



Unlimited access to Training Material

Training Synergy's Revenues and Benefits legislation training material available online for a fixed annual fee

Writing material and keeping it up to date is a time consuming and expensive exercise. With Benefits legislation constantly changing, this places a huge burden on internal staff.

Training Synergy has a solution to help!

Introduction

With our unlimited access to legislation training materials Revenues and Benefits services can set a training budget and keep to it. With our unique updated accessibility you can deliver training to as many staff as often you like with no extra cost. The annual license ensures you always have access to the latest version of the material and are within copyright restrictions.

Accessing Training Material

All courses included in this service are saved in secure PDF format and are stored on Training Synergy's website. As this is accessed via a web browser, designated users will be able to access the material 24hrs a day/7 days a week.

Our Courses

All courses are written and constantly reviewed by our experienced courseware team. This ensures that all material is up to date and of the quality expected by our customers.

Courses are written in a modular format and designed to be easily structured into bespoke training programmes that will meet your exact requirements. With this in mind, designated users have the ability of downloading and printing whole courses or, specific modules - This is especially useful if staff only need a quick session on a specific subject area.

Supporting The Learning Process

All courses are supported by Desk Aids and Exercises. They include practical, scenario based exercises to encourage group participation, reinforce learning and ensure delegates have understood each topic. All Desk Aids and Exercises will be available as part of this service.

Courses Included In This Service

Designated users within Revenues and Benefits will have access to all courses within our Revenues and Benefits legislation library which includes the following:

- Introduction to Benefits - 6 Day
- Introduction to Benefits (Rent Rebate Only) - 4 Day
- Introduction to Council Tax - 3 Day
- Overview to HB/CTB for Customer Services - 3 Day
- Appeals Workshop and Submission to Tribunal - 2 Day
- Overview to Benefits and Interventions - 2 Day
- Employment and Support Allowance - 1 Day
- Local Housing Allowance - 1 Day
- Persons From Abroad - 1 Day
- Student Claims - 1 Day
- Self – Employed Claims - 1 Day
- Overpayments, Recovery and Enforcement - 1 Day
- Calculating Tax Credits - 1 day
- Private Sector Rents - 1 Day
- Modules – Mix and Match

For full details of the courses available including course outlines, please go to:
www.trainingsynergy.com/courses/local-authority/revenues-and-benefits

Cost

To keep the pricing structure fair and affordable for Revenues and Benefits services of all sizes, the annual fee is based upon each service's caseload.

A 30% discount is available in the event of neighbouring authorities working together on joint purchases.

For further details on this service please contact us on:

T: **0800 072 5900** (Free Phone)

E: **Manuals@trainingsynergy.com**

Training Synergy

A division of The Synergy Group

