Arvato is a leading provider of local authority training which delivers real learning and development.

We are able to meet our customers’ needs by drawing on a wealth of practical operational expertise across the whole Revenues spectrum.

Continual course development ensures our training is up to the minute, informative and most importantly educational.

With a customer base of 325 local authorities and professional organisations we have established a reputation for providing reliable, professional and cost-effective services.

Whether you require a standard course or bespoke solution we have an outstanding record of customer satisfaction.

Try us, you won’t be disappointed.
This course offers a comprehensive introduction to the subject for those who have previously had little, or no, formal instruction, whilst also providing a thorough refresher for more experienced staff.

Content

This course covers all aspects of personal liability, discounts, exemptions and billing provisions.

Course material focuses strongly on the practical day-to-day issues faced by local authority staff.

• identification of dwellings
• houses in multiple occupation
• valuation principles
• classes of exempt dwellings
• hierarchy of liability
• joint taxpayers
• disregards for discount purposes
• billing provisions

Date | Venue
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28 January 2020 | MacDonald Hotel, Manchester
18 February 2020 | Friends House Euston, London
28 April 2020 | Holiday Inn Express, