

## NASMA 'WORKING AS ONE' CONFERENCE 2016

### St Johns Hotel, Solihull

Monday 27 <sup>th</sup> June							
10:00-11:00 Registration, Refreshments and Marketplace							
11:00-11:15 Welcome by Rob Ellis, NASMA Chair							
11:15-12:00 Cross-Nations Plenary							
12:00-13:00 Lunch							
13:00-14:00 AGM							
14:00-14:15 Refreshments and Marketplace							
Themes	Debt/Benefits	Adviser/Student Finance	Adviser General/ Fin Cap	Student Support	Manager	Adviser/ Student Finance	Health
Workshop 1 14:15-15:45	Dealing with Bailiffs	Access to HE – Young Asylum Seekers & Refugees – Part 1 (must be taken with part 2)	Hardship Funds	Major Council Tax Developments in 2016 – Part 1 (must be taken with part 2)	Using Management Information within your Service	Introduction to Student UG Funding - Part 1 (must be taken with part 2)	Domestic Violence and Young people
15:45-16:15 Networking and Marketplace							
Workshop 2 16:15-17:15	Introducing the Standard Financial Statement	Access to HE – Young Asylum Seekers and Refugees -Part 2 (must be taken with part 1)	Financial Support for Students from the Republic of Ireland	Major Council Tax Developments in 2016 – Part 2 (must be taken with part 1)	Trusts and Funds	Introduction to Student UG Funding - Part 2 (must be taken with part 1)	Supporting Student Mental Health
17:15-18:00 Regional 'Meet and Greet' (in the bar of your choice)							
Tuesday 28 <sup>th</sup> June							
9:00-10:00 Keynote Session							
10:00-10:45 Networking and Marketplace							
Workshop 3 10:45-12:30	Introduction to Benefits for Students	Student Support Calculations 2016	Project Management	Square Peg Debts – getting your priorities right	Learning from Failure Demand -Part 1 (must be taken with Parts 2&3)	EEA Migrant Workers: a pragmatic student support perspective	NHS Student Bursaries and Social Work Bursaries
12:30-13:30 Lunch							
Workshop 4 13:30-15:00	Students and Benefits- Advanced	Calculating Supplementary Grants	Dealing with Difficult Situations	An introduction to FE funding: How to Support Foundation Students in times of Financial Change	Learning from Failure Demand -Part 2 (must be taken with Parts 1&3)	Fitness to Study Policy	Supporting Vulnerable Students (Background & Policy)
15:00-15:30 Networking and Marketplace							

Workshop 5 15:30-17:00	Students and Tax Credits	Introduction to Previous Study Rules	Emotional Intelligence	Advanced Learner Loans – The growing landscape of loans in FE	Learning from Failure Demand - Part 3 (must be taken with parts 1&2)	Interactive Engagement with Students	Good Practice in Supporting Vulnerable Students
<b>Wednesday 29<sup>th</sup> June</b>							
10:00-10:15	Closing Remarks and Farewell by Rob Ellis, NASMA Chair						
10:15-10:45	Networking and Marketplace						
Workshop 6 10:45-12:15	Disability Benefits - Overview	Disability – What you need to Know	Planning Effective Campaigns	Vulnerability & Debt	Preparing for Change: The Disabled Students’ Allowance	Delivering Money Advice by Email	Estrangement and Independence (Finances)
12:15-13:15	Lunch						
Workshop 7 13:15-14:45	Disability Benefits – Challenging Decisions/ Appeals	Postgraduate Funding	Fail to Prepare, Prepare to Fail – Financial Capability for Non- Traditional Students	The potential impact of Substance Use on Finances Today & Future Earning Potential	Let’s see Ourselves as Others See Us - Letting Students Manage our Expectations	Delivering Money Advice by Phone	A Taste of Mindfulness

**Please see below for Workshop Descriptions and Trainer Profiles.**

## Workshop Descriptions

### Monday 27th June 2016, Workshop 1 (14:15-15:45)

#### Dealing with Bailiffs

**Trainer:** John Kruse - IMA

**Session Description:** Do you deal with students whose debts are being reclaimed via bailiffs and want a better understanding of how bailiffs work? If so, then this workshop is for you. The session will provide an overview of the 'Taking Control of Goods' process, fees charged, and will consider the difference between bailiffs and other debt collectors.

**Level:** Suitable for all

**Trainer Profile:** John has worked in the field of social welfare for the last 28 years. He currently works part-time in advice and is a freelance writer and trainer. He is widely recognised as an expert in bailiff law and has been a regular contributor to Adviser and other journals. He has written several books on bailiff law and is editor of Bailiff Studies Bulletin.

#### Access to H.E – Young Asylum Seekers & Refugees - Part 1 (must be taken with part 2)



**Trainer:** Emily Bowerman - Refugee Support Network

**Session Description:** RSN's Access to Higher Education training enables participants to 1) grapple with the particular difficulties that young refugees and asylum seekers face in accessing, remaining and progressing in Higher Education; 2) understand what young people with a variety of immigration statuses are entitled to re: fee status, student finance, scholarships, grants and other forms of support; 3) learn about the latest legal and policy developments; 4) consider alternative progression routes and funding options for young people who are not eligible for home fee status/student finance; and 5) share best practice and practical information about how to help young people from asylum-seeking backgrounds to move forward to HE.

**Level:** Suitable for all.

**Trainer Profile:** Emily Bowerman manages Refugee Support Network's Higher Education programme which helps young people from asylum-seeking backgrounds who want to understand the implications of their immigration status on their access to higher education. Emily regularly delivers RSN's training for professionals and runs a national HE advice line. A qualified TEFL teacher with a masters in Migration and Development from SOAS, Emily has worked with refugees for over 10 years. She co-authored RSN's 'Thinking Ahead to Higher Education Toolkit' and is part of a research team exploring global access to HE for refugees in camp and urban contexts around the world.

#### Hardship Funds



**Trainer:** Jude Cringle - Middlesex University, NASMA Board, England Policy

**Session Description:** This session is aimed at advisers who administer a hardship fund at their university and is concerned with developing your knowledge and skills with the assessment procedures. The session aims to review the NASMA hardship fund guidance including its purpose, eligibility criteria, priority groups and the assessment process. We will also explore standard and non-standard payments and other issues you may face as an

adviser. The session is also an opportunity for members to share best practice from their own institutions.

**Level:** Suitable for all.

**Trainer Profile:** I am an experienced Student Welfare Adviser and have been at Middlesex University since 2001. Before that I spent three and a half years as a Student Adviser at Newham College FE. In my current role I provide specialist and confidential advice on a range of topics including: student financial support, money management, social security benefits, tax credits, childcare, housing, basic immigration law and general welfare.

