

## NASMA Conference 2019 Workshops - Renaissance Hotel, Manchester

### Day 1 - Monday 24th June

11:00 - 12:00

#### Workshop 1

**A. Universal Credit for Beginners**

If you are new to universal credit, or need a refresher or confidence boost this workshop provides a basic overview of the key features of universal credit, how and when students can claim.

**B. Introduction to Personal Independence Payments (PIP)**

This session will introduce you to the eligibility criteria, application and assessment process for Personal Independence Payments. By the end of this session you will be able to: explain the application process; support students to complete applications, using a straightforward template to prompt them to provide detailed information; advise students on appropriate evidence to send with an application; explain the assessment process to students. You will also be aware of where to find additional information and regulations relating to PIP. The delivery style will be presentation with some interactive tasks.

**C. HEBBS Portal Services Best Practice**

The Student Loans Company will provide an essential guide for anyone using the HEBBS portal. The session will highlight areas of best practice based on the SLC's expert knowledge of the portal that fund administrators can take back to their institution and incorporate into their workflow

**D. MAS Project Toolkit**

The MAS Project toolkit has been a joint venture between the Money Advice Service and members of NASMA's Financial Capability Committee. This session, on such an important piece of work, will update members on progress and also advise how members can incorporate this into their services.

**E. Peer Support in Money Advice**

In these challenging times for both staff and students, providing the support to our colleagues in money advice has never been more important. This session will investigate the importance of providing this support at both a team and individual level and will allow delegates time to digest, discuss and share best practice.

13:30 - 15:00

#### Workshop 2

**A. Challenging Personal Independence Payments (PIP) Decisions**

This interactive workshop will cover the processes for challenging Personal Independence Payment decisions. By the end of this workshop you will: know how and when to challenge a decision; know where to find regulations, guidance and case law to

support a case; be able to use (or support a student to use) a template to prepare detailed submissions for reconsideration, supersession and appeal. You will also experience a short mock first tier tribunal.

**B. Universal Credit ESA for Disabled Students (Part 1 - MUST BE TAKEN WITH Part 2)**

This workshop focuses on issues affecting disabled students and how to identify those who can stay on Employment and Support Allowance (ESA) and those who have to claim UC. It includes

- How to identify students who get a severe disability premium
- How to support student who have to go through the work capability assessment
- Work requirements
- Time out due to illness

**C. Good Practice in Hardship Funds**

(Putting the Guidance into Practice) - This workshop will examine the National Guidance published annually by NASMA, and discuss how institutions can adapt this to their specific needs. Consideration will be given to areas of good practice, and how a spreadsheet template could be used to aid calculations and ensure consistency of decision-making. The session will also consider various case studies which will form part of the revised guidance this year, and attendees will be able to raise questions and highlight successful discretionary practices that work for them at a local level."

**D. Developing a Fin Cap Module: Preparation, Delivery & Engagement**

This workshop is aimed at anyone working in Fin Cap who wish design and deliver a financial capability module with confidence at their institution.

**E. Evidencing Service Impact**

In an environment where advice services have to continually prove their worth, this workshop will investigate ways services can evidence the positive impact they have on individual students and ultimately the institution as a whole. This will be an opportunity for attendees to identify and exchange opportunities to tie their impact to institutional KPIs and share their own knowledge on what they have done and what has proved successful.

**15:30 - 17:15**

**Workshop 3**

**A. Student Finance Essentials**

Aimed at new advisers or anyone looking for a refresher, the key elements of the student finance rules, how to challenge decisions and where to find further information.

**B. Universal Credit - the big calculation (Part 2 - MUST BE TAKEN WITH Part 1)**

This workshop will look at how universal credit is paid and how student finance affects entitlement. It includes:

- How to survive waiting for the first payment
- Identifying student finance that reduces universal credit

- Step by step UC calculation
- Support to manage monthly payments

**C. Hardship Funds & Financial Capability**

This session will encourage scenario based group discussion of frequently occurring issues around hardship funds and financial capability.

**D. Transgender Awareness**

It is important for advisers and fund administrators to understand this complex topic, and for them to have a greater awareness of transgender issues.

**E. Creating Happiness in the Workplace**

Referencing the work of Bruce Daisley and his book “The Joy of Work” the Student Services Team at BIMM underwent a review of their Office Culture in a bid to explore ways in which (without spending any money) the team could find greater satisfaction in the work they do. The results that came out were quite unexpected in some places and also very easy to do. In this workshop we will explore honestly the process and evaluate its effectiveness so far. We will then also explore some of the suggestions made and whether they can be effective for delegate’s teams in their individual working environment.

**Day 2 - Tuesday 25th June**

**09:30 – 11:00**

**Workshop 4**

**A. Residence Conditions for Student Finance**

Residency is one of the most important deciding factors in a student's eligibility for funding but it is often one of the most complicated issues to determine. This workshop will look at the differing definitions and applications of the concept of residency in the ever changing field of student funding assessments and how best to approach cases.

**B. Why Don't Home & International Students Integrate?**

This workshop will focus on:

- Understanding the issues between both groups of students
- Misconceptions and barriers
- What problems can arise including Mental Health
- What can be done to break down these barriers

**C. Establishing & Maintaining Professional Boundaries**

Professional boundaries are an important set of established behaviours that help us to develop effective relationships that are ultimately required in any successful and harmonious workplace. The session will investigate the importance of professional boundaries with staff and students, and investigate strategies and techniques into how to establish these.

#### **D. Supporting Students with Addictions**

This session will be delivered by a Lead Addiction Therapist from The Priory Group who will deliver alongside an addiction peer supporter. Peer supporters have personal experience of addiction and are currently in recovery. They have received specialized training and supervision to guide and support others who are experiencing similar mental health, substance use or trauma issues toward increased wellness. Our peer supporter's journey is really powerful and delegates will have a 'safe environment' to discuss any questions they may have.

- Overview of addiction & the term recovery
- How workshop attendees can support students and gain confidence in broaching potential issues
- How workshop attendees can keep themselves well when dealing with these issues
- Overview of local support networks and signposting.

#### **E. Disabled Students Allowance - DSA**

What's it all about? Helping to raise awareness and enabling students to navigate the process from start to finish, including what evidence is needed, what to expect, what is covered and what are the hurdles.

**13:00 – 14:45**

#### **Workshop 5**

##### **A. Challenging Lawful Residency**

What is lawful residence and why is it so important in establishing a student's eligibility for funding? The workshop will explain how to explore your students' immigration history and challenge funding eligibility decisions.

##### **B. NSMW19 - What Worked.**

A summary and exploration of the Breaking Bad Money Habits Campaign 2019. Jock Wright from Blackbullion will explore high level learnings and subsequent recommendations to consider from this year's NSMW campaign.

##### **C. Resilience & Wellbeing**

Your resilience is your ability to bounce back from adversity, challenges and hardships, developing strength to deal with similar events in the future. This session will shine a light on strategies and tactics you can take back into your role to help you manage the challenges your role and your students present.

##### **D. Students & Mental Health**

Student Minds will deliver an important session to raise awareness of mental health. This session will help you understand the causes, symptoms and options for support for a range of mental health problems.

##### **E. NHS - Policy & Learner Support Fund Update**

Workshop led by NHS to inform caseworkers and fund administrators on the criteria and application process for the ESF, the requirements around evidence and the role of institutional support services