

Advice NI Training Calendar

October 2023 – March 2024



Scheduled Live-Online and Blended Learning Courses:

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

To sign up to any of our courses or find out more information please visit

<https://www.adviceni.net/training>

Course Title	Date	Time
Wiseradviser : Understanding and Supporting Clients in Vulnerable Circumstances	3 rd October 2023	10:00 – 13:00
Wiseradviser: Introduction to Providing Debt Advice	10 th and 17 th October 2023	10:00 – 16:00
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit Training <i>Blended Learning</i>	17 th October 2023	10:00 – 13:00
Managed Migration: The Move to Universal Credit <i>New</i>	11 th October 2023	10:00 – 13:00
Wiseradviser: Good Practice: Providing High Quality Debt Advice	24 th October 2023	10:00 – 16:00
Understanding General Data Protection Regulation <i>New</i>	26 th October 2023	10:00 – 13:00
Wiseradviser: Tailoring Advice: Strategies & Options for Dealing with Debt	31 st October 2023	10:00 – 16:00
Wiseradviser: Negotiation and Communication Skills for Debt Advisers	7 th November 2023	10:00 - 13:00
Understanding Transitional Protection <i>New</i>	9 th November 2023	10:00 – 11:30
Wiseradviser: Individual Voluntary Arrangements: The Essential Guide	14 th November 2023	10:00 – 13:00
Wiseradviser: Bankruptcy: The Essential Guide	14 th November 2023	13:30 – 16:30
Northern Ireland Advice Quality Standard (NIAQS) Assessors Workshop	21 st November 2023	10:00 – 13:00
Challenging Employment Support Allowance/ Limited Capability for Work Decisions & Better Form Filling	21 st November 2023	10:00 – 13:00
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit Training <i>Blended Learning</i>	28 th November 2023	10:00 – 13:00
An Introduction to the Benefit System <i>New</i>	4 th December 2023	10:00 – 13:00
Wiseradviser: Understanding Debts and Courts in Northern Ireland	5 th December 2023	10:00 – 13:00

Wiseradviser: Time Limits for Recovering Debts through the Courts	5 th December 2023	14:00 – 15:30
How to Use Social Security Law and Where to Find It	6 th December 2023	10:00 – 11:30
Managed Migration: The Move to Universal Credit <i>New</i>	11 th December 2023	10:00 – 13:00
Wiseradviser: Effectively Challenging Utility Debt	12 th December 2023	10:00 – 13:00
Northern Ireland Advice Quality Standard (NIAQS) Assessors Training	12 th December 2023	10:00 – 13:00
Employment & Support Allowance/ Limited Capability for Work, Carers and Commencing Work <i>New</i>	14 th December 2023	10:00 – 11:30
Universal Credit Calculations	14 th December 2023	14:00 – 15:30
Wiseradviser: Court Action for the Enforcement of Judgements Office	15 th January 2024	10:00 – 13:00
Wiseradviser: Orders Charging Land and Orders for Sale	15 th January 2024	14:00 – 15:30
Understanding Transitional Protection <i>New</i>	16 th January 2024	10:00 – 11:30
The Rights of Survivors of Abuse and Domestic Violence and How to Provide Support	17 th January 2024	10:00 – 13:00
Universal Credit: The Basics	18 th January 2024	10:00 – 12:00
Fixing Personal Independence Payment (PIP) Using the Reliability Regulations <i>New</i>	23 rd January 2024	10:00 – 11:30
Illegal Lending Awareness Training - Consumer Council	23 rd January 2024	14:00 – 15:00
Illegal Lending Awareness Training - Consumer Council	25 th January 2024	14:00 – 15:00
Wiseradviser: Introduction to Providing Debt Advice *	26 th January and 1 st February 2024	10:00 – 16:00
Housing Rights for Generalist Advisers	31 st January 2024	10:00 – 16:00
Child Disability Living Allowance (DLA) and Carers' Benefits	1 st February 2024	10:00 – 12:00
Personal Independence Payment (PIP): A Complete Guide	6 th February 2024	10:00 – 16:00
Wiseradviser : Debt Relief Order (DRO) Intermediaries and Complex Cases	6 th February 2024	10:00 – 13:00
Fixing Employment Support Allowance and Limited Capability for Work using the Risk Regulations <i>New</i>	7 th February 2024	10:00 – 11:30
Wiseradviser: Good Practice: Providing High Quality Debt Advice	8 th February 2024	10:00 – 16:00
Wiseradviser: Giving Effective Telephone Advice	13 th February 2024	10:00 – 13:00
Universal Credit: Overpayments, Recovery and Debt Collection	14 th February 2024	10:00 – 11:30

