligibility criteria and assessment rules
- ✓ Understanding daily living & mobility activities (PIP)
- ✓ Evidence gathering and completing forms effectively
- ✓ Common reasons for refusals & how to support challenges
- ✓ Special rules for terminal illness
- ✓ Differences between PIP and Attendance Allowance
- ✓ Practical tips and tools for supporting claimants

## Who Should Attend?

- Support workers
- Advice and advocacy staff
- Housing and homelessness teams
- Health & social care professionals
- Carer support services
- Community volunteers

## Why Attend?

Gain the confidence to help claimants present their needs accurately, avoid common mistakes, and improve the quality of applications and appeals. Leave with practical, real-world skills you can use immediately.

## Cost

£59 per person Booking via <https://www.trybooking.com/uk/FSPA>



# Basic Benefits Navigation Training - May 22nd, 10-1pm

**Empower yourself to confidently guide others through the benefits system**

Are you supporting individuals who rely on public benefits? Do you want to better understand the system so you can provide clear, accurate guidance?

Join our **Basic Benefits Navigation Training**—perfect for frontline staff, volunteers, support workers, and anyone who frequently assists people with accessing benefits.

## What You'll Learn

- ✓ Overview of the UK benefits system
- ✓ Understanding eligibility and entitlement
- ✓ Key benefits: Universal Credit, PIP, Housing Benefit & more
- ✓ How to complete applications effectively
- ✓ Supporting clients with evidence
- ✓ Common barriers and how to overcome them
- ✓ Practical tools, resources, and signposting tips

## Who Should Attend?

- Support workers
- Advice workers
- Housing staff
- Health & social care professionals
- Community volunteers
- Anyone new to benefits navigation

## Why Attend?

Gain confidence, reduce errors, and provide better outcomes for the people you support. Leave with practical skills you can use immediately.

## Cost

This course is provided FREE of charge - a donation towards our costs is welcomed  
Booking via <https://www.trybooking.com/uk/FSPE>