## Major Council Tax Developments in 2016 - Part 1 (must be taken with part 2)



**Trainer:** Alan Murdie

**Session Description:** This session will cover the following topics:

- Principles of council tax applicable to students – Local Government Finance Act 1992
- Discounts and disability reductions
- Types of discount available
- Reductions for disabled students
- Local tax reduction schemes – reductions under local authority schemes
- Discretionary reductions under 13A(1)(c) Local Government Finance Act 1992 as amended – appeals from discretionary reductions
- Challenging local authority decisions - the valuation tribunal
- Rights of appeal – section 16 of the Local Government Finance Act 1992
- Matters that can go on appeal
- Outline of VTE procedures and rules – how win appeals
- Demand notices - duty of authority to serve bills
- Council tax demand notices – content
- Errors and delays in billing – how to respond

**Level:** Suitable for all

**Trainer Profile:** Alan Murdie is Chairman of Nucleus Legal Advice in London and Director of Council Tax Services. He has edited the CPAG Council Tax Handbook since 1998 and has been involved in many test cases on the law.

## Using Management Information within your Service



**Trainer:** Rob Ellis – University of Swansea, NASMA Chair

**Session Description:** Many services are seeing increased footfall of students accessing their service, at a time when HEI budgets are under increased pressure. As a result, services are being increasingly asked difficult questions and need to quantify their worth within their institution in order to maintain budgets and staffing provision. We all know that the work we do on a daily basis supports our institutions retention figures and income

streams, as well as improving the student experience – however, quantifying that worth is not always easy.

**Level:** This session is for service leaders and will provide a background on how management information can be sought and utilised to evidence the value in the activities they undertake. There will also be a wider discussion about how this management information can be shared with NASMA and utilised at an organisational level to strengthen the role of NASMA within the HE sector.

**Trainer Profile:** Rob is a Chartered Manager and has worked as a Student Money Adviser in Higher Education for almost 10 years. He has held a number of roles on the NASMA Board, ranging from

Welsh Policy Rep to Treasurer to his current role as NASMA Chair, which he has held for the last two years. As NASMA Chair, Rob leads the board and office staff to ensure the organisation's strategic aims align with the best interests of its members and that NASMA continues to grow and move forward. He is passionate about professional development, empowering people to progress and succeed and constantly looks for ways to improve and professionalise both NASMA as an organisation and the money-advice profession.

## Introduction to Undergraduate Student Funding – Part 1 (must be taken with part 2)



**Trainers:** Louise Miles – University of South Wales, NASMA Vice-Chair – Governance & Operations, Wales Policy & Tom Levin – Liverpool John Moores, NASMA Website Co-ordinator

**Session Description:** This workshop will provide an overview of the key elements of student funding across the 4 nations including eligibility, entitlement, and change of circumstances, the application process, appeals, complaints and repayments. The session also covers funding available for NHS funded courses and social work. This session is a basic overview of a complex student funding system so issues cannot be covered in depth.

**Level:** Introductory

**Trainer Profiles:** Louise Miles - I have been working in the student finance advice field for over 10 years within South Wales and I am currently on the NASMA board of directors and a trustee in my role as the Wales regional rep. This allows me to be involved in policy work with the Welsh

Government to contribute towards consultations, and ensure that the region is represented on the board. Although I am an adviser in Wales my role is to support prospective and current students from all over the UK, EU and overseas.

Tom Levin - I have worked in higher education for over 8 years, working in a variety of student-facing roles. I have been in the role as Student Funding Officer at Liverpool JMU for over 6 years. In this role I have worked with students from around the UK, working on advising on eligibility for funding and helping challenge any incorrect decisions. I have also been involved in administering the LJMU discretionary funds.

## Domestic Violence & Young People

**Trainer:** Andrea Davis – Birmingham & Solihull Women's Aid

**Session Description:** Exploring what Domestic Violence can look like for a young person and what the additional barriers for accessing support are.

**Level:** Suitable for all

**Trainer Profile:** Over past 20 years I have worked in the domestic violence voluntary sector in many roles (Refuge Worker, Outreach Worker, Trainer and family support worker.)

## Workshop 2 (16:15-17:15)

### Introducing the Standard Financial Statement



**Trainer:** Gary Harvey – Money Advice Service

**Session Description:**

- Introduction to the aims and benefits of the SFS
- Update on the status of the project and rollout/launch date
- Offer advisers the chance to see the latest format and Excel tool and provide any feedback

**Level:** Suitable for all

**Trainer Profile:** Gary has been working in a coordination role on the Standard Financial Statement (SFS) since April 2015, overseeing work from the MAS policy, project and technical teams – in conjunction with a governance group including key debt advice and creditor stakeholders – to reach consensus on the SFS format and implementation. With this work complete, Gary's focus is now on engagement with the wider sector to broaden the understanding and use of the SFS.

### Access to H.E – Young Asylum Seekers & Refugees - Part 2 (must be taken with part 1)



**Trainer:** Emily Bowerman - Refugee Support Network

**Session Description:** RSN's Access to Higher Education training enables participants to 1) grapple with the particular difficulties that young refugees and asylum seekers face in accessing, remaining and progressing in Higher Education; 2) understand what young people with a variety of immigration statuses are entitled to re: fee status, student finance, scholarships, grants and other forms of support; 3) learn about the latest legal and policy

developments; 4) consider alternative progression routes and funding options for young people who are not eligible for home fee status/student finance; and 5) share best practice and practical information about how to help young people from asylum-seeking backgrounds to move forward to HE.

**Level:** Suitable for all

**Trainer Profile:** Emily Bowerman manages Refugee Support Network's Higher Education programme which helps young people from asylum-seeking backgrounds who want to understand the implications of their immigration status on their access to higher education. Emily regularly delivers RSN's training for professionals and runs a national HE advice line. A qualified TEFL teacher with a masters in Migration and Development from SOAS, Emily has worked with refugees for over 10 years. She co-authored RSN's 'Thinking Ahead to Higher Education Toolkit' and is part of a research team exploring global access to HE for refugees in camp and urban contexts around the world.

### Financial Support for Students from the Republic of Ireland



**Trainer:** Jack Leahy & Aoife Ní Shúilleabháin

**Session Description:** This presentation aims to inform NASMA members as to the domestic support specifically available to third-level students from the Republic of Ireland. The presentation will also detail some relevant contexts that inform the financial situation of Irish students studying abroad.

