



This is to certify that

**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

is accredited to provide the following  
types of advice and information  
in the following topics

**Type III – Housing, Welfare Benefit and Money Debt**

A handwritten signature in black ink, appearing to read "A. Doherty".

MINISTER FOR Community Safety



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**  
**COMPETENCY ACHIEVED**

**2 Housing Specific Competences**

- 2.1 Rent Arrears – Type III**
- 2.2 Mortgages and Secured Loans – Type III**
- 2.3 Universal Credit for housing costs and Housing Benefit Adviser competences – 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 III**
- 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 III**

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**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 and Backdating - Type III**
- 3.4 Decision-Making, Disputes and Appeals - Type III**
- 3.5 Benefit and Tax Credit Overpayments - Type III**
- 3.6 Assessment, Initial Decision-Making and Holding Activity in Debt Cases - Type III**



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**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 III**
- 4.4 The Social Fund and Scottish Welfare Fund - Type III**
- 4.5 The impact of Work on Benefits - Type III**
- 4.6 Child Element of Universal Credit, Child Benefit, Kinship Care Allowance and Guardian's Allowance - Type III**
- 4.7 State Retirement Pension - Type III**
- 4.8 Personal Independence Payment, Disability Living Allowance and 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 III**
- 4.11 Benefits for Veterans - Type III**
- 4.12 Carers Allowance - Type III**
- 4.13 Jobseeker's Allowance – Type III**
- 4.14 Benefits for Maternity, Paternity and Adoption - Type III**

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

- 4.15 Bereavement Benefits - Type III**
- 4.16 Benefits for People in Public Care - Type III**
- 4.17 Benefits for Students - Type III**
- 4.18 Benefits for People from Abroad and/or who are Subject to Immigration Control - Type III**
- 4.19 Ancillary Benefits - Type III**
- 4.20 Financial Statements - Type III**
- 4.21 Liability for Debts, Extortionate Credit, Unfair Contract Terms, Unenforceable Debts, Creditor Malpractice, Codes of Practice, etc. - Type III**
- 4.22 Identifying and Agreeing Options in Debt Cases - Type III**
- 4.23 Negotiating and Making Offers to Creditors - Type III**
- 4.24 Diligence, Diligence Stoppers and Court Proceedings - Type III**
- 4.25 Bankruptcy and Trust Deeds - Type III**
- 4.26 The Debt Arrangement Scheme - Type III**
- 4.27 Recalls and Appeals against Court Decrees and Orders - Type III**
- 4.28 Utility Debts - Type III**
- 4.29 Local and National Tax Debts - Type III**

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

- 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 III**