

DM Modernisation Matrix

	Ref	Module Title (and key content)	Method	Duration (Days/Hours)	Source Doc Ref	Notes
1.5 weeks (9 days DM 01 to DM 07)	AO	Mentor's Guide	OL Handbook			Link to AO Mentor's Guide (01)
	AO	Organisational Awareness	OL Handbook	2 hours		Link to AO Handbook (02)
	AO	Getting Started with the System	OL Handbook	1.5 hours		Link to AO 05
	DM 01	Learner's Guide	OL Handbook	1.5 hours		
	DM 02	DLA/AA overview	OL Handbook	1 hour		Link to AO handbook (03)
	DM 03	The Law and Guidance Intro to guidance/ law/ commissioners.	OL Handbook	0.5 day	01	
	DM 04	Helpline Visit	Workplace	0.5 day		
	DM 05	Understanding Our Customers	Classroom	1 day		Existing DPPG product DPPG Delivery
	DM 05A	Overview of CCM, PIDMA Claims and intro to guidance; high-level overview of CCM as more in depth presentation to be given before disability/self assessment.	OL Handbook	0.5 day	01	
	DM 06	Claims (inc Deceased, Apntee & OPB); the law; how to make a claim; claim forms; date of claim; claim in sufficient manner; defective claims and time limits; no trace of a claim; alleged earlier claim; withdrawn claim; duplicate claim; advance claim; claims in addition; backdating; misdirection; deceased customers; SofS decision; overview of TM action for validation/identity.	OL Handbook x 3 Parts 1, 2 and 3 with emulations	3 days (each part = 1 day)	02	
	DM 07	Primary Questions: Age; R&P; upper and lower age limit for DLA/AA, including movement between rates; action to take if a customer does not satisfy the age criteria, including advance awards; verification procedures for age definition of residence and presence within the Law and case law; how to apply the residence and presence conditions at new claim and supersession stage.	OL Handbook with emulations	2 days	03	

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DM 09	CCM Guidance	Classroom	1 day		Link to existing PowerPoint Presentation
DM 10	Disability/Self Assessment principles of self-assessment; criteria that needs to be satisfied for the award of mobility and care components; deeming provisions; medical evidence that is required to award DLA; emulation cases for making/recording decisions (paper based); incorporating claims & primary questions practice.	Classroom	1.5 days	04	
DM 11	QP/Pros Test The meaning of Qualifying Period and Prospective Test; the timescales for the Qualifying Period and the Prospective Test; when the Qualifying Period and Prospective Test are not satisfied; how to calculate the Qualifying Period; the exceptions to the Qualifying Period and Prospective Test; emulation cases for making/recording decisions (paper based).	Classroom	0.5 day	04	
DM 12	Period of Award Fixed period awards; indefinite awards; alignment of awards; Motability scheme; AA awards	Classroom	0.5 day	04	
DM 13	Special Rules Intro to and definition of SR; Identifying SR claims; Claims made by 3 rd parties; Recording the decision	Classroom	0.5 day	07	
DM 14	Medical Services Talk	ATOS Visit	5 days		ATOS product
DM 15	Evidence Gathering CCM advice/guidance; Medical Services roles/responsibilities; Obtaining further medical evidence; different types of medical evidence; medical evidence wizard; sensitive information.	Classroom	0.5 day	06	

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DM 16	Medical Evidence Wizard	Classroom	0.5 day	06	
DM 17	Customer Contact for DMs Use of phone as primary source of evidence; identifying best source of evidence; Identifying best person to contact; questioning styles; scenarios.	Classroom	1 day		Existing CCM product Customer Contact for DMs vs1
DM18	CCM Renewals	Classroom			
DM 19	Record the Decision Recording decisions on forms DBD43, DBD810, DBD600; Law; System, Disability Codes	Classroom	0.5 day	05	
DM 20	RFD Wizard Reasons for decision, including RFD template;	Classroom	0.5 day	05	
DM 21	CN Wizard Clerical notifications including CN wizard.	Classroom	0.5 day	05	
DN 22	Electronic Notification Template	Classroom	1 day	CCM	
DM 23	System Enquiries/inputting New Claim decisions DLACS/AACS enquiry dialogues; Customer confidentiality; Navigating Help screens; Case controls; Archiving and FRPs; CAPS, PD/PA, CP/CA dialogues; Inputting NC decisions.	OL Handbook	1 day	16a	Use existing AO Enquiries Modules A) 19, 20, 21, 22, 23.