**Level:** Suitable for all

**Trainer Profiles:** Jack Leahy is the Vice President for Academic Affairs with the Union of Students in Ireland. USI is the national representative body for third-level students in Ireland, with over 354,000 members in higher and further education in the Republic of Ireland and Northern Ireland. Jack is a



graduate of Trinity College Dublin. His role involves representing the academic interest of USI's members to various stakeholders, including state agencies, policy and funding authorities, and government. He is also responsible for USI's work on the quality assurance of education, enhancement of teaching and research, postgraduate issues, and projects relating to student engagement and retention. The USI's VP AAQA is a board member of Quality & Qualifications Ireland and the National Forum for the Enhancement of Teaching & Learning in Higher Education.

Aoife Ní Shúilleabháin is the Vice President for Welfare with the Union of Students in Ireland. Aoife is a graduate of the National College of Ireland, Galway. Aoife's role involves representing the needs of Irish students in a wide variety of fields relating to their welfare - from financial support and sexual health to mental health and alcohol awareness. With Jack, Aoife is a member of the advisory group to Student Universal Support Ireland (SUSI), Ireland's statutory authority for third-level maintenance grants. Aoife is responsible for USI's financial representation and assists student's unions in supporting members receiving state supports towards their education.

## Major Council Tax Developments in 2016 - Part 2 (must be taken with part 1)



**Trainer:** Alan Murdie

**Session Description:** This session will cover the following topics

- Reminder notices
- Summoning through the magistrates' court, Adjournments – seeking an adjournment
- Attending liability order hearings - Tactics and Defences
- Costs – exaggerated costs brought by local authorities
- Bailiffs and enforcement against goods
- Attachment of earnings /Deduction from benefits
- Bankruptcy and charging orders
- Committal to prison – means enquiries, the rule in *R v Poole Magistrates' Court ex parte Benham* [1992], legal aid and remission of debts
- Appeals to the High Court – judicial review and getting people out of prison

**Level:** Suitable for all

**Trainer Profile:** Alan Murdie is Chairman of Nucleus Legal Advice in London and Director of Council Tax Services. He has edited the CPAG Council Tax Handbook since 1998 and has been involved in many test cases on the law.

## Trusts and Funds



**Trainer:** Allyson Broadhurst – Charis Grants Ltd

**Session Description:** Operating since 2003, Charis has significant experience in devising and delivering a variety of schemes across the UK including those subject to Regulatory inspection. The presentation provides an overview of the range of support available to those in debt or facing hardship and in need of essential items.

**Level:** Suitable for all

**Trainer Profile:** Allyson Broadhurst is the owner and Managing Director of Charis, a company which innovates and delivers bespoke welfare solutions – schemes that make a positive difference to those facing hardship. Allyson has wide commercial experience and in addition has taken up roles within the public and charitable sectors including becoming a District Councillor, Mayor and City Councillor, founding member and Chair of a Community Foundation, Chair of a Primary Care Trust and Chair of a

Hospital Trust. Since 2008 she has devoted her time fully to developing the scope of activities Charis offers to corporates, Local Authorities and charities.

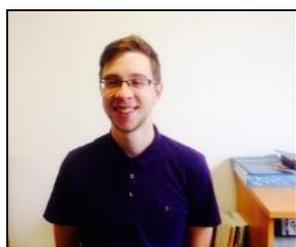
## Introduction to Undergraduate Student Funding – Part 2 (must be taken with part 1)



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**Level:** Introductory



**Trainer Profile:** Louise Miles - I have been working in the student finance advice field for over 10 years within South Wales and I am currently on the NASMA board of directors and a trustee in my role as the Wales regional rep. This allows me to be involved in policy work with the Welsh Government, to contribute towards consultations, and ensure that the region is represented on the board. Although I am an adviser in Wales my role is to support prospective and current students from all over the UK, EU and overseas.

Tom Levin - I have worked in higher education for over 8 years, working in a variety of student facing roles. I have been in the role as Student Funding Officer at Liverpool JMU for over 6 years. In this role I have worked with students from around the UK, working on advising on eligibility for funding and helping challenge any incorrect decisions. I have also been involved in administrating the LJMU discretionary funds.

## Supporting Student Mental Health



**Trainers:** Rosie Tressler & Rachel Piper – Student Minds

**Session Description:** In this session, we will cover recent research into student mental health, reflecting on the link with student finance. We will discuss practice across institutions and SU's and consider other recommendations for NASMA members in the area of student wellbeing. There will also be the opportunity to hear about the student perspective and the work that Student Minds is doing within institutions to support and equip students to bring about positive change in the state of their peers' mental health.

**Level:** Suitable for all



**Trainer Profile:** Rosie and Rachel are based at Student Minds, the UK's student mental health charity. Rosie has been working on the issue of student wellbeing for the last 5 years, first as the Equal Opportunities and Welfare Officer at the University of Nottingham Students' Union, followed

by various roles at Student Minds managing volunteering, campaigns and relationships, before becoming the Charity's Chief Executive Officer last year. Rachel works in a shared role across Student Minds and UMHAN (University Mental Health Advisors Network). Rosie and Rachel have worked with over 80 universities and Students' Unions in developing and delivering peer support and training schemes, as well as national initiatives such as University Mental Health Day.

## Tuesday 28th June 2016, Workshop 3 (10:45-12:30)

### Introduction to Benefits for Students



**Trainer:** Angela Toal – CPAG in Scotland

**Session Description:** Introduction to benefits for students will outline the main social security benefits (including universal credit), explain which students can claim them (focusing mainly on higher education students), and look briefly at how student loans and grants affect entitlement to benefits.

**Level:** Introductory

**Trainer Profile:** I have been a Welfare Rights Worker with CPAG in Scotland for over 10 years. I am the author of the Benefits for Students in Scotland handbook and the benefit chapters of the student support and benefits handbook (England, Wales and Northern Ireland)

### Student Support Calculations



**Trainers:** Lynne Condell – Liverpool John Moores University & Jo Gibson – Leeds Beckett University

**Session Description:** Do you find yourself wondering why a student has a particular level of loan or grant? Do you want to be able to challenge decisions that you suspect are incorrect but are not sure why? This session will focus on student support and the associated calculations for students

applying to Student Finance England for 2016 entry. The session will not be too maths heavy, but please bring a calculator!

**Level:** A general understanding of statutory student funding would be helpful prior to attendance.

**Trainer Profiles:** Lynne Condell is the Student Funds Manager at Liverpool John Moores University. She was NASMA Chair from 2008 until 2012 and still represents NASMA at a number of events and national and regional stakeholder group. In 2013 Lynne was awarded an MBE for her services to Higher Education.

