



This is to certify that

SHETLAND ISLANDS CITIZENS ADVICE BUREAU
is accredited to provide the following
types of advice and information
in the following topics until 06 February 2023

**TYPE I, II & III – HOUSING, WELFARE BENEFIT & 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
gov.scot

SHETLAND ISLANDS CITIZENS ADVICE BUREAU

COMPETENCY ACHIEVED

2 Housing Specific Competences

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

SHETLAND ISLANDS CITIZENS ADVICE BUREAU
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 III
- 3.2 National Insurance Scheme – Type III
- 3.3 Claims & Backdating – Type III
- 3.4 Decision-Making, Disputes and Appeals – Type III
- 3.5 Benefit & Tax Credit Overpayments – Type III
- 3.6 Assessment, Initial Decision-Making & Holding Activity in Debt Cases – Type III

SHETLAND ISLANDS CITIZENS ADVICE BUREAU

COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas

- 4.1 Means-Tested Benefits – Type III
- 4.2 Universal Credit – Type III
- 4.3 Tax Credits – Type II
- 4.4 The Social Fund & the Scottish Welfare Fund. – Type II
- 4.5 The Impact of Work on Benefits – Type III
- 4.6 Child Element of Universal Credit, Child Benefit, Kinship Care Allowance & Guardian's Allowance – Type II
- 4.7 State Retirement Pension – Type II
- 4.8 Personal Independence Payment, Disability Living Allowance & 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
- 4.16 Benefits for People in Public Care – Type II

SHETLAND ISLANDS CITIZENS ADVICE BUREAU
COMPETENCY ACHIEVED

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

- 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 & Agreeing Options in Debt Cases – Type II
- 4.23 Negotiating & Making Offers to Creditors– Type II
- 4.24 Diligence, Diligence Stoppers and Court Proceedings – Type II
- 4.25 Bankruptcy & Trust Deeds– Type II
- 4.26 The Debt Arrangement Scheme– Type II
- 4.27 Recalls & Appeals against Court Decrees and Orders – Type II
- 4.28 Utility Debts – Type II
- 4.29 Local and national Tax Debts – Type II
- 4.30 Rent Arrears – Type II

SHETLAND ISLANDS CITIZENS ADVICE BUREAU
COMPETENCY ACHIEVED

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

- 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