

Advantage

Accredited training on age issues

Training Events

January to May 2010



adviceⁿⁱ
the independent
advice network

a2b | access to
benefits
REAPING REWARDS FOR OLDER PEOPLE

AGE
Concern

Age Concern Help the Aged NI

HELP THE AGED
WE WILL

Introduction

About The Older Person Adviser Course:

The Older Person Adviser Course (OPAC) has been developed by Advice NI in partnership with Age Concern Help the Aged NI and Access to Benefits (A2B). The course was developed to improve the quality and quantity of advice provision to older people in Northern Ireland enabling them to access their rights and entitlements. It was developed following comprehensive consultation and needs analysis within the age sector.

The course is aimed at those who work in an advisory capacity with older people, and other groups who are working on age sector issues. It is designed to enable learners to specialise in their own area and also allows learners to develop their knowledge, skills and experiences in areas that they may be less knowledgeable about, giving a holistic view of the issues facing older people. This enables learners to increase their knowledge base and their professional development.

Following the development of the OPAC, we are now able to offer individual modules as short courses. All courses are therefore delivered under the 'Advantage' brand.

Accreditation:

The OPAC course is accredited;

- With Open College Network Northern Ireland (OCNNI)
- At level 3 (comparable to NVQ3, A Level, AS Level and AVCE)
- A certificate will be awarded upon satisfactory completion of portfolio
- The portfolio will consist of class-work and homework activities

Learners can obtain accreditation for the short courses (individual modules) or for the whole course.

Modules:

The OPAC course consists of 6 modules and is offered as a whole course or on an individual module basis:

Module 1: Age Awareness and Working with Older People

Module 2: Introduction to Older People's Benefits

Module 3: Understanding State Retirement Pension

Module 4: Health Rights and Services for Older People

Module 5: Community Care and Older People

Module 6: Housing and Older People

Assessment:

All courses are assessed by way of a learner portfolio. Accreditation will be awarded upon satisfactory completion of the portfolio

Location and Times:

The Older Person Adviser Course training events are currently delivered at Advice NI in Belfast (see below) and run from 9.30am to 4.00pm. A complementary lunch is provided.

Enquiries:

For further information about the course please contact:

Contact: Emma Murphy (Training and Development Practitioner)

Address: Advice NI, 1 Rushfield Avenue, Belfast, BT7 3FP

Tel: 028 90645919

Email: emma@adviceni.net

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

"I found the course very good it was very informative and well delivered."

Courses Available

Older Person Adviser Course:

