



Action for Warm Homes

## **NEA/ CITY & GUILDS LEVEL 2 AWARD IN FUEL DEBT ADVICE IN THE COMMUNITY 6281-16**

### **COURSE AUDIENCE**

The course is designed for frontline staff working with low-income and vulnerable households who may be in fuel debt or at risk from fuel debt.

### **COURSE AIM**

The course aims to provide delegates with an understanding of the causes of fuel debt, issues householders may face with meters, fuel statements, payment and tariff options. It also considers consumers, private landlords and fuel suppliers obligations, as well as complaints procedures and support available for low-income and vulnerable households.

### **COURSE OBJECTIVES**

The course will explain:

- causes of and identify solutions for fuel debt
- customer, supplier and private landlord responsibilities
- how to read meters, fuel statements and rectify common billing errors
- suppliers' customer service processes and complaints procedures
- tariff and payment options, Warm Home Discount Scheme, grants and other forms of assistance – including trusts and hardship funds

### **COURSE CONTENT**

- The causes of fuel debt
- Electricity, gas meters and recording consumption
- Consumer, private landlord and fuel supplier's rights and responsibilities
- Tariff and payment options
- Fuel statements
- Common billing errors
- Definitions of vulnerability used by the energy industry
- Contacting the supplier and complaints procedures
- Switching
- Help available to low-income and vulnerable families – including Priority Services Register, Warm Home Discount Scheme, trust and hardship funds



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Form 015o - Fuel Debt Advice Fees (IN-HOUSE) - V1 12 – 11 Sept 2018



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## **ASSESSMENT**

To gain a Level 2 City & Guilds qualification an option assessment is now available. This consists of an open book exam which will take a maximum of three hours to complete. Candidates are encouraged to use their course hand-outs to help complete the exam.

**DURATION** - One day (6 hours)

## **COURSE DATES / LOCATIONS**

This course can be delivered in-house to organisations wishing to train a group of staff.

## **FOR FURTHER DETAILS, FEES & BOOKINGS PLEASE CONTACT**

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