

# Advice NI Training Calendar

## April – September 2024



To sign up to any of our courses or find out more information please visit  
<https://www.adviceni.net/training>

### **Scheduled Live-Online, F2F and Blended Learning Courses:**

Please note that all live-online training will be delivered via Zoom or Microsoft Teams **except those marked with a \***. These courses will take place at **Advice NI Offices**.

Course Title	Date	Time
Wiseradviser: Rates – Enforcement and Liability	9 <sup>th</sup> April 2024	10:00 – 13:00
Wiseradviser: Introduction to Providing Debt Advice *	15 <sup>th</sup> April and 22 <sup>nd</sup> April 2024	10:00 – 16:00
An Introduction to the Benefit System	18 <sup>th</sup> April 2024	10:00 – 13:00
Universal Credit – The Basics	23 <sup>rd</sup> April 2024	10:00 – 12:00
Wiseradviser: Good Practice: Providing High Quality Debt Advice	24 <sup>th</sup> April 2024	10:00 – 16:00
Wiseradviser: Tailoring Advice: Strategies & Options for Dealing with Debt	29 <sup>th</sup> April 2024	10:00 – 16:00
Wiseradviser: Negotiation and Communication Skills for Debt Advisers	1 <sup>st</sup> May 2024	10:00 - 13:00
Wiseradviser: Skills for Effective Advocacy	1 <sup>st</sup> May 2024	13:30 – 16:30
Supporting Clients with English as a Second Language: Institute of Money Advisers	8 <sup>th</sup> May and 9 <sup>th</sup> May 2024	10:00 – 12:30
Child Disability Living Allowance and Form Filling <i>New</i>	16 <sup>th</sup> May 2024	10:00 - 11:30
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit Training <i>Blended Learning</i>	21 <sup>st</sup> May 2024	10:00 – 13:00
Wiseradviser: Supporting Clients with Deficit Budgets	23 <sup>rd</sup> May 2024	10:00 – 13:00
Northern Ireland Advice Quality Standard (NIAQS) Assessors Workshop	28 <sup>th</sup> May 2024	10:00 – 13:00
Understanding Universal Credit Work Conditionality and Sanctions <i>New</i>	28 <sup>th</sup> May 2024	10:00 - 11:30
National Insurance and State Pension Rights <i>New</i>	29 <sup>th</sup> May 2024	10:00 - 13:00
Social Policy, Judicial Review and Strategic Casework for Advisers	4 <sup>th</sup> June 2024	10:00 – 12:00

Wiseradviser: Individual Voluntary Arrangements: The Essential Guide	4 <sup>th</sup> June 2024	10:00 – 13:00
Wiseradviser: Bankruptcy: The Essential Guide	4 <sup>th</sup> June 2024	13:30 – 16:30
Bereavement Benefits and Funeral Payments	5 <sup>th</sup> June 2024	10:00 - 11:30
Universal Credit Calculations – Basic <i>New</i>	11 <sup>th</sup> June 2024	10:00 - 11:30
Universal Credit – The Basics	13 <sup>th</sup> June 2024	10:00 – 12:00
Wiseradviser: Supervision – Essential Skills and Best Practice	18 <sup>th</sup> June 2024	10:00 – 13:00
Benefits and Entering Work <i>New</i>	20 <sup>th</sup> June 2024	10:00 - 11:30
Managed Migration: The Move to Universal Credit	24 <sup>th</sup> June 2024	10:00 – 13:00
Social Policy: A Beginner's Guide <i>New</i>	26 <sup>th</sup> June 2024	10:00 – 12:00
Discretionary Support Reviews and Challenges <i>New</i>	28 <sup>th</sup> June 2024	10:00 - 11:30
The Rights of Survivors of Abuse and Domestic Violence and How to Provide Support	1 <sup>st</sup> July 2024	10:00 – 13:00
Challenging Personal Independence Payment Decisions and Better Form Completion	3 <sup>rd</sup> July 2024	10:00 – 13:00
Adviser NI - Level 4 Extended Certificate in Providing Social Security Advice <i>OCNNI Endorsed</i> <i>Blended Learning</i>	Starting 23 <sup>rd</sup> July 2024	Register Online
Redundancy Rights, Payments and Protections <i>New</i>	24 <sup>th</sup> July 2024	10:00 - 11:30
Speaking Up on Behalf of Others – What is Independent Advocacy? <i>New</i>	25 <sup>th</sup> July 2024	10:00 – 13:00
Understanding Transitional Protection	7 <sup>th</sup> August 2024	10:00 – 11:30
Universal Credit - A Complete Guide	14 <sup>th</sup> August 2024	10:00 – 16:00
Challenging Personal Independence Payment Decisions and Better Form Completion	15 <sup>th</sup> August 2024	10:00 – 13:00
Wiseradviser: Mental Health: Good Practice for Debt Advisers	19 <sup>th</sup> August 2024	10:00 – 13:00
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit Training <i>Blended Learning</i>	20 <sup>th</sup> August 2024	10:00 – 13:00
Universal Credit Overpayments, Recovery and Debt Collection	21 <sup>st</sup> August 2024	10:00 - 11:30
How to Use Social Security Law and Where to Find It	22 <sup>nd</sup> August 2024	10:00 - 11:30
A Guide to Social Security Benefits (Beginners) <i>New</i> <i>OCNNI Endorsed</i> <i>Blended Learning</i>	<b>Induction:</b> 28 <sup>th</sup> August 2024 <b>Tutorials:</b> 4 <sup>th</sup> September, 18 <sup>th</sup>	<b>Induction:</b> 10:00 – 11:00 <b>Tutorials:</b> 10.00-13.00

