

**2 day
course**

**Improving Advice Skills
31st March & 1st April**

Suitable for: Information/advice workers, PA's, youth workers providing rights- based advice. It is **particularly suitable** for staff new to advice work as well as for more experienced staff wanting to sharpen their practice.

Course Structure: This interactive training includes group work, role plays and scenario case studies intended to link theory to practice. This Course has been mapped against NOS4 Legal Advice skills units.

Aim: To develop competence in the **skills** required for giving high quality rights-based advice to young people.

Learning outcomes

By the end of the course, participants will have:

- explored the client's information and advice needs, using diagnostic and problem solving skills
- understood underpinning advice principles
- recognised the limits of their competence
- identified personal development needs
- applied the principles of independence and confidentiality to case work
- identified how/when to make appropriate referrals
- Identified, explored and practiced client interview and communication skills, including listening skills
- explored and practiced negotiation skills
- understood the key features of case recording

Trainer: Helen Stollar, Y.A.'s in-house advice trainer.

prices

Youth Access members: £100
Voluntary sector: £160
Statutory sector: £200

**Welfare benefits & Young People
6th May**

Suitable for: Information/advice workers, PA's, youth workers and others providing benefits advice to young people.

Course Structure: Lively knowledge-based course with comprehensive hand-outs to take away. This course has been mapped against the NOS4 Legal Advice knowledge unit 36.

Aim: To develop participants' knowledge of Welfare Benefit rules and procedures to enable accurate and effective advice to be given to young people

Learning outcomes:

By the end of the course, participants will have:

- **understood benefits for young people not studying** Income Support, Income Based JSA, Severe Hardship Payments. Children (Leaving Care) Act 2000, claim procedures and the role in supporting young people to make claims
- **explored the impact of studying on benefits** the definitions of 'study' and 'relevant education' for benefit purposes; effect of studying on IS, JSA and other benefits
- **understood Housing Benefit** how non-dependents affect the HB claimant; the special rules that apply to those under 25
- **understood Social Fund** application routes for Community Care Grants, Budgeting and Crisis loans.

Trainer: Steve Johnson, Advice Service Manager and Freelance Welfare Rights Trainer

prices

Youth Access members: £70
Voluntary sector: £112
Statutory sector: £140

**Advising Young People on
Housing & Homelessness
28th April**

in partnership
with
Shelter

Suitable for: Anyone working as an adviser or advocate for young people on housing issues.

Course Structure: Knowledge-based course supplemented by detailed course notes that will act as future reference material. This course has been mapped against the NOS4 Legal Advice knowledge unit 36.

Aim: To develop participants' understanding of young single homelessness and the relevant legislative frameworks in order to increase confidence in using the law to advocate on behalf of young people in housing need.

Learning outcomes:

By the end of the course, participants will have:

- explored young single homelessness, looking at patterns and trends.
- understood the current homelessness legislation (as amended by the Homelessness Act 2002).
- understood the meaning of priority need, including the new categories and the assessment of vulnerability.
- looked at the Children Act
- looked at The Leaving Care Act
- explored 'Intentionality'
- understood 'Local connection'
- understood S.17 of the Children Act

Trainer: John Macklin, Shelter's leading trainer on Young People's housing issues.

prices

Youth Access members: £70
Voluntary sector: £112
Statutory sector: £140

Please
turn
over for
booking
details

Booking form.

**Please photocopy
and complete
for each participant.**

Not a member? Join today and be eligible for the members discount rate, saving **up to 50%**.

Call us on 0208 772 9900 or join online at

www.youthaccess.org.uk

Return to us as soon as possible to guarantee a place

By post

Youth Access, 1 and 2 Taylors Yard
67 Alderbrook Rd,
London SW12 8AD

Or **fax** to 0208 772 9746

Or **book online** at www.youthaccess.org.uk/events

Your details

Name

Job Title

Organisation

Address

Post code

Telephone Number:

Email address

(please write clearly):

Tick here if you do not wish to receive information about future Youth Access training

Are you a Youth Access member? YES NO

Please specify any dietary or support needs (disability access, large print etc) you may have:

Your booking (please complete)

Course title:

Date of course

Course fee:

Payment option: please tick

Cheque enclosed

Please send invoice

Details of where to send invoice if different from main address: