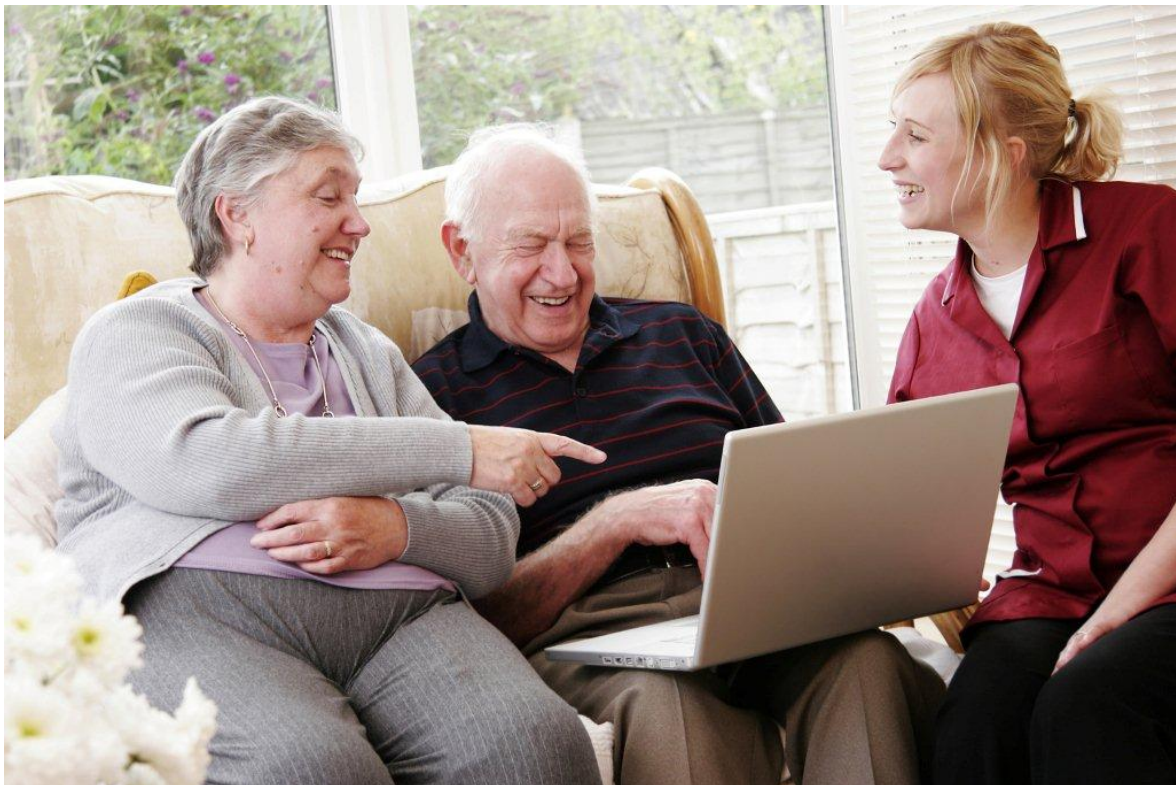


# Advantage

Accredited training on age issues

## Training Events

### September to December 2011



**advice<sup>ni</sup>**  
the independent  
advice network

**a2b** | access to  
benefits  
REAPING REWARDS FOR OLDER PEOPLE

**age NI**  
for later life

**ocn**  
NORTHERN IRELAND

# Introduction

## About Advantage:

The Advantage training courses have been developed by Advice NI in partnership with Age NI and Access to Benefits (A2B). They were developed to improve the quality and quantity of advice provision to older people in Northern Ireland enabling them to access their rights and entitlements. The courses were developed following comprehensive consultation and needs analysis within the age sector.

The Advantage courses are aimed at those who work in an advisory capacity with older people, groups who are working on age sector issues, and those working within the subject areas.

## The Benefits of Advantage:

The courses enable participants to benefit at both a personal and professional level, allowing them to become more informed and better able to advise clients. They facilitate learners to expand their skills and knowledge base in the subject areas, including areas of policy, legislation, good practice, and use of relevant tools, enhancing both general and professional skills. The courses allow for a shared learning experience enabling the sharing of information and good practice. As well as improving practice and confidence, the courses provide learners with up-to-date reference materials to use in their work. Learners can choose to opt for accreditation, providing them with a certified professional qualification from Open College Network Northern Ireland, aiding career advancement.