Course Title	Older Person Adviser Course																																																											
Course Information	<p>The course is aimed at those who work in an advisory capacity with older people, and other groups who are working on age sector issues. It is designed to enable learners to specialise in their own area and also allows learners to develop their knowledge, skills and experiences in areas that they may be less knowledgeable about, giving a holistic view of the issues facing older people. This enables learners to increase their knowledge base and their professional development.</p> <p>The course consists of 6 modules (2 sessions per module) which include:</p> <ul style="list-style-type: none"> Module 1: Age Awareness and Working with Older People Module 2: Introduction to Older People's Benefits Module 3: Understanding State Retirement Pension Module 4: Health Rights and Services for Older People Module 5: Community Care and Older People Module 6: Housing and Older People <p>To achieve the full Older Person Adviser Course learners must complete all 6 modules. However, learners can choose to study individual modules and not achieve whole course status. For further information about the content of each module see the information below on specific modules.</p>																																																											
Reference Number	OPAC/2/2010																																																											
Credit Value	18																																																											
Date	<table border="1"> <thead> <tr> <th>Session</th> <th>Module</th> <th>Day</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Session 1</td> <td>Age Awareness and Working with Older People</td> <td>Wednesday</td> <td>17th February</td> </tr> <tr> <td>Session 2</td> <td>Age Awareness and Working with Older People</td> <td>Monday</td> <td>22nd February</td> </tr> <tr> <td>Session 3</td> <td>Introduction to Older People's Benefits</td> <td>Tuesday</td> <td>2nd March</td> </tr> <tr> <td>Session 4</td> <td>Introduction to Older People's Benefits</td> <td>Wednesday</td> <td>10th March</td> </tr> <tr> <td>Session 5</td> <td>Understanding State Retirement Pension</td> <td>Tuesday</td> <td>16th March</td> </tr> <tr> <td>Session 6</td> <td>Understanding State Retirement Pension</td> <td>Tuesday</td> <td>23rd March</td> </tr> <tr> <td colspan="4" style="text-align: center;">EASTER BREAK</td> </tr> <tr> <td>Session 7</td> <td>Health Rights and Services for Older People</td> <td>Wednesday</td> <td>7th April</td> </tr> <tr> <td>Session 8</td> <td>Health Rights and Services for Older People</td> <td>Tuesday</td> <td>13th April</td> </tr> <tr> <td>Session 9</td> <td>Community Care and Older People</td> <td>Tuesday</td> <td>20th April</td> </tr> <tr> <td>Session 10</td> <td>Community Care and Older People</td> <td>Tuesday</td> <td>27th April</td> </tr> <tr> <td>Session 11</td> <td>Housing and Older People</td> <td>Tuesday</td> <td>4th May</td> </tr> <tr> <td>Session 12</td> <td>Housing and Older People</td> <td>Tuesday</td> <td>11th May</td> </tr> </tbody> </table>				Session	Module	Day	Date	Session 1	Age Awareness and Working with Older People	Wednesday	17 th February	Session 2	Age Awareness and Working with Older People	Monday	22 nd February	Session 3	Introduction to Older People's Benefits	Tuesday	2 nd March	Session 4	Introduction to Older People's Benefits	Wednesday	10 th March	Session 5	Understanding State Retirement Pension	Tuesday	16 th March	Session 6	Understanding State Retirement Pension	Tuesday	23 rd March	EASTER BREAK				Session 7	Health Rights and Services for Older People	Wednesday	7 th April	Session 8	Health Rights and Services for Older People	Tuesday	13 th April	Session 9	Community Care and Older People	Tuesday	20 th April	Session 10	Community Care and Older People	Tuesday	27 th April	Session 11	Housing and Older People	Tuesday	4 th May	Session 12	Housing and Older People	Tuesday	11 th May
Session	Module	Day	Date																																																									
Session 1	Age Awareness and Working with Older People	Wednesday	17 th February																																																									
Session 2	Age Awareness and Working with Older People	Monday	22 nd February																																																									
Session 3	Introduction to Older People's Benefits	Tuesday	2 nd March																																																									
Session 4	Introduction to Older People's Benefits	Wednesday	10 th March																																																									
Session 5	Understanding State Retirement Pension	Tuesday	16 th March																																																									
Session 6	Understanding State Retirement Pension	Tuesday	23 rd March																																																									
EASTER BREAK																																																												
Session 7	Health Rights and Services for Older People	Wednesday	7 th April																																																									
Session 8	Health Rights and Services for Older People	Tuesday	13 th April																																																									
Session 9	Community Care and Older People	Tuesday	20 th April																																																									
Session 10	Community Care and Older People	Tuesday	27 th April																																																									
Session 11	Housing and Older People	Tuesday	4 th May																																																									
Session 12	Housing and Older People	Tuesday	11 th May																																																									

"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."

"The Older Person Adviser Course has extended my knowledge well beyond benefits."

Short Courses:

1. Age Awareness and Working with Older People:

Course Title	Age Awareness and Working with Older People
Course Information	<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 looking at people's own preconceptions about older people, age discrimination legislation, policy issues facing older people, lobbying and campaigning 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"> 1. Know about ageing, ageism and age awareness. 2. Understand rights and responsibilities relating to age awareness. 3. Know how to implement age awareness and meet the advice needs of older people in the workplace. 4. Know how to communicate effectively with older people with different needs or abilities. 5. Understand the role of policy in age awareness.
Reference Number	PA1/3/NI/003
Credit Value	3
Date	Day 1: 19 th February 2010 Day 2: 25 th February 2010

2. Introduction to Older People's Benefits:

Course Title	Introduction to Older People's Benefits
Course Information	<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 touches on 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"> 1. Recognise benefits available to older people and factors which impact on benefit uptake. 2. Understand the range of criteria impacting on entitlement to benefits available to older people. 3. Recognise the impact changes to circumstances may have on an older person's benefits. 4. Understand the application and payment process of benefits available to older people. 5. Use a benefit calculator tool to calculate benefit entitlements for older people.
Reference Number	PA1/3/NI/004
Credit Value	3
Date	Day 1: 4 th March 2010 Day 2: 12 th March 2010

"I have worked in the age sector for many years and never received training in Age Awareness. This was very informative"

