This is to certify that

CLACKMANNANSHIRE CITIZENS ADVICE BUREAU

is accredited to provide the following
types of advice and information
in the following topics until **11 November 2029**

TYPE II/III – HOUSING, WELFARE BENEFIT & MONEY DEBT

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Deputy Director Civil Law & Legal System Team
Scottish Government

CLACKMANNANSHIRE CITIZENS ADVICE BUREAU

COMPETENCY ACHIEVED

2 Housing Specific Competences

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

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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 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 II

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COMPETENCY ACHIEVED

4 Money and Welfare Benefits Related Advice Competences – Specialist Areas

4.1 Means-Tested Benefits – Type III
4.2 Universal Credit
4.2 (a) Universal Credit– Type III
4.2 (b) Housing Element of Universal Credit, Housing Benefit and Council Tax Reduction – Type III
4.3 Tax Credits – Type III
4.4 Social Fund, Scottish Welfare Fund, Best Start Grant and Funeral Support Payment – Type III
4.5 The Impact of Work on Benefits – Type II
4.6 Benefits for Children – Type III
4.7 State Pension – Type II
4.8 Personal Independence Payment, Disability Living Allowance, Attendance Allowance & Scottish Disability Assistance – Type III
4.9 Benefits for People who have Limited Capability for Work – Type III
4.10 Benefits for Industrial Injury and Disease – Type III
4.11 Benefits for Veterans – Type III

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COMPETENCY ACHIEVED

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

4.12 Carers Allowance and Carer's Assistance – Type III
4.13 Jobseeker's Allowance– Type III
4.14 Benefits for Maternity, Paternity and Adoption – Type III
4.15 Bereavement Benefits – Type III
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 People Subject to Immigration Control – Type III
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 III
4.22 Identifying & Agreeing Options in Debt Cases – Type III
4.23 Negotiating & Making Offers to Creditors– Type III
4.24 Diligence, Diligence Stoppers and Court Proceedings – Type III

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COMPETENCY ACHIEVED

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

4.25 Bankruptcy & Trust Deeds– Type III
4.26 The Debt Arrangement Scheme– Type III
4.27 Recalls & Appeals against Court Decrees and Orders – Type III
4.28 Utility Debts – Type III
4.29 Local and National Tax Debts – Type III
4.30 Rent Arrears – Type III
4.31 Mortgages and Secured Loans – Type III
4.32 Civil and Criminal Fines and other Financial Penalties - Type III
4.33 Business Debts – Type II