## Courses:

The Advantage courses include the full Older Person Adviser Course (OPAC) and short-courses:

### Short Courses:

- Age Awareness and Working with Older People
- Introduction to Older People's Benefits
- Understanding State Retirement Pension
- Health Rights and Services for Older People
- Community Care and Older People
- Housing and Older People

### Full Course:

The full OPAC consists of all of the above courses (modules).

## Accreditation:

All Advantage courses are accredited;

- With Open College Network Northern Ireland (OCNNI) at level 3
- Each short course (module) is worth 3 credit points
- Accreditation will be awarded upon satisfactory completion of portfolio
- The portfolio will consist of class-work and homework activities

Learners can attain accreditation for the short courses (individual modules) or for the full OPAC. There are no entry requirements for the courses.

## Location and Times:

Advantage training courses are currently delivered at Advice NI in Belfast (see below) and run from 9.30am to 4.00pm. The courses will be available via e-learning in 2011.

**Enquiries:** For further information about the course please contact Emma Murphy. See back page for contact details.

*"I think the course was exceptional. Very creative teaching techniques. I would recommend it to other workers in the area."*

*"The course have given me confidence to deal with situations and has given me a wonderful resource."*

# Courses Available

## Older Person Adviser Course:

<b>Course Title</b>	<b>Older Person Adviser Course</b>																																																							
<b>Course Information</b>	<p>The Older Person Adviser Course consists of 6 modules which include:</p> <p><b>Module 1:</b> Age Awareness and Working with Older People  <b>Module 2:</b> Introduction to Older People's Benefits  <b>Module 3:</b> Understanding State Retirement Pension  <b>Module 4:</b> Health Rights and Services for Older People  <b>Module 5:</b> Community Care and Older People  <b>Module 6:</b> Housing and Older People</p> <p>The course enables learners to specialise in their own area and also to develop their knowledge, skills and experiences in areas that they may be less knowledgeable about, giving a holistic view of the issues, rights, entitlements, services, and practice relating to older people.</p> <p>For further information about the content of each module see the information below on specific modules.</p> <p>To achieve the full Older Person Adviser Course learners must complete all 6 modules. Each module is 2 days long. However, learners can choose to study individual modules and not achieve whole course status.</p>																																																							
<b>Reference Number</b>	OPAC/3/2011																																																							
<b>Credit Value</b>	18																																																							
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*"I enjoyed the course from start to finish. I have learned a lot from every module. It was great."*

*"All the modules have been really expansive and relevant."*

*"This course was excellent I enjoyed it immensely and it will be so beneficial to my role and work and in turn to my clients."*

## Short Courses:

### 1. Age Awareness and Working with Older People:

<b>Course Title</b>	<b>Advantage - Age Awareness and Working with Older People</b>
<b>Course Information</b>	<p>The aim of this course is to highlight issues of ageism and age awareness particularly in relation to older people; investigate policy issues facing older people; and learn how to implement good practice when working with older people. This includes such things as learning about people's own preconceptions about older people, age discrimination legislation, how to communicate with older people with different needs, how to lobby and campaign, and meeting the advice needs of older people.</p> <p>The course has 5 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Know about ageing, ageism and age awareness.</li> <li>2. Understand rights and responsibilities relating to age awareness.</li> <li>3. Know how to implement age awareness and meet the advice needs of older people in the workplace.</li> <li>4. Know how to communicate effectively with older people with different needs or abilities.</li> <li>5. Understand the role of policy in age awareness.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/003
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 1 <sup>st</sup> September 2011 Day 2: Thursday 8 <sup>th</sup> September 2011

### 2. Introduction to Older People's Benefits:

<b>Course Title</b>	<b>Advantage - Introduction to Older People's Benefits</b>
<b>Course Information</b>	<p>The aim of this course is to provide learners with a comprehensive understanding of older people's benefits, including the different benefits available to older people; benefit uptake by older people; eligibility criteria; impacts of changes in circumstances (e.g. admittance into hospital or care); and claims and payment processes. Learners are also taught how to perform simple benefit calculations e.g. paper based and more complicated calculations using an on-line benefit calculator. The course covers all benefits available to older people, but focuses in more detail on Pension Credit, Attendance Allowance and Carers Allowance.</p> <p>The course has 5 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Recognise benefits available to older people and factors which impact on benefit uptake.</li> <li>2. Understand the range of criteria impacting on entitlement to benefits available to older people.</li> <li>3. Recognise the impact changes to circumstances may have on an older person's benefits.</li> <li>4. Understand the application and payment process of benefits available to older people.</li> <li>5. Use a benefit calculator tool to calculate benefit entitlements for older people.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/004
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 15 <sup>th</sup> September 2011 Day 2: Thursday 22 <sup>nd</sup> September 2011

*"This is the best training I have been to in ages."*

*"Difficult subject matter made accessible by knowledge of presenters and style of presentation. Supporting materials invaluable."*

### 3. Understanding State Retirement Pension:

<b>Course Title</b>	<b>Advantage - Understanding State Retirement Pension</b>
<b>Course Information</b>	<p>The aim of this course is to provide learners with a comprehensive understanding of the State Pension. The course focuses on the different components of a state pension (e.g. Basic Pension and Additional Pension), contributions, how pension is influenced by different circumstances (e.g. marriage or bereavement), the claims and payment process, implications of working after pension age and working or moving abroad, deferment of state pension, and challenging a state pension decision.</p> <p>The course has 7 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Understand the state retirement pension in a region.</li> <li>2. Recognise the impact of contributions and different circumstances on state retirement pension.</li> <li>3. Understand the claims and payments procedures for state retirement pension.</li> <li>4. Recognise the impact of state retirement pension for those continuing with employment.</li> <li>5. Understand the impact of moving or living abroad on retirement pension.</li> <li>6. Understand deferment options regarding state retirement pension and the impact of deferring.</li> <li>7. Understand the processes involved in challenging a state retirement pension decision.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/006
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 29 <sup>th</sup> September 2011 Day 2: Thursday 6 <sup>th</sup> October 2011

### 4. Health Rights and Services for Older People:

<b>Course Title</b>	<b>Advantage - Health Rights and Services for Older People</b>
<b>Course Information</b>	<p>The aim of this course is to provide learners with a comprehensive understanding of health services, rights and entitlements for older people. The course looks at a range of issues including help with health costs, primary care services, voluntary health services, rights when going into and coming out of hospital, positive ageing, mental health conditions and legislation, and complaints procedures.</p> <p>The course has 6 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Understand healthcare rights and entitlements for older people.</li> <li>2. Define rights and procedures for those going into/coming out of hospital.</li> <li>3. Understand how issues can be resolved and complaints can be made for those unhappy with health services.</li> <li>4. Understand techniques older people can adopt for positive ageing and well being.</li> <li>5. Understand mental health issues relating to older people.</li> <li>6. Understand the role of the voluntary sector regarding health.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/001
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 13 <sup>th</sup> October 2011 Day 2: Thursday 20 <sup>th</sup> October 2011

*"Very informative and useful. I now have an excellent understanding of all aspects of State Retirement Pension. "*

*"The Health module was really interesting and easy to understand."*

## 5. Community Care and Older People:

<b>Course Title</b>	<b>Advantage - Community Care and Older People</b>
<b>Course Information</b>	<p>The aim of this course is to provide learners with a comprehensive understanding of community care and older people, including domiciliary services, residential care and nursing care. The course looks at care services and responsibilities, care assessments, direct payments, things to consider when making care choices, issues related to paying for care, challenging decisions and making complaints, and the position of carers. The course is framed in a legislative and practical perspective. It is taught in conjunction with the Law Centre NI.</p> <p>The course has 5 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Understand care services available and responsibilities for the provision of care in a region.</li> <li>2. Understand the rights, responsibilities and entitlements of older people to care.</li> <li>3. Understand the rights, responsibilities and entitlements to help with paying for care.</li> <li>4. Understand complaints procedures for those dissatisfied with their care services.</li> <li>5. Understand the rights and entitlements of carers.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/002
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 27 <sup>th</sup> October 2011 Day 2: Thursday 3 <sup>rd</sup> November 2011