Jo Gibson is Head of Student Information & Advice at Leeds Beckett University. Prior to this, Jo worked for NASMA for three years as Strategy & Development Manager, and served as Training Officer on the NASMA Board from 2007-2010. She continues to represent NASMA on the Money Advice Liaison Group, and is an elected member of the North East Discussion Forum Steering Committee. Jo has previously worked at the University of Reading and at York St John. Jo continues to deliver training nationally, and has delivered workshops at the past ten NASMA conferences!

### Project Management



**Trainer:** Ash Charlton – Ace Training

**Session Description:** An overview of the project management process from origins to review, with checklists of essential elements and techniques at each stage. There will be a particular focus on ensuring that projects are properly originated, and fulfil the need they are supposed to meet.

**Level:** Suitable for all

**Trainer Profile:** Ash Charlton has been running a series of highly enjoyable courses for academic institutions for over 20 years. His focus is mostly on person-related or management topics, such as emotional intelligence, motivating staff, coping with change and customer care. His background is as a psychologist and counsellor, specialising in stress and bereavement. Other clients include Shelter, Save the Children, Oxfam and the UN for whom he has

written a number of publications, including his stress management book “How to be Fabulously Happy (Most of the Time)!”

### Square Peg Debts – getting your priorities right



**Trainer:** Graham O'Malley - IMA

**Session Description:** Money Advisers have been raised a particular way. The process of prioritising debts is tried and tested and for the most part is entirely right...but is it always so straight-forward? Square peg debts are not so easily pigeon-holed. According to the stage of enforcement, client need, vulnerability and current income stream we might have to be flexible in our approach. So let us think again, have some fun and discuss these tricky bits

together.

**Level:** Suitable for all

**Trainer Profile:** Graham O'Malley is the IMA's Money Advice Specialist and is responsible for editing the Certificate in Money Advice Practice course materials, and overseeing the IMA CPD scheme. Graham also delivers courses on the IMA training programme. In 2015 he joined the editorial committee of the IMA's Quarterly Account journal and also coordinates consultation responses for the IMA. Before joining the IMA in January 2014, Graham worked at Leeds CAB for seven years as a money advice caseworker, supervisor and volunteer coordinator.

### Learning from Failure Demand - Part 1 (must be taken with Parts 2 & 3)



**Trainer:** Simon Johnson - AdviceUK

**Session Description:** What really matters to the people who come to you for help and how could you set about changing things to do exactly and only that? AdviceUK's systems thinking training will help you untangle the red tape and re-focus on doing what matters. In the three sessions, we will explore:

- What gets in the way of doing what matters for your clients?
- Why is it like that?
- Walk a mile in my shoes – understanding your service as a system, from the perspective of the people who use it.
- Recognising failure demand, and use it to learn and improve.
- Engaging partners and stakeholders to learn together, to implement a new purpose and principles.

**Level:** The workshop is designed for organisation leaders – managers, project co-ordinators, and trustees, those who have the ability to influence and implement change.

**Trainer Profile:** Simon has worked for AdviceUK for seven years, leading the development of their systems work using the Vanguard Method. During that time he has worked in a number of locations across the country, with AdviceUK members and other voluntary organisations, local authority commissioners and service managers to help them understand their services from the perspective of the people who use them, and use their learning to establish radically different design principles. Simon is a member of the Vanguard Network of approved consultants in the Vanguard Method.

## EEA Migrant Workers: a pragmatic student support perspective



**Trainer:** Gemma Ball - Aston University

**Session Description:** The workshop will look at the different types of EEA Migrant Worker categories within the Student Support Funding system and their basis in EU law but will be very much concerned with the practicalities of making these type of applications and the difficulties students face.

**Level:** Delegates are encouraged to bring any documents of interest (whether they be a source of frustration or fruition!) with them to the session and there will be an opportunity to share experiences and strategies.

**Trainer Profile:** I have worked in advice work with charities and not for profit organisations for my entire career and have been based at Aston University for almost 13 years. I offer advice across a wide variety of fields including student funding, benefits, immigration, EU case working and housing. I have experience of representing students and advocating in court and tribunal settings and have worked in advice services based in both Students' Unions and Universities across three different institutions in the West Midlands.

## NHS Student Bursaries and Social Work Bursaries



**Trainers:** Louisa Ruman & John McComish – NHS Business Services Authority Student Services

**Session Description:**

- Funding overview - NHS Student Bursaries, Social Work Bursaries
- Eligibility Criteria
- Means Testing/Case Studies
- Additional Allowances



**Level:** Delegates who advise NHS students in England

**Trainer Profiles:** Louisa Ruman –Stakeholder Engagement Manager with over 18 years' experience in NHS Bursary funding and more recently, Social Work Bursaries and the Education Support Grant. I have undertaken a number of roles including managing the Operations Team, Policy Implementation, Business Improvement and Audit. Appointed to my current role In September 2014, where one of main focuses is driving stakeholder engagement. We host two national stakeholder events per year and are introducing Special Interest Groups across the country. Main focus is to continue driving Service Improvements, improving the quality of service we provide and exceeding customer and client expectations.

John McComish – Stakeholder Support Officer, Employed in Student Services since 2004. Originally as a bursary processor and later in all sections of student services allowances. Then recently as a Stakeholder Support officer. With daily contact to assist with queries from our various stakeholders via email and phone. Also on occasion called upon to give presentations on aspects of various bursary procedures at stakeholder events.

## Workshop 4 (13:30 – 15:00)

### Students & Benefits Advanced



**Trainer:** Angela Toal - CPAG in Scotland

**Session Description:** Students and Benefits – Advanced will look at some of the more complex rules and issues around students claiming social security benefits. This will include a consideration of the impact of universal credit on students.

**Level:** Advanced

**Trainer Profile:** I have been a Welfare Rights Worker with CPAG in Scotland for over 10 years. I am the author of the benefits for students in Scotland

handbook and the benefit chapters of the student support and benefits handbook (England, Wales and Northern Ireland)

### Calculating Supplementary Grants



**Trainers:** Lynne Condell – Liverpool John Moores University & Jo Gibson – Leeds Beckett University

**Session Description:** Calculating supplementary grants is quite different to the calculations for maintenance loans/grants. This session will focus on student support and the associated calculations for students applying for Parents Learning Allowance, Childcare Grant and Adult Dependent Grant to Student Finance England for 2016 entry. The session will not be too maths

heavy, but please bring a calculator!

**Level:** A general understanding of statutory student funding and supplementary grants would be helpful prior to attendance.

**Trainer Profiles:** Lynne Condell is the Student Funds Manager at Liverpool John Moores University. She was NASMA Chair from 2008 until 2012 and still represents NASMA at a number of events and national and regional stakeholder group. In 2013 Lynne was awarded an MBE for her services to Higher Education.

