SCOTTISH NATIONAL STANDARDS

Scottish Legal Aid Board

This is to certify that

FALKIRK 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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Scottish Government

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Riaghaltas na h-Alba
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FALKIRK CITIZENS ADVICE BUREAU

COMPETENCY ACHIEVED

2 Housing Specific Competences

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

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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 II
4.4 Social Fund, Scottish Welfare Fund, Best Start Grant and Funeral Support Payment – Type II
4.5 The Impact of Work on Benefits – Type III
4.6 Benefits for Children – Type II
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 II

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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 II
4.13 Jobseeker's Allowance– Type III
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
4.17 Benefits for Students – Type II
4.18 Benefits for People from Abroad and People 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

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COMPETENCY ACHIEVED

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

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
4.32 Civil and Criminal Fines and other Financial Penalties - Type II
4.33 Business Debts – Type II