



This is to certify that

ORKNEY CITIZENS ADVICE BUREAU

is accredited to provide the following
types of advice and information
in the following topics until 29 July 2022.

TYPE I, II and III – Housing, Welfare Benefit and Money Debt

A handwritten signature in black ink, appearing to read "Ash Denham".

Ash Denham MSP
Minister for Community Safety



Scottish Government
Riaghaltas na h-Alba
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COMPETENCY ACHIEVED

2 Housing Specific Competences

- 2.1 Rent Arrears – Type III
- 2.2 Mortgages and Secured Loans – Type II
- 2.3 Universal Credit for housing costs and Housing Benefit Adviser competences – Type III
- 2.4 Disrepair in Rented Housing – Type III
- 2.5 Housing Options – Type II
- 2.6 Discrimination in Housing – Type II
- 2.7 Eviction – Type III
- 2.8 Anti-Social Behaviour – Type II
- 2.9 Harassment and Illegal Eviction– Type II
- 2.10 Homelessness – Type III
- 2.11 Relationship Breakdown – Type II
- 2.12 Rent: Private Sector – Type II
- 2.13 Security of Tenure – Type III
- 2.14 Statutory Tenancy Rights – Type III
- 2.15 Repair and Improvement Grants – Type III

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COMPETENCY ACHIEVED

3 Money and Welfare Benefits Related to Advice Competences – Foundation Knowledge

- 3.1 Administrative Structure of the Benefits and Tax Credits Systems – Type II
- 3.2 National Insurance Scheme – Type II
- 3.3 Claims and Backdating – Type II
- 3.4 Decision-Making, Disputes and Appeals – Type III
- 3.5 Benefit and Tax Credit Overpayments – Type II
- 3.6 Assessment, Initial Decision-Making and Holding Activity in Debt Cases – Type II

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas

- 4.1 Means-Tested Benefits – Type II
- 4.2 Universal Credit – Type II
- 4.3 Tax Credits – Type II
- 4.4 The Social Fund and the Scottish Welfare Fund. – Type II
- 4.5 The Impact of Work on Benefits – Type II
- 4.6 Child Element of Universal Credit, Child Benefit, Kinship Care Allowance and Guardian's Allowance – Type II
- 4.7 State Retirement Pension – Type II
- 4.8 Personal Independence Payment, Disability Living Allowance and Attendance Allowance – Type III
- 4.9 Benefits for People who have Limited Capability for Work – Type III
- 4.10 Benefits for Industrial Injury and Disease. – Type II
- 4.11 Benefits for Veterans – Type II
- 4.12 Carers Allowance – Type II
- 4.13 Jobseeker's Allowance – Type II
- 4.14 Benefits for Maternity, Paternity and Adoption – Type II
- 4.15 Bereavement Benefits – Type II

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas Cont.

- 4.16 Benefits for People in Public Care – Type II
- 4.17 Benefits for Students – Type II
- 4.18 Benefits for People from Abroad and/or who are Subject to Immigration Control – Type II
- 4.19 Ancillary Benefits – Type II
- 4.20 Financial Statements – Type II
- 4.21 Liability for Debts, Extortionate Credit, Unfair Contract Terms, Unenforceable Debts, Creditor Malpractice, Codes of Practice, etc – Type II
- 4.22 Identifying and Agreeing Options in Debt Cases– Type II
- 4.23 Negotiating and Making Offers to Creditors– Type II
- 4.24 Diligence, Diligence Stoppers and Court Proceedings – Type III
- 4.25 Bankruptcy and Trust Deeds - Type III
- 4.26 The Debt Arrangement Scheme - Type III
- 4.27 Recalls and Appeals against Court Decrees and Orders - Type III
- 4.28 Utility Debts - Type II

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4 Money and Welfare Benefits Related Advice Competences – Specialist Areas Cont.

- 4.29 Local and National Tax Debts - Type II
- 4.30 Rent Arrears - Type II
- 4.31 Mortgages and Secured Loans - Type II
- 4.32 Civil and Criminal Fines and other Financial Penalties - Type II
- 4.33 Business Debts - Type I