

Learning at your fingertips

A man with a beard and short brown hair, wearing a black V-neck shirt and a watch, is looking down at a tablet he is holding with both hands. He is sitting in an office with a red wall in the background. Other people are blurred in the background, suggesting a busy work environment.

Helping you resolve
welfare benefit problems

*"Best UC E-Learning
I've done - really relevant
information presented in
an engaging way."*

information | resources | advice | training

How do I access a course?

A woman with dark hair tied back, wearing a black turtleneck, is sitting at a desk and looking intently at a computer screen. The background is a blurred office environment with shelves and other people.

"It's great to have access to E-Learning that gives us information on some of the more detailed areas of UC."

**All our interactive E-Learning courses are
available directly on our website.**

You'll find the very latest, comprehensive and fun courses on
various aspects of welfare benefits and Universal Credit on
www.housingsystems.co.uk

Just login to the site using your username and password.

Forgotten yours - just email us: training@ucnotes.co.uk

All our courses are designed to meet the needs
of housing and advice workers.

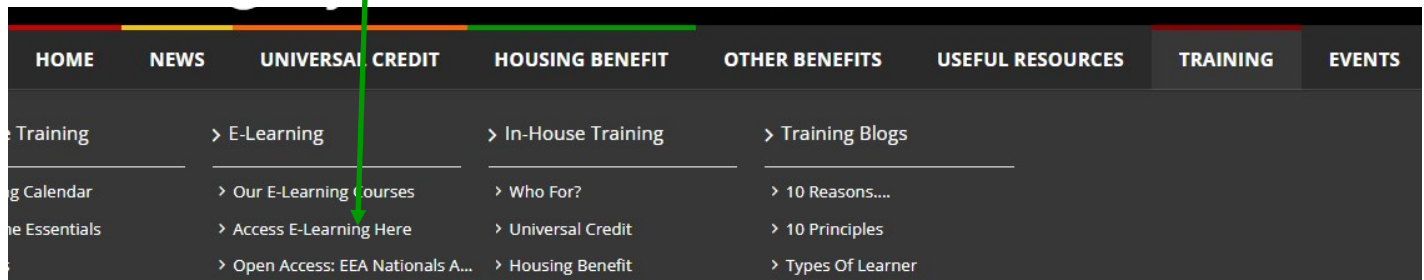
Each course is packed full of the commentary, case studies
and interactive quizzes that make learning fun.

Our terms of use are available on the website.

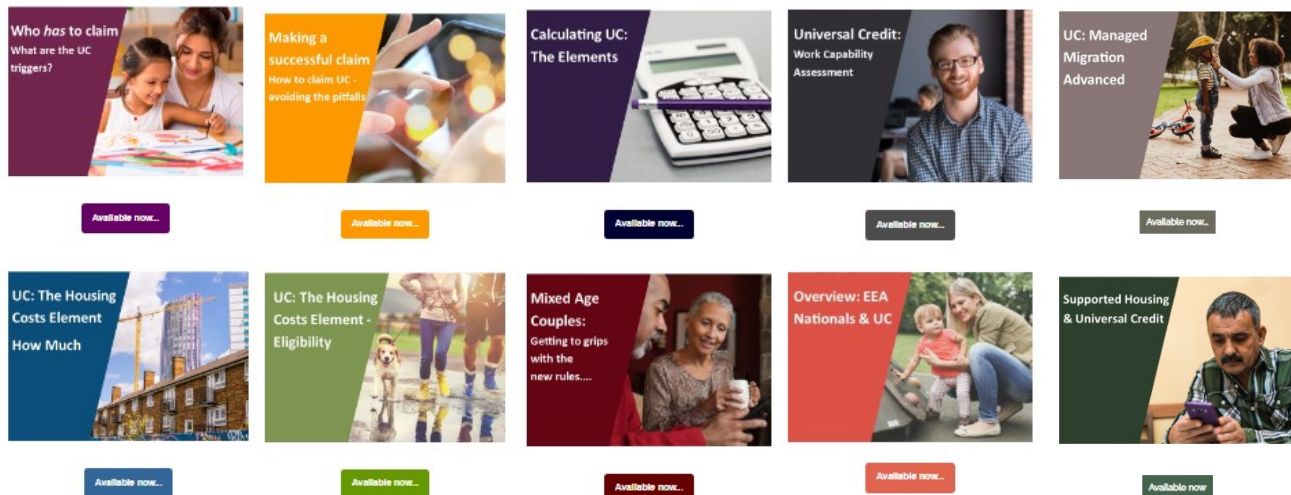
www.housingsystems.co.uk

Choose your course

After you have logged in, go to the E-Learning section of the website: Training/E-Learning/E-Learning-Courses



Find a course that matches your needs.



And click on 'Available now' - to access the course page.

The courses are split into three groups:

Introductory

These courses are aimed at learners who are new to welfare benefits and / or Universal Credit.

These courses give a useful overview of the topic.

Intermediate

For learners who would like to build on or refresh current knowledge.

These courses cover the essential benefit / UC topics and provide more examples on how to use the knowledge gained.

Advanced

For those learners who are ready to tackle the more complicated areas of benefits / Universal Credit.

