



Training Programme Pointers Sheet

If you are not sure which course might be best for you, or you just need to build up your training portfolio for the year, then here are a few pointers on what courses might be most suitable or interesting

I need to	Essentials (course nos.)	May be useful (course nos.)
<i>Meet, maybe beat my matter starts targets</i>	8, 9, 10, 11 (by subject)	4, 6
<i>Make sure all of our staff team are committed to the same goals</i>	1, 3	2
<i>Prepare for & get through LSC audits and visits unscathed</i>	7	2, 4, 6
<i>Become a Category Supervisor or meet all the requirements if I already am one</i>	2	4, 6 & 8, 9, 10, 11 (by subject)
<i>Allocate overhead expenditure properly & understand our true service costs</i>	12	4
<i>Develop my Administrator role to have as positive impact as possible on the contract</i>	5	6, 7
<i>Open matters in different subject categories—become multi-disciplinary</i>	8, 9, 10, 11 (by subject)	4
<i>Perform compliant eligibility calculations & understand the key rules eg evidence</i>	6	
<i>Brush up my feedback skills and learn how to conduct effective appraisal sessions</i>	1	3
<i>Tighten up my organisation's contract compliance across the board</i>	7	1, 2, 3, 4, 5, 6, 8, 9, 10, 11 (by subject)
<i>Maximise my claimable work & get my head around the rules</i>	4	
<i>Know which services are making a profit & which are making a loss</i>	12	
<i>Meet other professionals in the same situation as me!</i>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12	

Course numbers and titles

- Course 1 - Making Performance Appraisals Work
- Course 2 - Supervision: Compliance
- Course 3 - Supervision: Practice
- Course 4 - Maximise Claimable Work
- Course 5 - Effective Administrator 2010
- Course 6 - Eligibility - Getting it right, proving it right
- Course 7 - Audit Proof 2010: the next steps
- Course 8 - Making Debt Work 2010
- Course 9 - Making Welfare Benefits Work 2010
- Course 10 - Making Housing Work 2010
- Course 11 - Making Immigration Work 2010
- Course 12 - Costing Advice Services

Please remember these are suggestions only.

Read the course outlines FULLY before you book to ensure you attend the courses most suited to you.