Wiseradviser: Tailoring Advice: Strategies & Options for Dealing with Debt	15 th February 2024	10:00 – 16:00
Wiseradviser: Negotiation and Communication Skills for Debt Advisers	16 th February 2024	10:00 - 13:00
Wiseradviser: Dealing with Rent Arrears	19 th February 2024	10:00 – 16:00
Northern Ireland Advice Quality Standard (NIAQS) Assessors Workshop	20 th February 2024	10:00 – 13:00
Level 2 Award in Independent Advocacy <i>City & Guilds Accredited</i>	20 th February and 27 th February 2024	10:00 – 16:00
Wiseradviser: Supporting Yourself to Support Others in Times of Crisis	21 st February and 28 th February 2024	10:00 – 13:00
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit Training <i>Blended Learning</i>	27 th February 2024	10:00 – 13:00
Understanding General Data Protection Regulation <i>New</i>	4 th March 2024	10:00 – 13:00
Universal Credit: A Complete Guide	5 th March 2024	10:00 – 16:00
Wiseradviser: Individual Voluntary Arrangements: The Essential Guide *	5 th March 2024	10:00 – 13:00
Wiseradviser: Bankruptcy: The Essential Guide *	5 th March 2024	13:30 – 16:30
Universal Credit and the Self-Employed	6 th March 2024	10:00 – 11:30
Wiseradviser: Consumer Credit Act Notices	19 th March 2024	10:00 – 13:00
Social Security Benefits for EEA and Non EEA Nationals	20 th March 2024	10:00 – 13:00
Adviser NI - Level 4 Extended Certificate in Providing Social Security Advice <i>Accredited with OCNNI</i> <i>Blended Learning</i>	Induction 20 th March 2024	Register online
Maximising Entitlement for Older People <i>New</i>	21 st March 2024	10:00 – 12:00
Wiseradviser: Advanced Mortgage Possession	27 th March 2024	10:00 – 13:00
Level 3 Social Security Advice for Beginners <i>OCNNI Endorsed</i> <i>Register Interest</i>	TBC	Express your interest online
Level 3 Disability Benefits for Beginners <i>OCNNI Endorsed</i> <i>Register Interest</i>	TBC	Express your interest online
Supporting the Development of an Individuals Financial Capability <i>OCNNI Endorsed</i> <i>Register Interest</i>	TBC	Express your interest online

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
Making a Digi-Referral between Advice Pro Agencies <i>New</i>	Advice NI Learning Online (Moodle)
Advice Pro Manual <i>New</i>	Advice NI Learning Online (Moodle)
Universal Credit Issues Recording Update <i>New</i>	Advice NI Learning Online (Moodle)
Money Management <i>New</i>	Advice NI Learning Online (Moodle)
Understanding Employment Law for Advisers	Advice NI Learning Online (Moodle)
Northern Ireland Advice Quality Standard (NIAQS) Case Recording and Quality of Advice Audit (Online Element)	Advice NI Learning Online (Moodle)
Triage Skills for Initial Contact and Support Workers	Advice NI Learning Online (Moodle)
Supporting Bereaved Clients <i>New</i>	Wiseradviser NI Platform
Surviving Economic Abuse <i>New</i>	Wiseradviser NI Platform
Income Maximisation for Debt Advisers	Wiseradviser NI Platform
Selecting Appropriate Advice Methods and Tools	Wiseradviser NI Platform
How to Deliver Money Advice by Email	Wiseradviser NI Platform
Behavioural Theory Application in Advice	Wiseradviser NI Platform
Understanding and Supporting Clients in Vulnerable Circumstances (NI)	Wiseradviser NI Platform
Standard Financial Statement	Wiseradviser NI Platform
Boost Your Own Development	Wiseradviser NI Platform
Addictions: Gambling, Alcohol and Drug Use	Wiseradviser NI Platform
Getting to Grips with your Personal Caseload	Wiseradviser NI Platform
Credit Referencing: The Essentials	Wiseradviser NI Platform
Payday Loans: The Facts	Wiseradviser NI Platform
Debt Relief Orders: Intermediaries: The First Steps (Module 1 to Module 6)	Wiseradviser NI Platform

Consumer Credit Act NI – Set of 6 Courses: <ul style="list-style-type: none"> • Consumer Credit Act (NI) - Checking the Agreement • Consumer Credit Act (NI) -Unfair Relationships Provisions • Consumer Credit Act (NI) -The Basics • Consumer Credit Act (NI) -Lender Obligations (Post contract) • Consumer Credit Act (NI) -Hire Purchase, Bills of Sale and Car Finance • Consumer Credit Act (NI) -Time Orders 	Wiseradviser NI Platform
Introducing the Financial Conduct Authority	Wiseradviser NI Platform
Basic Banking Rights	Wiseradviser NI Platform
Debt & Pensions	Wiseradviser NI Platform
Supervisor Skills – Spotlight on Mindfulness (Recorded Webinar) <i>New</i>	Wiseradviser NI Platform
Supervisor Skills – The Secret of Confidence and the Myth of Fear (Recorded Webinar) <i>New</i>	Wiseradviser NI Platform
Supervisor Skills – Attracting & Retaining Volunteers (Recorded Webinar) <i>New</i>	Wiseradviser NI Platform
Supervisor Skills – Giving & Receiving Feedback (Recorded Webinar) <i>New</i>	Wiseradviser NI Platform
Supervisor Skills – Courageous Conversations (Recorded Webinar) <i>New</i>	Wiseradviser NI Platform
Applying Human Rights Law to Advice Work <i>New</i>	Advice NI Learning Online (Moodle)
Social Policy: A Beginners Guide <i>Coming Soon</i>	Advice NI Learning Online (Moodle)
An Introduction to Advice <i>Coming Soon</i>	Advice NI Learning Online (Moodle)
Time Management in the Workplace <i>New</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 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 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.

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