"I never knew there were so many benefits. I now have a much better knowledge"

3. Understanding State Retirement Pension:

Course Title	Understanding State Retirement Pension
Course Information	<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, contributions, how it is influenced by different circumstances (e.g. marriage or bereavement), the claims and payment process, the relationship between state pension and income tax/national insurance, implications of working or moving abroad on state pension, 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"> 1. Understand the state retirement pension in a region. 2. Recognise the impact of contributions and different circumstances on state retirement pension. 3. Understand the claims and payments procedures for state retirement pension. 4. Recognise the impact of state retirement pension for those continuing with employment. 5. Understand the impact of moving or living abroad on retirement pension. 6. Understand deferment options regarding state retirement pension and the impact of deferring. 7. Understand the processes involved in challenging a state retirement pension decision.
Reference Number	PA1/3/NI/006
Credit Value	3
Date	Day 1: 18 th March 2010 Day 2: 26 th March 2010

4. Health Rights and Services for Older People:

Course Title	Health Rights and Services for Older People
Course Information	<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"> 1. Understand healthcare rights and entitlements for older people. 2. Define rights and procedures for those going into/coming out of hospital. 3. Understand how issues can be resolved and complaints can be made for those unhappy with health services. 4. Understand techniques older people can adopt for positive ageing and well being. 5. Understand mental health issues relating to older people. 6. Understand the role of the voluntary sector regarding health.
Reference Number	PA1/3/NI/001
Credit Value	3
Date	Day 1: 9 th April 2010 Day 2: 15 TH April 2010

"I particularly liked the State Pension Session. I have really enjoyed the variety of games which are fun and reinforce learning"

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

5. Community Care and Older People:

Course Title	Community Care and Older People
Course Information	<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.</p> <p>The course has 5 learning outcomes which are as follows:</p> <ol style="list-style-type: none"> 1. Understand care services available and responsibilities for the provision of care in a region. 2. Understand the rights, responsibilities and entitlements of older people to care. 3. Understand the rights, responsibilities and entitlements to help with paying for care. 4. Understand complaints procedures for those dissatisfied with their care services. 5. Understand the rights and entitlements of carers.
Reference Number	PA1/3/NI/002
Credit Value	3
Date	Day 1: 22 nd April 2010 Day 2: 29 th April 2010

6. Housing and Older People:

Course Title	Housing and Older People
Course Information	<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"> 1. Understand housing issues and housing tenures relating to older people. 2. Understand rights, responsibilities and entitlements for older people to home repairs, adaptations and improvements. 3. Know how older people can keep warm in their homes. 4. Know the housing options available to older people moving on from their homes. 5. Know what is required to enable older people to live well at home.
Reference Number	PA1/3/NI/005
Credit Value	3
Date	Day 1: 6 th May 2010 Day 2: 13 th May 2010

"Community Care - Once again I had no knowledge of a lot of the content and I feel this has now been met"

"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 20 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.

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. Fees are inclusive of accreditation. The fees are as follows:

Per Module (2 day course):

Advice NI Members	Voluntary	Statutory/Private
£120	£150	£200

Full OPAC Course (6 modules):

	Members	Voluntary	Statutory/Private
If pay for each module individually	£720	£900	£1,200
20% discount if pay for all 6 modules together	£575	£720	£960

Package of 3 Modules:

	Members	Voluntary	Statutory/Private
If pay for 3 module individually	£360	£450	£600
15% discount if pay for 3 modules together	£305	£380	£510

For fees regarding be-spoke training please contact emma@adviceni.net.

"Very satisfied with the course."

"A really enjoyable course. I thoroughly enjoyed the team activities. Well done!"

Course Photographs



Older Person Adviser Course participants involved in group discussions.

Older Person Adviser Course participants involved in group work.



Older Person Adviser Course participants receiving certificates.

"I learnt a lot and I feel more confident when dealing with older people."

"I feel I can now offer a better service to older people by providing more information and choices."

Advantage

Accredited training on age issues

BOOKING FORM

COURSE DETAILS:

Course Title:	
Course Date:	
Course Venue:	

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"/>
Invoice Amount	If invoice is required please state amount (see fees): £ _____	

Advantage Training Team
Advice NI
1 Rushfield Avenue
Belfast
BT7 3FP
Tel: 028 90645919
E-mail: emma@adviceni.net
www.adviceni.net