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2 weeks DM 25	DM 25	Consolidation of All of the Above <i>Inc consolidation on R & P (DM07) for NC DMs</i>	Workplace	2 weeks		Consolidation
1.5 weeks duration (11	DM 26	Work Management Awareness	Workplace	0.5 day		Mentor to demonstrate
	DM 27	CET Visit (Listening in Job shadowing) NOW OBSOLETE AS CET DISBANDED	Workplace	0.5 day		
	DM 28	Reconsiderations What a recon is; how it is applied; legislation used in decisions; late applications; the types of decisions that can be reached.	Classroom with emulations	2 days	11	Note: Course to have a Thurs/Friday start
	DM 29	Supersessions Introduction to supersession; applying for a supersession, relevant c of circs; time limits, effective date of supersession, recording the supersession decision for a relevant change of circs; anticipated change of circs; action on age 3 and age 5 supersessions; Movement between rates age 65 or over; error of law and ignorance mistake and other grounds for supersession/grounds for revision; application not admitted; Relinquishment of benefit; Action if customer starts work/training; third party allegations, duplicate claims; summary and closure.	Classroom with emulations	5 days	12	

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	DM 30	Renewals What is a renewal claim; time limits involved; the Law that applies to renewals; customers age 65 or over (DLA only); the changes that could occur on renewal; how to action the changes on renewal; renewal decisions; alignment (DLA only); age three and age five renewals; New claim received within and outside one month of disallowance of renewal; claim received outside one month of a disallowance on renewal but within the renewal period; the forms used to process the changes on renewal; summary and closure. Renewal/supersession claim; the difference between and when and how to action a renewal/supersession; what forms to use.	Classroom with emulations	2 days	12/14	
	DM 31	Document Retention	Classroom	1 day		
2 weeks DM32	DM 32	Consolidation (of all the above) To include live work (skills testing)	Workplace	2 weeks		
1	DM 33	Hospitalisation How the payability of DLA and AA is affected by hospitalisation at new claim and ongoing claim stage; how to record a hospital decision; how a hospital decision is notified.	Classroom	1 day	08	

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	DM 34	Care Homes What is meant by the term: the appropriate legislation and how it affects payment of DLA and AA; the evidence required to make a decision where certain accomm is involved; the use of the CIS and obtaining information from other benefits; making and recording decisions when a customer is in certain accomm at new claim, renewal and supersession stage; making and recording decisions when a customer is discharged from certain accomm; inputting the decision on the DLA/AA computer system; boarders.	Classroom	2 days	09	
	DM 35	Imprisonment Meaning of imprisonment or detained in legal custody and how DLA/AA is affected; awaiting trial, temporary release and admission and discharge; Mentally disordered offenders and Special hospitals; pardons, release on licence, imprisoned abroad and release from prison, recording and notifying decisions.	Classroom	1 day	DM 10 AO 34	
	DM 36	Overlapping Benefits Definition of overlapping benefits and how they affect DLA/AA.; types of overlapping benefits; recording and notifying overlapping benefit decisions.	Classroom	1 day	DM 10 AO 35	
2 weeks duration (DM 37 to DM 38)	DM 37	Failure to Obtain Meaning of Failure to Obtain; action if payment not cashed in time; role of S of S and Good Cause; recording and notifying the decision.	OL Handbook	2 hours	15	
	DM 38	Suspension and Termination What is meant by Suspension and Termination; When suspension may be appropriate; When benefit may be terminated; Recording and notifying the decision.	OL Handbook	2 hours	DM 13 AO 29	

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	DM 39	Consolidation of Payability <i>Inc consolidation on R & P (DM07) for 3ME DMs</i>	Workplace	2 weeks		
1 day	DM 40	Introduction to Appeals Background to appeals; roles and responsibilities of DWP Agencies and the Tribunals service; Presenting Officers; oral and paper hearings and adjournments; Appeal-able and non-appeal-able decisions; duly made appeals and time limits.	OL Handbook	2 days	DM 17 AO 14	
1 week	DM 41	Appeals Action on receipt of appeal; preparing the submission; using the Appeals Wizard to complete the submission; new evidence received after submission issued; further claim made, appeal outstanding and appellant died; striking out and reinstating appeals; post hearing action and considering the tribunal decision; appeal to the SSC and judicial review.	Classroom	1 week	DM 17 AO 14	
2 weeks	DM 42	Consolidation of Appeals	Workplace	2 weeks		

Days in classroom = 29.5 (currently 51)

Skills testing through:

- Q&A in Open Learning Handbook;
- Classroom (PowerPoint);
- Practice cases (paper);
- Practice cases (XOR), and
- Final knowledge testing/consolidation in the workplace using live work.

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Points to note, in no particular order:

- Training could take place over approximately an 18-week period, with approximately 29.5 days spent in the classroom. This is subject to change based on individual business unit needs;
- Individual business units will be responsible for induction, relevant to their area;
- All practice cases will have specific learning points, with emulations where appropriate;
- All cases will make the best use of all the available guidance, i.e. CCM Guidance, DHB, DMG, DMPG etc;
- Any module developed on disability and self-assessment will involve discussions around Disability Analysts / awareness and severity of functional loss;
- Training will follow the Quality Framework;
- Pre-course reading will immediately precede the corresponding classroom learning;
- Throughout the work based and facilitated sessions there will be knowledge and skills based testing to confirm that the learner is progressing adequately;
- All Consolidation periods can be longer if and where appropriate;
- Medical Services will provide workshops/talks (the format could change from current method of delivery);
- Two visits to Helpline will be incorporated within the consolidation periods;
- Helpline for listening in to allow DMs to “meet” the customer, this is placed between the CCM Medical Guidance Learning, and the Customer Contact Course;
- At some stage during the training the mentor/Team Leader will organise a half-day outreach/face to face with the customer groups,
- The PiDMA ethos is incorporated into all the newly developed material.