

ESA Decision Maker learning

The following learning products form part of the learning routeway for Decision Makers considering Limited Capability for Work.

Overview of Limited Capability for Work

Open learning workbook

Aims

To provide Decision Makers (DM) with understanding and purpose of the Work Capability Assessment

Objectives

On completion of this workbook, learners will be able to explain:

- the purpose of the Work Capability Assessment (WCA)
- the steps in the WCA process; and
- what happens in the face to face assessment

Within the workbook, guidance on accessing and using Customer Case Management is provided. Please note, ESA Decision Makers use Customer Case Management as a reference source only.

WCA Descriptors

A two day facilitated event

Aim:

To provide Decision Makers (DM) with knowledge and understanding of how to gather and use available evidence to make quality decisions in respect of ESA entitlement.

Objectives:

By the end of this event learners will be able to:

- state what evidence is provided by Medical Services following the Limited Capability for Work Assessment (LCWA)
- determine whether an ESA85 report is 'fit for purpose'
- determine if Limited Capability for Work (LCW) descriptors apply and carry out the selection of descriptors procedure

- determine if Limited Capability for Work Related Activity (LCWRA) descriptors apply
- use the available evidence to make informed decisions;
- explain and justify their decisions.

The event includes input from a Medical Services Professional . The aim of this session is to enable Decision Makers to interpret ESA reports and effectively utilise the ESA Handbook. It provides an understanding of the WCA descriptors and how to apply them. The learning places the emphasis on an individual's day-to-day functionality rather than the health condition itself. Atos Healthcare have ownership of the contents of this session.

Raising the Game on Disability

Seminar

The main objective of the 'Raising the Game on Disability' seminar is to support delegates to better understand the implications of current disability/ diversity legislation in relation to their job roles, when working with disabled customers, colleagues and employers. 'Raising the Game on Disability' aims to dispel the many myths and misconceptions around the disability agenda in a safe and supportive environment as delegates are encouraged to ask questions and share their personal experiences of disability. Delegates will be offered information about language, etiquette and communication and will be sign-posted to e-learning provision on the intranet, which will further support their learning and development.

Introduction to Mental Health for telephony staff

Facilitated event 3 hours

Aim

This product is aimed at all telephony staff. It is designed to raise the learner's awareness of mental health conditions and their impact. The event aims to help the learner gain confidence about working with customers with a mental health condition and ensure they are providing a professional service to all customers according to their individual needs.

Objectives

At the end of this event learners will be able to correctly:

- explain how mental health conditions may affect customer contact

- state the appropriate language to use in relation to mental health
- set straight some of the myths around mental health conditions
- state your role in working with customers with a mental health condition; and
- suggest good practice when dealing with a customer with a mental health condition over the telephone.

DLA/AA DM learning

This contains five days of Medical Services presentations. DLA/AA DMs need a greater awareness of health conditions than ESA DMs as the majority of applicants do not undertake a face to face assessment with a healthcare professional.

The session - '**Medical Services Talks' (DM14)**, was designed and delivered by medical services and was owned by ATOS Medical Services. DWP do not have the aims and objectives for this part of the learning.

Objectives of the whole suite of DLA learning of which this is part are:

By the end of the course learners will have an understanding of:

- How a claim for DLA/AA is made
- The criteria used and the laws applied when making a decision on a claim
- What reconsideration, supersession and renewal claims are, how to apply for them and how each one is considered
- The action to take on a claim made under Special Rules
- Different disabilities and their affects
- The role of Customer Case Management (CCM) medical guidance and how to use it
- The different types of evidence and how to obtain further evidence
- How to record a decision on the DLA/AA computer system
- How to notify a decision using the Electronic Notification Wizard or Clerical Notification Wizard.