



This is to certify that

**AGE SCOTLAND HELPLINE**  
is accredited to provide the following  
types of advice and information  
in the following topics

**Type I - Housing and Welfare Benefit**

MINISTER FOR Community Safety



Scottish Government  
Riaghaltas na h-Alba  
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## **AGE SCOTLAND HELPLINE**

### **COMPETENCY ACHIEVED**

#### **2 Housing Specific Competences**

- 2.3 Universal Credit for housing costs and Housing Benefit Adviser Competences – Type I**
- 2.5 Housing Options – Type I**
- 2.8 Anti-Social Behaviour – Type I**
- 2.11 Relationship Breakdown – Type I**
- 2.15 Repair and Improvement Grants – Type I**

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### **COMPETENCY ACHIEVED**

#### **3 Money and Welfare Benefits Related Advice Competences – Foundation Knowledge**

- 3.1 Administrative Structure of the Benefits and Tax Credits Systems – Type I**
- 3.2 National Insurance Scheme – Type I**
- 3.3 Claims and Backdating**
- 3.4 Decision-Making, Disputes and Appeals – Type I**

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### **COMPETENCY ACHIEVED**

#### **4 Money and Welfare Benefits Related Advice Competences – Specialist Areas**

- 4.1 Means-Tested Benefits – Type I**
- 4.4 The Social Fund and the Scottish Welfare Fund – Type I**
- 4.7 State Retirement Pension – Type I**
- 4.8 Personal Independence Payment, Disability Living Allowance and Attendance Allowance – Type I**
- 4.11 Benefits for Veterans – Type I**
- 4.12 Carers Allowance – Type I**
- 4.15 Bereavement Benefits – Type I**
- 4.16 Benefits for People in Public Care – Type I**
- 4.18 Benefits for people from Abroad and/or who are Subject to Immigration Control – Type I**