

Euclidian Benefits Basics is a web-based interactive learning tool designed as a standard national on-line induction programme for new entrants into Housing Benefit and Council Tax Benefit.

Euclidian Benefits Basics has three key areas:

1. Personal Profile

Allows the learner to plot a personal route through the programme by identifying the learning style which best suits them.

2. Learning Centre

Provides a comprehensive range of learning activities designed to accommodate a range of learning styles.

3. Resource Centre

Acts as the programme library where learners can view important content from the Learning Centre and link to essential legislation, documents and websites.

Target audience

This course is designed to appeal to all staff who need to be aware of the fundamentals of Housing Benefit and Council Tax Benefit. It can also be used as a reference tool for the experienced practitioner.

Learning Outcomes

Introduction to your role

- ◆ *Housing and Council Tax Benefit*
- ◆ *Data Protection and Freedom of Information*
- ◆ *What other resources exist for Benefit Officers?*
- ◆ *Where does the IRRV fit in?*

Housing and Council Tax Benefits in context

- ◆ *What is the benefits system?*
- ◆ *What are means and non-means tested benefits?*
- ◆ *What different benefits exist?*

Claiming Housing and Council Tax Benefit

- ◆ *How do customers claim for HB or CTB?*
- ◆ *Who can make a claim for HB or CTB?*
- ◆ *What are the evidential requirements?*
- ◆ *What other issues should I be aware of?*

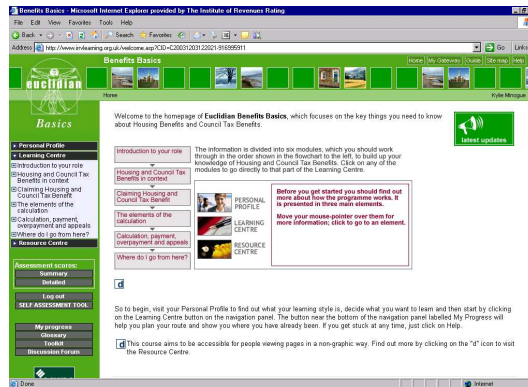
The elements of the calculation

- ◆ *Who is eligible to claim?*
- ◆ *Who is the claimant's family?*
- ◆ *Non dependants*
- ◆ *Applicable amounts*
- ◆ *Assessments of income and capital*
- ◆ *Eligible rent and Council Tax*

Calculation, payment, overpayment and appeals

- ◆ *How is the calculation done?*
- ◆ *How are payments made?*

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- ◆ *How can customers appeal against a decision?*
- ◆ *How are overpayments dealt with?*
- ◆ *What is fraud?*
- ◆ *What other issues should I be aware of?*

Where do I go from here?

- ◆ *How can I develop my career?*
- ◆ *What publications might help me now?*

Managing learners

If you invest in online training you need to know that your funds have been spent wisely. Imago Manager (the tutor area of the programme) allows you to track the progress of your learners and to accumulate their responses. For example, you can find out;

- ◆ who has registered;
- ◆ when they have logged on;
- ◆ what they have done;
- ◆ how long it has taken them;
- ◆ their responses to activities;
- ◆ their scores in quizzes and TNAs.

Access levels

The programme has various access levels including:

- ◆ Learner Level access
- ◆ Tutor Level access
- ◆ Super Tutor Level access

Flexible learning

Learners take their own route through the topics covered in the course. They will learn at their own pace through a variety of activities designed to accommodate a range of learning styles.

The programme Resource Centre acts as a continual reference tool to confirm matters of law or practice.

Duration

Learning Centre: 10-15 hours
Resource Centre: continuous

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The programme also contains a 20 question TNA which follows the life of a fictional benefits claim