## 6. Housing and Older People:

<b>Course Title</b>	<b>Advantage - Housing and Older People</b>
<b>Course Information</b>	<p>The aim of this course is to consider housing issues facing older people and older people's rights and entitlements in relation to housing. This includes older people in different types of housing tenure such as NIHE tenants, housing association tenants, private tenants, owner occupiers, and older homeless people. The course covers a range of areas including home repairs and adaptations, energy saving schemes, access to social rented housing, sheltered housing, home security, community safety and isolation.</p> <p>The course has 5 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> <li>1. Understand housing issues and housing tenures relating to older people.</li> <li>2. Understand rights, responsibilities and entitlements for older people to home repairs, adaptations and improvements.</li> <li>3. Know how older people can keep warm in their homes.</li> <li>4. Know the housing options available to older people moving on from their homes.</li> <li>5. Know what is required to enable older people to live well at home.</li> </ol>
<b>Reference Number</b>	PA1/3/NI/005
<b>Credit Value</b>	3
<b>Date</b>	Day 1: Thursday 10 <sup>th</sup> November 2011 Day 2: Thursday 17 <sup>th</sup> November 2011

*"The Community Care course was excellent. I feel far more informed in this area."*

*"I found the Housing module very interesting and informative. I learnt a lot of new information"*

# Course Application and Fees

## Booking Policy:

In order to ensure that the course you book is the right one for you please read the course details carefully. Please complete and return the 'Advantage Booking Form' stating clearly which course you are applying for.

## Application Policy:

Applications are taken on a 'first come, first served' basis. As the courses are popular we advise you to apply as quickly as possible. If the course is full when we receive your application you will be placed on a reserve list and contacted if a place becomes available. Places are limited to 16 applicants per course.

## Cancellation and Non-Attendance Policy:

Places on each course are limited. Therefore, to deter late cancellation and non-attendance without notification it is our policy to issue invoices automatically at the rate of £35 per place, where cancellations (that cannot be filled from a reserve list) are notified less than five working days before the course without good reason and in all cases of non-attendance without notification. To avoid this charge, please cancel your place at least five days in advance. If this is not possible due to last minute circumstances (e.g. illness), please telephone us on 028 90 645 919.

We reserve the right to cancel courses if they cannot be run for any reason and we will notify you accordingly.

## Bespoke Training:

Our tutors can deliver training courses in-house at a time convenient to you. For information about bespoke training courses contact [emma@adviceni.net](mailto:emma@adviceni.net).

## Fees:

Learners can complete the full Older Person Adviser Course or short course. Learners can build up short courses (modules) over a longer period of time to gain the full OPAC. All courses are assessed by way of learner portfolio. However, learner's can choose whether or not to gain accreditation for the course. An OCNNI accreditation fee is applied for those seeking accreditation. The fees are as follows:

Package	Advice NI Members		Voluntary		Statutory/Private	
	Without Accreditation	With Accreditation	Without Accreditation	With Accreditation	Without Accreditation	With Accreditation
Per Module (2 Day Course)	£90	£110	£115	£135	£150	£170
Package of 3 modules (6 Days)	£230	£265	£285	£320	£385	£420
Full OPAC (6 modules – 12 Day course)	£375	£440	£470	£535	£625	£690

For fees regarding be-spoke training please contact [emma@adviceni.net](mailto:emma@adviceni.net).

*"I gained a good understanding and found the course very worthwhile. The course was well delivered and the materials have been extremely useful"*

*"I really enjoyed this course. The teaching techniques were fun and made the information easy to understand"*

# Course Photographs



Older Person Adviser Course participants involved in class activities.

Course tutor and participants with training brochure.



Older Person Adviser Course participants receiving certificates.

*"This course was excellent and I have recommended it far and wide. It has really helped me in my work"*

*"I think this course is exceptional, I rave about it everywhere I go!"*

# Advantage

Accredited training on age issues

## BOOKING FORM

### COURSE DETAILS:

Course Title:	
Course Date:	

### APPLICANT DETAILS:

Name of Applicant:	
Organisation Name:	
Address:	
Direct Telephone Number:	
Home/Mobile Number:*	
Fax Number:	
Email Address:	
Status of Organisation:	Please circle:                      Voluntary                      Statutory/Private

\*Will only use in case of cancellation of course.

### SPECIAL REQUIREMENTS:

Please give details of any specific requirements e.g. hearing loop, enlarged print etc	
Please give details of any special dietary requirements.	

### CONFIRMATION:

Signed:		(Applicant)
Signed:		(Manager)

### PAYMENT:

Payment Included:	Yes <input type="checkbox"/>	No, please send an invoice <input type="checkbox"/>
Accreditation Wanted:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Invoice Amount	If invoice is required please state amount (see fees): £ _____	

Advantage Training Team

Advice NI

1 Rushfield Avenue

Belfast

BT7 3FP

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E-mail: [emma@adviceni.net](mailto:emma@adviceni.net)

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