




















ROSSENDALES TRAINING
Raising Standards Nationwide
Improving Knowledge, Filling the Skills Gap

Public Sector Courses

Revenues

-  Introduction to Council Tax
-  Introduction to Business Rates
-  A-Z Council Tax (2 days)
-  Recovery & Collection for Council Tax
-  The Laws of Distress and their practical application (half day)
-  Advanced Council Tax Liability
-  Committal Workshop (includes Mock Trial)
-  Bankruptcy and Insolvency for Beginners
-  A – Z NNDR (2 days)
-  Pre Liability Council Tax
-  Bailiff Workshop
-  Council Tax & NNDR Recovery & Enforcement
-  Liability Order Workshop (includes Mock LO Hearing)
-  NNDR Recovery & Enforcement
-  Council Tax Master Class (2 days)
-  Council Tax Support – Valuation Tribunal Workshop
-  Vulnerability in a revenues environment (1/2 day) **NEW!**

All courses are full day courses unless stated otherwise

For further details or to make a booking please contact Shirley Baird at Rossendales Training
Email: sbaird@rossendales.com or Call: 0844 7013965

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Collection and Enforcement of Debts

- PhoneCoach ® - Payment Negotiation & Effective Telephone Handling (2 days)
- PhoneCoach ® - Payment Negotiation & Effective Telephone Handling (1 day)
- PhoneCoach ® - Vulnerability (2 days) **NEW!**
- How to Improve Performance in Collecting Current Rent Arrears
- Payment Negotiation and Effective Telephone Handling
- Payment Negotiation Income & Expenditure (half day)
- How to Improve your Collection Rates in a Recession
- Handling Challenging Customers
- Miscellaneous Income Recovery through the County Court

Customer Care

- PhoneCoach ® - Telephone Training (2 days)
- Customer Service Excellence

Traffic Management **NEW!**

All half day courses

- Introduction to the Traffic Management Act 2004
- Penalty Charge Notices Cancellations and Write Offs
- Mitigation & Discretion in Penalty Charge Notice Appeals
- Appeals against PCNs Issued under the TMA
- Enforcement of Difficult Contraventions under the TMA 2004
- Signs, Lines & TROs for Civil Parking Enforcement

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Benefit Courses

All benefit courses can be tailored to meet the client's individual requirements. The following modular options are available as examples but any requirements can be fulfilled:

-  Introduction to Benefits
-  Applicable Amounts
-  Backdating
-  Discretionary Housing Payments
-  Eligible Rent
-  Household and Non-Dependants
-  Income & Capital
-  Local Housing Allowance
-  Manual Calculations
-  Occupation of the Home
-  Overpayments
-  Pension Age Claimants
-  Persons From Abroad
-  Rent Liability
-  Revision & Supersession
-  Second Adult Rebate
-  Self Employed
-  Students
-  Subsidy
-  The Life of the Claim

The following popular courses are highly recommended










-  Introduction to HB/CTB (minimum 5 days)*
-  Overview of HB/CTB for Customer Service staff (2 days)
-  Overview of Private Tenants for Housing Associations
-  Private Tenant Workshop
-  Effective Dates
-  Dealing with Overpayments

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-  Council Tax Support Schemes and the effect it will have
-  Universal Credits
-  Future Welfare Benefit Changes
-  Houses of Multiple Occupation
-  Welfare Rights (Awareness)
-  Benefit on 2 Homes
-  Overview for Landlords and Agents
-  Exempt Accommodation
-  Personal Independence Payment




*The introduction course is recommended as a minimum of 5 days to cover all aspects of legislation for staff who are new to HB/CTB or who require a refresher, however if a greater level of detail is required this can easily be accommodated in a longer course. Our expert trainer is also very experienced on the Northgate system, therefore system training can be incorporated into the course.

Private Sector Courses

Credit Control Courses

-  Phone Coach® Credit Control - Payment Negotiation & Effective Telephone Handling
-  Credit Control – Payment Negotiation & Effective Telephone Handling
-  Phonecoach® - Vulnerability and the Financial Conduct Authority Impact

Customer Services Courses

-  Handling Challenging Customers **NEW!**
-  Customer Service Excellence **NEW!**
-  Phone Coach - Customer Service Excellence (2 days)

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Distribution of this document is to the following departments who should all be notified when the document is updated: (·as appropriate)··

Operations	·	Client/Customer Services	·	Performance Improvement	·	Collect	·
I.T.	·	Finance & Accounting	·	Human Resources	·	HCE & CT	·
Directors	·	Business Development	·	Quality Manager	·	R Training	·

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