Jo Gibson is Head of Student Information & Advice at Leeds Beckett University. Prior to this, Jo worked for NASMA for three years as Strategy & Development Manager, and served as Training Officer on the NASMA Board from 2007-2010. She continues to represent NASMA on the Money Advice Liaison Group and is an elected member of the North East Discussion Forum Steering Committee. Jo has previously worked at the University of Reading and at York St John. Jo continues to deliver training nationally and has delivered workshops at the past ten NASMA conferences!

### Dealing with Difficult Situations



**Trainer:** Ash Charlton – Ace Training

**Session Description:** Dealing With Difficult Situations: Money issues are often fraught, and emotion can run high when it is discussed. In this session we will be looking at what the ‘triggers’ are for clients, skills in defusing difficult situations, useful non-inflammatory language and how to set boundaries if a client’s behaviour becomes challenging.

**Level:** Suitable for all

**Trainer Profile:** Ash Charlton has been running a series of highly enjoyable courses for academic institutions for over 20 years. His focus is mostly on person-related or management topics, such as emotional intelligence, motivating staff, coping with change and customer care. His background is as

a psychologist and counsellor, specialising in stress and bereavement. Other clients include Shelter, Save the Children, Oxfam and the UN for whom he has written a number of publications, including his stress management book “How to be Fabulously Happy (Most of the Time)!”

### **An introduction to FE funding: How to Support Foundation Students in times of Financial Change**



**Trainer:** Anita Bailey – Ravensbourne, NASMA Financial Capability Champion

**Session Description:** Round table discussions and exercises. Resource and information sharing, covering the following topics:

- Current FE policy in context
  - The challenges faced by FE students
  - How to manage expectations
- Institutional support and how to advise students
  - Alternative sources of funding

**Level:** Suitable for all

**Trainer Profile:** Anita is a Further Education Bursary Assessor, providing IAG around funding and workshops for students and staff. This also includes internal policy and procedure responsibility for all FE funding, both external and institutional.

### **Learning from Failure Demand - Part 2 (must be taken with Parts 1 & 3)**



**Trainer:** Simon Johnson – AdviceUK

**Session Description:** What really matters to the people who come to you for help and how could you set about changing things to do exactly and only that? AdviceUK’s systems thinking training will help you untangle the red tape and re-focus on doing what matters. In the three sessions, we will explore:

- What gets in the way of doing what matters for your clients?
- Why is it like that?
- Walk a mile in my shoes – understanding your service as a system, from the perspective of the people who use it.
- Recognising failure demand, and use it to learn and improve.
- Engaging partners and stakeholders to learn together, to implement a new purpose and principles.

**Level:** The workshop is designed for organisation leaders – managers, project co-ordinators, and trustees, those who have the ability to influence and implement change.

**Trainer Profile:** Simon has worked for AdviceUK for seven years, leading the development of their systems work using the Vanguard Method. During that time he has worked in a number of locations across the country, with AdviceUK members and other voluntary organisations, local authority commissioners and service managers to help them understand their services from the perspective of the people who use them, and use their learning to establish radically different design principles. Simon is a member of the Vanguard Network of approved consultants in the Vanguard Method.

## Fitness to Study Policy



**Trainer:** Lucky Khuman – Middlesex University

**Session Description:** As increasing numbers of universities introduce Fitness to Study policies. This workshop will give an introduction to the Fitness to Study procedure. It will give delegates an overview of what the policy could contain and how this policy may work in practice.

**Level:** Suitable for all

**Trainer Profile:** I have been a Student Adviser at Middlesex University for two years. Previously I was a welfare benefits advisor at a local disability charity and prior to that I have worked as an adviser in a number of London CABs. I am on the Fitness to Study Policy working group at Middlesex University and we hope to have this in place for the 2016-17 academic year.

## Supporting Vulnerable Students (Background & Policy)



**Trainer:** Phil Bakstad - Liverpool John Moores University

**Session Description:** There have been a significant number of sector developments in relation to targeted support for vulnerable student groups in the past ten years. This session will explore the relevant policy backgrounds relating to Care Leavers, students who are estranged from their families and Young Adult Carers to enable participants to effectively understand recent developments to ensure legislative and sector

compliance.

**Level:** Suitable for all

**Trainer Profile:** Phil Bakstad has worked at Liverpool John Moores University since 2007. In his current role in Student Advice and Wellbeing Services, he coordinates targeted support for groups of students deemed as vulnerable, including Care Leavers, students who are estranged from their families and Young Adult Carers. He is a Fellow of the Higher Education Academy and a member of the Strategic Group of the National Network for the Education of Care Leavers

## Workshop 5 (15:30 – 17:00)

### Students and Tax Credits



**Trainer:** Angela Toal - CPAG in Scotland

**Session Description:** Students and tax credits will provide an overview of tax credits for students and then focus on key issues for advisers, such as administration and overpayments of tax credits, and future changes such as moving on from tax credits to universal credit.

**Level:** Standard/Advanced

**Trainer Profile:** I have been a Welfare Rights Worker with CPAG in Scotland for over 10 years. I am the author of the benefits for students in Scotland handbook and the benefit chapters of the student support and benefits handbook (England, Wales and Northern Ireland)

## Introduction to Previous Study



**Trainers:** Lynne Condell – Liverpool John Moores University & Jo Gibson – Leeds Beckett University

**Session Description:** Do you sometimes wonder which previous study will count and how it will impact on funding available? Participants will gain an understanding of the relevant regulations and how to apply them to simple case studies. The session will be delivered via trainer delivery, discussion and case studies.

**Level:** No prior knowledge or experience is required.

**Trainer Profiles:** Lynne Condell is the Student Funds Manager at the Liverpool John Moores University. She was NASMA Chair from 2008 until 2012 and still represents NASMA at a number of events and national and regional stakeholder group. In 2013 Lynne was awarded an MBE for her services to Higher Education.

Jo Gibson is Head of Student Information & Advice at Leeds Beckett University. Prior to this, Jo worked for NASMA for three years as Strategy & Development Manager, and served as Training Officer on the NASMA Board from 2007-2010. She continues to represent NASMA on the Money Advice Liaison Group, and is an elected member of the North East Discussion Forum Steering Committee. Jo has previously worked at the University of Reading and at York St John. Jo continues to deliver training nationally and has delivered workshops at the past ten NASMA conferences!

## Emotional Intelligence



**Trainer:** Ash Charlton – Ace Training

**Session Description:** People in stressful jobs are always being told not to take it personally, but not how they are supposed to do this! In this session we look at an emotionally intelligent approach: how and when to reframe events to minimise their impact on our lives, and our effectiveness.

**Level:** Suitable for all

**Trainer Profile:** Ash Charlton has been running a series of highly enjoyable courses for academic institutions for over 20 years. His focus is mostly on person-related or management topics, such as emotional intelligence, motivating staff, coping with change and customer care. His background is as a psychologist and counsellor, specialising in stress and bereavement. Other clients include Shelter, Save the Children, Oxfam and the UN for whom he has written a number of publications, including his stress management book “How to be Fabulously Happy (Most of the Time)!”

## Advanced Learner Loans – The growing landscape of loans in FE



**Trainer:** Hayley Walker-SLC

**Session Description:** Due to the changing and growing landscape of Advanced Learner Loans this session will explore the policy changes which impact learners now aged 19 and above and those wanting to study FE up to level 6. It will also explore why HE institutions will benefit from knowing the basics of loans in FE particularly focussing on Access to HE. Finally there will be an opportunity to explore how to become an approved provider and

look at the partnership between the Department of Business Innovation and Skills, the Skills Funding Agency and the Student Loans Company more closely.

**Level:** Delegates who deal with FE students

**Trainer Profile:** I have worked for the Student Loans Company for over 7 years and currently responsible for supporting the development and design of 24+ Advanced Learning Loans. This includes

input into service design and delivery, being the lead in business to business rollout of services for providers and acting as subject matter expert and relationship manager to providers in the North of England. Previously I was an Operations Team Manager within the Processing Unit in Darlington with specific focus on working closely with partners to improve systems and services for higher education students as well as students with dependants.

### Learning from Failure Demand Part 3 – (must be taken with parts 1 & 2)



**Trainer:** Simon Johnson - AdviceUK

**Session Description:** What really matters to the people who come to you for help and how could you set about changing things to do exactly and only that? AdviceUK's systems thinking training will help you untangle the red tape and re-focus on doing what matters. In the three sessions, we will explore:

- What gets in the way of doing what matters for your clients?
- Why is it like that?
- Walk a mile in my shoes – understanding your service as a system, from the perspective of the people who use it.
- Recognising failure demand, and use it to learn and improve.
- Engaging partners and stakeholders to learn together, to implement a new purpose and principles.

**Level:** The workshop is designed for organisation leaders – managers, project co-ordinators, and trustees, those who have the ability to influence and implement change.

**Trainer Profile:** Simon has worked for AdviceUK for seven years, leading the development of their systems work using the Vanguard Method. During that time he has worked in a number of locations across the country, with AdviceUK members and other voluntary organisations, local authority commissioners and service managers to help them understand their services from the perspective of the people who use them, and use their learning to establish radically different design principles. Simon is a member of the Vanguard Network of approved consultants in the Vanguard Method.

### Interactive Engagement with Students



**Trainer:** Jess Hughes – University of Swansea

**Session Description:** In a world awash in online communications how does money advice compete? A website and social media presence can help us communicate with students to a certain extent, but is a simple online profile enough? How do we turn our one-way communications into tools of interactive engagement, whilst ensuring our message doesn't get lost in the wave of information available online? Engagement Theory, an emerging

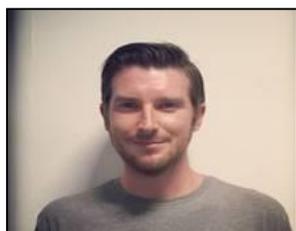
school of thought within virtual learning, dictates that students learn best when they're meaningfully engaged in their learning activities through worthwhile communications and interactive tasks (Kearsley & Schneiderman, 1999). With this in mind is it possible to ensure that our advice is engaging *and* interactive? The workshop aims to explore creative, innovative solutions to communicating with students online. It will introduce a number of interactive packages aimed at helping services create an online presence that values student engagement. Delegates would benefit from bringing along a laptop/ tablet.

**Level:** Suitable for all

**Trainer Profile:** I'm an Acting Financial Information and Support Adviser working within Money Advice & Support at Swansea University. My research interests include e-learning and creative online engagement with students. As such a key part of my day to day role is centred around developing

student engagement through innovative communications. I've worked in money advice for over two years. I'm a qualified teacher, and prior to moving into student money advice I have over 5 years' experience of teaching and training within the Higher Education sector. Recently I'm involved in a number of exciting new projects with a focus on developing online interaction and communication with students.

### Good Practice in Supporting Vulnerable Students



**Trainer:** Phil Bakstad -Liverpool John Moores University

**Session Description:** Following on from the previous session, Supporting Vulnerable Students (Background and Policy), this workshop will enable participants to examine and discuss examples of good practice from across the higher education sector in relation to outreach and support for Care Leavers, students who are estranged from their families and Young Adult Carers. Attendees are encouraged to bring examples of practice from their own institutions to discuss with colleagues.

**Level:** Suitable for all

**Trainer Profile:** Phil Bakstad has worked at Liverpool John Moores University since 2007. In his current role in Student Advice and Wellbeing Services, he coordinates targeted support for groups of students deemed as vulnerable, including Care Leavers, students who are estranged from their families and Young Adult Carers. He is a Fellow of the Higher Education Academy and a member of the Strategic Group of the National Network for the Education of Care Leavers.

## Wednesday 29th June 2016, Workshop 6 (10:45-12:15)

### Disability Benefits - Overview



**Trainer:** Debbie Witton – Salford Welfare Rights Service

**Session Description:** This workshop provides an overview of Personal Independence Payment (PIP) and Employment and Support Allowance (ESA) It includes:

- How can full time students get ESA?
- Understanding the Work Capability Assessment
- How does ESA relate to other benefits and student finance
- How to support disabled students to claim PIP or transfer from DLA to PIP
- Understanding the criteria for PIP rates and components
- Useful resources and keeping up to date
- 

**Level:** Suitable for all

**Trainer Profile:** Debbie is a welfare rights expert who has worked in the field since 1990 as a case worker, mental health specialist, supervisor and trainer. For 8 years she worked in partnership with SKILL, delivering disability benefits training and for 10 years contributed to the Disability Rights Handbook.

A qualified adult education teacher, Debbie is able to communicate complex legislation through training that is practical, relevant to non-specialists and fun. Debbie is currently a senior welfare rights officer and trainer for Salford Welfare Rights Service.

## Disability – What you need to Know



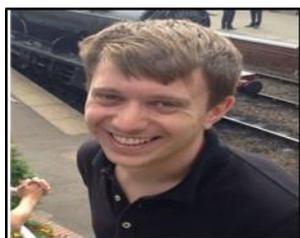
**Trainer:** Kate Waugh – Birmingham City University

**Session Description:** The workshop will be a combination of information delivery and discussion activities. Those burning questions about disability that you've always wanted to ask will be most welcome! After this workshop you will feel more confident in using the right language and etiquette around disability and you will understand how to make sure the services you provide are accessible for disabled students.