	September and 2 <sup>nd</sup> October 2024	
<b>Northern Ireland Advice Quality Standard (NIAQS) Assessors Workshop</b>	27 <sup>th</sup> August 2024	10:00 – 13:00
<b>Understanding Universal Credit Work Conditionality and Sanctions</b> <i>New</i>	4 <sup>th</sup> September 2024	10:00 - 11:30
<b>Challenging Employment Support Allowance/ Limited Capability for Work and Better Form Completion</b>	9 <sup>th</sup> September 2024	10:00 – 13:00
<b>Wiseradviser: Understanding Debt Liability</b>	10 <sup>th</sup> September 2024	13:30 – 16:30
<b>Benefit Overpayments: How to Request a Discretionary Waiver</b> <i>New</i>	11 <sup>th</sup> September 2024	10:00 - 11:30
<b>Level 4: Representing Clients at Social Security Tribunals*</b> <i>OCNNI Endorsed</i>	12 <sup>th</sup> , 19 <sup>th</sup> and 26 <sup>th</sup> September 2024	10:00 – 16:00
<b>Maximising Entitlement for Older People</b>	16 <sup>th</sup> September 2024	10:00 – 12:00
<b>Illegal Lending Awareness Training – Consumer Council</b> <i>New</i>	17 <sup>th</sup> September 2024	14:00 – 15:00
<b>Social Security Benefits for EEA and Non-EEA Nationals</b>	18 <sup>th</sup> September 2024	10:00 - 13:00
<b>Understanding General Data Protection Regulation</b>	19 <sup>th</sup> September 2024	10:00 – 13:00
<b>Illegal Lending Awareness Training – Consumer Council</b> <i>New</i>	19 <sup>th</sup> September 2024	14:00 – 15:00
<b>Universal Credit Calculations – Advanced</b> <i>New</i>	25 <sup>th</sup> September 2024	10:00 - 13:00

### Anytime-Online Courses:

Please note that our anytime-online courses are delivered through our Advice NI Learning Online and Wiseradviser NI learning platforms.

Course Title	Platform
<b>Applying Human Rights Law to Advice Work</b> <i>New</i>	Advice NI Learning Online (Moodle)
<b>Time Management in the Workplace</b> <i>New</i>	Advice NI Learning Online (Moodle)
<b>Making a Digi-Referral between Advice Pro Agencies</b>	Advice NI Learning Online (Moodle)
<b>Advice Pro Manual</b>	Advice NI Learning Online (Moodle)
<b>Universal Credit Issues Recording Update</b>	Advice NI Learning Online (Moodle)
<b>Money Management</b>	Advice NI Learning Online (Moodle)
<b>Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit (Online Element)</b>	Advice NI Learning Online (Moodle)

