

## EXPLORE THE WORLD OF IRRV BENEFITS PRO

For further details, contact our team at [onlinetraining@irrv.org.uk](mailto:onlinetraining@irrv.org.uk) or dial 020 7691 8985

IRRV Benefits Pro is an advanced, web-based interactive learning tool designed as a comprehensive national online program for Housing Benefit and Council Tax Benefit professionals. This program elevates learners from basic awareness to an in-depth understanding, serving as an indispensable, up-to-date reference and refresher tool for seasoned practitioners.

## KEY COMPONENTS OF IRRV BENEFITS PRO

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|--------------------------|---|
| <b>Personal Profile:</b> | Allow yourself to navigate a personalised learning path by identifying your preferred learning style.   |
| <b>Learning Centre:</b>  | Immerse yourself in a diverse range of learning activities designed to cater to various learning styles.  |
| <b>Resource Centre:</b>  | Access a program library where essential content from the Learning Centre is available, along with links to crucial legislation, documents, and websites.   |
| <b>Target Audience:</b>  | This course caters to all staff members seeking a fundamental understanding of Housing Benefit and Council Tax Benefit. It also serves as a valuable reference and refresher tool for seasoned practitioners. |

## LEARNING OUTCOMES

### Eligibility

- Making a claim
- Occupying a dwelling
- Who is liable?
- Who is not liable?
- Persons from abroad
- Students
- Fraud Awareness

### Rents and Council Tax

- Rents and service charge
- Local Housing Allowance (LHA)
- Role of the Rent Service
- Other rent issues
- Eligible Council Tax

### Applicable amounts

- Who lives with the claimant?
- Non-dependants
- Allowances and premiums

### Income and capital

- Earned income
- Self employed earnings
- Other income
- Student income
- Capital

### Calculation and payment

- Making a decision
- Second Adult Rebate (2AR)
- Duration of the claim
- Paying HB and CTB
- Decision notices (excluding overpayments)

### In-claim decisions

- Change of circumstances
- Extended payments and In-work claims
- Suspensions and terminations
- Identifying incorrectness
- Appeals
- Discretionary Housing Payments Overpayment
- Calculating overpayments
- Recovering overpayments

## WHERE DO I GO FROM HERE?

Advancing your career

Recommended qualifications and publications for ongoing development

- Training Needs Analysis:** The program includes a comprehensive self-assessment tool with 100 multiple-choice questions identifying training requirements in key subject areas using relevant, work-based scenarios.
- Managing Learners:** Our new platform allows you to monitor learner progress and accumulate responses, including registration details, log-in times, activities completed, duration, and quiz scores.
- Flexible Learning:** Learners chart their unique course through the course material, progressing at their own pace with activities accommodating diverse learning styles. The Resource Centre serves as a constant reference tool for legal and practical matters.
- Duration:** Learning Centre: 30-40 hours  
Resource Centre: Continuous reference support