**Level:** Suitable for all

**Trainer Profile:** Kate Waugh is the Disability Support Manager at Birmingham City University, where she manages a team of 10 staff and is responsible for all aspects of support for disabled students and applicants. Kate also spends much of her time delivering training and providing consultancy for her University colleagues. Previously, Kate was with the Disability Rights Commission, one of the Commissions which merged into the Equality and Human Rights Commission. Kate managed the national helpline, which advised disabled people and their supporters, employers, service providers and educators, on the Disability Discrimination Act 1995.

## Planning Effective Campaigns



**Trainer:** Simon Tiller - NUS

**Session Description:** This workshop will provide you with tools to help you plan and run more effective campaigns. There will also be the opportunity to discuss your current and future campaigns with other delegates.

**Level:** It is suitable for delegates with a range of campaigning experience.

**Trainer Profile:** Simon has more than six years' experience working on a diverse range of third sector campaigns. His experience includes coordinating a national volunteering awareness day, campaigning to save bees at the environmental charity Friends of the Earth and as part of the NGO coalition against the 2014 Lobbying Act. For the past two years he has worked for NUS, most recently on campaigns to save maintenance grants and NHS bursaries for nursing, midwifery and allied health professional students.

## Vulnerability and Debt



**Trainer:** David Hawkes- Advice UK

**Session Description:**

- Traditional v. new approaches to vulnerability
- The Financial Conduct Authority's occasional paper on consumer vulnerability
- An alternative, systems thinking approach
- Applying the 12 steps method to debt advice

**Level:** Suitable for all

**Trainer Profile** David has been National Money Advice Co-ordinator at AdviceUK since January 2009. He has worked in the advice sector since 1992, initially for the CAB Service in London and then for eight years as the Manager of Gloucestershire Money Advice Service. In his current role David has responsibility for AdviceUK's money advice policy and strategy, as well as providing support to the 700+ members of the largest network of independent advice centres in the UK. David has been Co-

Chair of the Money Advice Association and a Vice Chair (Advice) of the Money Advice Liaison Group; he was the first Chair of the Institute of Money Advisers. He was also a member of the Money Advice Sub-Group of the Financial Inclusion Task Force from 2009 to 2011.

David has been a member of the Editorial Committee of Quarterly Account since 2001. He is a trustee of the Money Advice Liaison Group, EDF Energy Trust and the Debt Counsellors Charitable Trust, and Chair of the Debt Resolution Forum's Complaints, Conciliation & Disciplinary Committee. David also represents AdviceUK on a number of fora and working groups, including the Financial Conduct Authority's Consumer Network and the Money Advice Service's Debt Advice Operational Group.

### Preparing for Change: The Disabled Students' Allowance



**Trainer:** Brian Lutcmiah - NADP

**Session Description:** The session will cover the current proposed changes to Disabled Students' Allowance (DSA) for implementation from September 2016/17 and the current framework that HEIs are expected to meet in respect of new criteria and duty in an ever changing Higher Education landscape.

**Level:** The level will be interactive, introductory, and suitable for all

**Trainer Profile:** Brian is currently a Student Services Manager at a main campus for the University of Derby based in Buxton, Derbyshire, with specialist services ranging from disability, mental health through to finance and welfare, supporting both FE and HE student populations

- Representing the Board of Directors for NADP (National Association of Disability Practitioners), supporting disability specialist practitioners in further and higher education nationwide.
- Background in secondary, further, and higher education, teaching and course delivery to disadvantaged student groups and behaviour management.

### Delivering Money Advice by Email



**Trainer:** Tracy Footitt

**Session Description:**

- Welcome and overview of workshop
- Evaluation of email, face to face and telephone delivery methods
- Email Management (to include; template use and adaptation, ownership and query resolution, time management, language and

incorporating other communication platforms)

- Examples
- Summary and questions

**Level:** Suitable for all

**Trainer Profile:** Tracy worked as an Operations Manager with the National Careers Service (NCS). NCS provides careers and student finance information, advice and guidance over the phone and via email. She has recently been working in education and training, supporting learners to develop their skills and to gain qualifications in areas including; employability, management and team leading, customer services, functional skills, mindfulness and Shiatsu.

## Estrangement and Independence (Finances)



**Trainer** Lynne Condell – Liverpool John Moores University & Jo Gibson – Leeds Beckett University

**Session Description:** Evidencing estrangement, supporting students in accessing the funding available to them, and providing wider holistic support within your institution all receive considerable coverage on the NASMA JiscMail. This workshop, focussing on the financial elements of estrangement, how to evidence estrangement to gain maximum financial

support and will draw on the Student Support Regulations, best practice tips, and case study examples to provide delegates with information to better support this group.

**Level:** No prior knowledge or experience is required

**Trainer Profiles:** Lynne Condell is the Student Funds Manager at Liverpool John Moores University. She was NASMA Chair from 2008 until 2012 and still represents NASMA at a number of events and national and regional stakeholder group. In 2013 Lynne was awarded an MBE for her services to Higher Education.

Jo Gibson is Head of Student Information & Advice at Leeds Beckett University. Prior to this, Jo worked for NASMA for three years as Strategy & Development Manager, and served as Training Officer on the NASMA Board from 2007-2010. She continues to represent NASMA on the Money Advice Liaison Group and is an elected member of the North East Discussion Forum Steering Committee. Jo has previously worked at the University of Reading and at York St John. Jo continues to deliver training nationally and has delivered workshops at the past ten NASMA conferences!

## Workshop 7 (13:15-14:45)

### Disability Benefits – Challenging Decisions/Appeals



**Trainer:** Debbie Witton – Salford Welfare Rights Service

**Session Description:** This workshop provides tips and tactics for challenging unfavourable ESA and PIP decisions. It includes

- Understanding the process and deadlines for mandatory reconsiderations and appeals
- Identifying the advantages and risks to challenging ESA and PIP decisions
- Getting the evidence to support a challenge
- What happens at an Appeal Tribunal

**Level:** Advanced - Experience of dealing with disability benefits or have attended disability benefits overview.

**Trainer Profile** Debbie is a welfare rights expert who has worked in the field since 1990 as a case worker, mental health specialist, supervisor and trainer. For 8 years she worked in partnership with SKILL delivering disability benefits training and for 10 years contributed to the Disability Rights Handbook. A qualified adult education teacher, Debbie is able to communicate complex legislation through training that is practical, relevant to non-specialists and fun. Debbie is currently a senior welfare rights officer and trainer for Salford Welfare Rights Service.