<b>Triage Skills for Initial Contact and Support Workers</b>	Advice NI Learning Online (Moodle)
<b>Supervisor Skills – Spotlight on Mindfulness (Recorded Webinar)</b> <i>New</i>	Wiseradviser NI Platform
<b>Supervisor Skills – The Secret of Confidence and the Myth of Fear (Recorded Webinar)</b> <i>New</i>	Wiseradviser NI Platform
<b>Supervisor Skills – Attracting &amp; Retaining Volunteers (Recorded Webinar)</b> <i>New</i>	Wiseradviser NI Platform
<b>Supervisor Skills – Giving &amp; Receiving Feedback (Recorded Webinar)</b> <i>New</i>	Wiseradviser NI Platform
<b>Supervisor Skills – Courageous Conversations (Recorded Webinar)</b> <i>New</i>	Wiseradviser NI Platform
<b>Supporting Bereaved Clients</b>	Wiseradviser NI Platform
<b>How to Deliver Money Advice by Email</b>	Wiseradviser NI Platform
<b>Behavioural Theory Application in Advice</b>	Wiseradviser NI Platform
<b>Understanding and Supporting Clients in Vulnerable Circumstances (NI)</b>	Wiseradviser NI Platform
<b>Standard Financial Statement</b>	Wiseradviser NI Platform
<b>Selecting Appropriate Advice Methods and Tools</b>	Wiseradviser NI Platform
<b>Boost Your Own Development</b>	Wiseradviser NI Platform
<b>Addictions: Gambling, Alcohol and Drug Use</b>	Wiseradviser NI Platform
<b>Getting to Grips with your Personal Caseload</b>	Wiseradviser NI Platform
<b>Introduction to Income Maximisation</b>	Wiseradviser NI Platform
<b>Credit Referencing: The Essentials</b>	Wiseradviser NI Platform
<b>Payday Loans: The Facts</b>	Wiseradviser NI Platform
<b>Debt Relief Orders: Intermediaries: The First Steps (Module 1 to Module 6)</b>	Wiseradviser NI Platform
<b>Consumer Credit Act NI – Set of 6 Courses:</b> <ul style="list-style-type: none"> <li>• Consumer Credit Act (NI) - Checking the Agreement</li> <li>• Consumer Credit Act (NI) -Unfair Relationships Provisions</li> <li>• Consumer Credit Act (NI) -The Basics</li> <li>• Consumer Credit Act (NI) -Lender Obligations (Post contract)</li> <li>• Consumer Credit Act (NI) -Hire Purchase, Bills of Sale and Car Finance</li> <li>• Consumer Credit Act (NI) -Time Orders</li> </ul>	Wiseradviser NI Platform
<b>Introducing the Financial Conduct Authority</b>	Wiseradviser NI Platform

<b>Basic Banking Rights</b>	Wiseradviser NI Platform
<b>Debt &amp; Pensions</b>	Wiseradviser NI Platform
<b>Surviving Economic Abuse</b>	Wiseradviser NI Platform
<b>Supervisor Skills – Spotlight on Networks</b> <i>Coming Soon</i>	Wiseradviser NI Platform
<b>Supervisor Skills – Debriefing</b> <i>Coming Soon</i>	Wiseradviser NI Platform
<b>Supervisor Skills – Spotlight on Vulnerability</b> <i>Coming Soon</i>	Wiseradviser NI Platform
<b>Social Policy: A Beginners Guide</b> <i>Coming Soon</i>	Advice NI Learning Online (Moodle)
<b>An Introduction to Advice</b> <i>Coming Soon</i>	Advice NI Learning Online (Moodle)
<b>Understanding Employment Law for Advisers</b> <i>Coming Soon</i>	Advice NI Learning Online (Moodle)

### **Advice NI Bespoke Training:**

At Advice NI we offer training tailored specifically for you and your team. After consulting with our expert trainers, we can design and deliver custom training to meet your organisation's needs, or we can deliver any of our existing courses to your team at our training facility or at your site. To find out more email us at E: [training@adviceni.net](mailto:training@adviceni.net) or T: 028 90 645919.

### **Course Details and Booking:**

For full details on all of our courses, including accredited training and multi-day courses, go to [www.adviceni.net/training](http://www.adviceni.net/training) and visit the Upcoming Training section at the bottom of the page. You can find full course details, costs, times, locations and a link to our booking forms just by clicking on your chosen course title. For further information regarding our Wiseradviser NI programmes please visit <https://wiseradviser.org/northern-ireland/> or contact [wiseradviser@adviceni.net](mailto:wiseradviser@adviceni.net).

Our face-to-face training will be located at **Advice NI Offices, Training Unit, Forestview, Purdy's Ln, Belfast BT8 7AR.**

*Providing learners with the knowledge and skills required to provide confident, up to date, quality advice to meet sector standards.*