

Course Title	Decision Making & Appeals	Duration	One Day	HB/CTB
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> <li>✓ understand their role as a Decision Maker</li> <li>✓ know the processes for revision and supersession of a claim</li> <li>✓ understand the process of appeal and the role of the appeal tribunal</li> <li>✓ be able to apply the rules of backdating and discretionary housing payments</li> </ul>			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course</i>				
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> <li>◆ Introductions</li> <li>◆ Understand the objectives and the process of the course</li> <li>◆ Agree what outcomes are required</li> </ul>		
Decision Making	To understand the role of the Decision Maker within HB & CTB	<ul style="list-style-type: none"> <li>◆ Principles of good Decision Making</li> <li>◆ Using the Regulations</li> <li>◆ HB &amp; CTB Regs 2006</li> <li>◆ Social Security Admin Act 1992</li> </ul>		
Revisions & Supersessions	To know the processes for revising or superseding claims	<ul style="list-style-type: none"> <li>◆ What is a revision?</li> <li>◆ What is a supersession?</li> <li>◆ When to revise or supersede a claim</li> </ul>		
Appeals & Appeal Tribunals	To know the process for appealing and the role of the appeal tribunal	<ul style="list-style-type: none"> <li>◆ When can a customer appeal</li> <li>◆ Statutory time limits</li> <li>◆ The appeals process</li> <li>◆ Appeals Hearings</li> </ul>		
Discretionary Housing Payments & Backdating	To be able to apply the rules of backdating and Discretionary Housing Payments to a number of different cases	<ul style="list-style-type: none"> <li>◆ What are DHP's</li> <li>◆ Allocating funds</li> <li>◆ When to apply a backdate</li> <li>◆ Statutory limitations</li> </ul>		
<b>Book this course now :</b>				
Cost	Price Code A			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: <a href="mailto:bookings@its-training-uk.com">bookings@its-training-uk.com</a>			