## Postgraduate Funding



**Trainers:** Lynne Condell – Liverpool John Moores University & Jo Gibson – Leeds Beckett University

**Session Description:** With the introduction of Postgraduate Loans in England from September 2016, we are experiencing far more questions about funding for postgraduate study. This session will provide an overview of Postgraduate Loans, will aim to answer some of the recent questions arising on the NASMA JiscMail, and will also briefly consider some of the

other postgraduate funding options available.

**Level:** No prior knowledge or experience is required.

**Trainer Profile:** Lynne Condell is the Student Funds Manager at Liverpool John Moores University. She was NASMA Chair from 2008 until 2012 and still represents NASMA at a number of events and national and regional stakeholder group. In 2013 Lynne was awarded an MBE for her services to Higher Education.

Jo Gibson is Head of Student Information & Advice at Leeds Beckett University. Prior to this, Jo worked for NASMA for three years as Strategy & Development Manager, and served as Training Officer on the NASMA Board from 2007-2010. She continues to represent NASMA on the Money Advice Liaison Group and is an elected member of the North East Discussion Forum Steering Committee. Jo has previously worked at the University of Reading and at York St John. Jo continues to deliver training nationally and has delivered workshops at the past ten NASMA conferences!

## Fail to Prepare, Prepare to Fail – Financial Capability for Non-Traditional Students



**Trainer:** Kellie McAlonan – University of the West of Scotland

**Session Description:** A practical workshop led by Kellie McAlonan (Funding & Advice Team Leader), exploring the relationship between money, mental wellbeing being and retention. The University of the West of Scotland has significant numbers of mature students and the highest number of lone parent students in a Scottish university.

At this workshop you'll learn about the unique financial challenges faced by this group of non-traditional students and have the opportunity to experience some of the financial capability exercises and resources created by the Funding and Advice team to support students in preparing ahead financially for their student journey and beyond. This workshop is a must if you are looking for practical ways of supporting the wellbeing and success of non-traditional and financially-challenged students.

**Level:** Suitable for all

**Trainer Profile:** My interest in student support began as a student when I found myself at a demo in London, chanting about student funding and I haven't looked back - moving from student to elected student officer, working for the Students' Association of the University of the West of Scotland and an Executive Officer for NUS Scotland.

I have been working with the University of the West of Scotland's Funding & Advice Team since 2008, when my role with the Students' Association came to an end. I have been leading the team from 2010. Since taking on my current role we have developed the service available to focus more on our financial capability strategy across our diverse student population, and developing a more proactive approach, with great success. I have been a NASMA member for 3 years, achieving accredited member status for the current academic year.

## The Potential Impact of Substance Use on Finances Today & Future Earning Potential



**Trainer:** Stephanie Jones – The Recovery Partnership

**Session Description:** Substance Misuse can impact on all areas of people's life, their health, relationships, study, and employment. For some the impact is legal whether it is through loss of livelihood or through loss of liberty. I have never met anyone who has told me that they started using substances with the desire to behave in ways that put themselves or others at risk, yet most of us know that in excess even the most social accepted

drugs like alcohol and tobacco will lead to significant distress so 'why not just stop?'. This presentation offers a brief explanation of the most commonly used drugs in the UK, their impact on the individual's ability to 'just stop'

**Level:** Suitable for all

**Trainer Profile:** As a counsellor and trainer I have worked in various roles within social care and for the last 20 years in substance misuse services. In my current role as community engagement coordinator I provide high quality effective interventions that support people to make decisions and training to staff and partnership agencies designed to make every contact count.

## Let's See Ourselves as Others See Us - Letting Students Manage our Expectations



**Trainer:** Brian Hipkin - AMOSSHE

**Session Description:** It has become conventional wisdom particularly amongst those of us involved in planning inductions, outreach work and delivering front line services, that the key to success is to manage students' expectations. We don't like to say it out loud but it is really about managing expectations down. This session will ask some challenging questions such as - "who benefits from managing expectations down"? and " why should

our expectations trump those of students"? I will be flipping things over and taking a new look at things from students' perspectives. What are their expectations? How are they created? Indeed, do they have any? Expect challenges and to have your expectations raised!

**Level:** Suitable for all

**Trainer Profile:** Brian Hipkin is Vice Chair of AMOSSHE, The Student Services Organisation, a professional association for leaders of Student Services in the UK. Brian focuses on strategic approaches to supporting student success, including higher education policy, the student experience, and social media. Brian is also CEO and founder of ReFRAME HE Consultancy, and the UK representative on the EU Council for Student Affairs. Previously, he was Dean of Students at Regent's University, London, and Director of Student Services at the University of East London.

## Delivering Money Advice by Phone



**Trainer:** Tracy Footitt

**Session Description:**

- Welcome and overview of workshop
- Evaluation of face to face and telephone delivery methods
- Call Management ( to include; soft skills, time management, call structure, Information, Advice & Guidance techniques and delivery, confidentiality, sign posting and incorporating other communication

platforms)

- Difficult calls ( to include mental health and emotional callers)
- Summary and questions

**Level:** Suitable for all

**Trainer Profile:** Tracy worked as an Operations Manager with the National Careers Service (NCS). NCS provides careers and student finance information, advice and guidance over the phone and via email. She has recently been working in Education and Training, supporting learners to develop their skills and to gain qualifications in areas including; employability, management and team leading, customer services, functional skills, mindfulness and Shiatsu.

### A Taste of Mindfulness



**Trainer:** Mark Willis – York Mind

**Session Description:** Ever feel stressed at home or work? Lost in worry or feeling that life is passing you by? Then this 90 minute Mindfulness taster session is for you. A combination of Mindfulness and Mindful CBT techniques will provide a simple everyday 'toolkit' for reducing stress and anxiety, warding off depression and even finding the happier you. Make

the most of the life you have with these simple, yet powerful tools – just 90 minutes can change your outlook.

Topics covered:

- Discover the joy and wonder of living in the moment
- A ten minute meditation and some facts on just why meditation works
- Reduce worry and anxiety through relaxation and thought awareness
- Learn that self-compassion is a choice
- Break harmful habits and find the real you - Find peace through accepting what cannot be changed

**Level:** Suitable for all

**Trainer Profile** Mark Willis is a qualified PGCE adult education teacher with a wealth of experience in teaching courses on Stress Reduction, Confidence/Resilience, Mental Health Awareness and Mindfulness. His classes for City of York Council were frequently sold out and well received by students, referring partners and even the local media. He is now a trainer for York Mind, continuing to spread the message of mental well-being for all through innovative, engaging and thought provoking sessions.