These courses provide an in-depth look at some of the more problematic areas of the welfare benefit / UC regulations.

Getting Started



"I really enjoyed this course - the tests and quizzes throughout helped check what I had learnt."

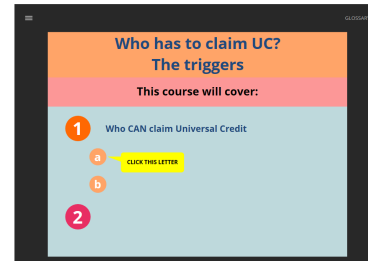
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It's simple:

Once on the course page click on :


Launch Course

Move through the pages by clicking on boxes that reveal information or test your knowledge.

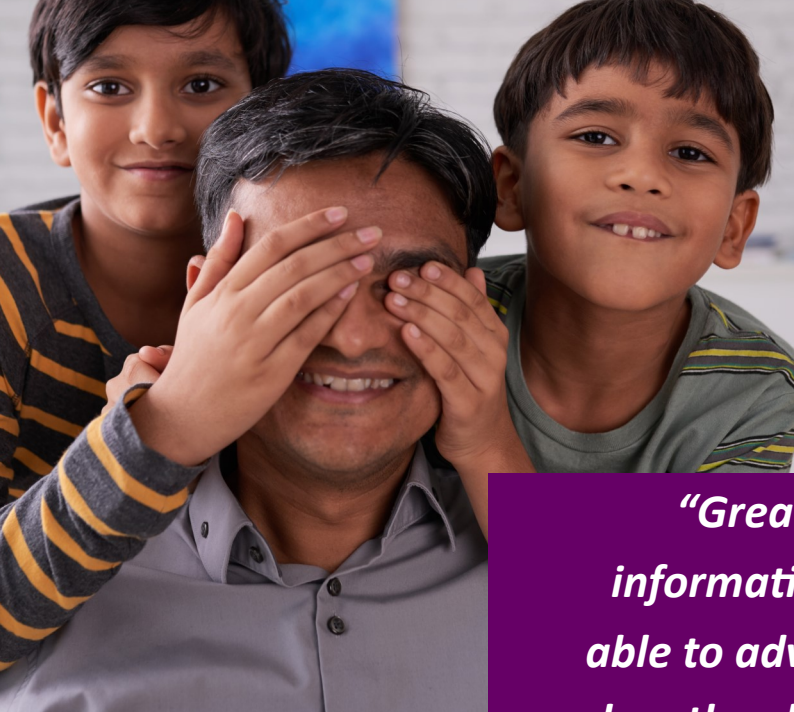


When you have completed a page a 'Next' button will appear in the bottom right hand corner to move on.

There are exercises, case studies and ways to test your learning along the way. With a quiz to take at the end.

If you need to leave the course before you have completed it - note from the Menu:  where you are up to - so you can go straight back to where you left off.

You can also use the menu to repeat a section or page.



*“Great course - very
informative. I now feel
able to advice my clients
when they have a change
in their circumstances.”*

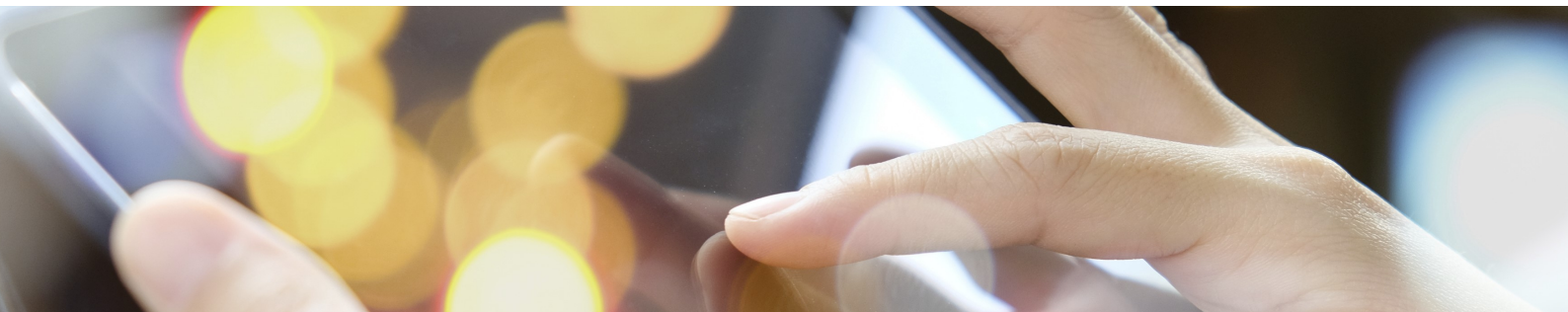


Our E-Learning:

Our aim is to ensure you have the knowledge and resources you need to give your customers accurate and effective advice on welfare benefits.

The aim of our E-Learning suite of courses is to provide you with the knowledge you need to:

- Understand the rules
 - Help claimants through the maze of UC
 - Spot when something has gone wrong
 - Give accurate and up-to-date advice
- so that you can help your customers deal with the complexities of the benefit system, and ensure they are getting the correct award paid on time.



www.housingsystems.co.uk



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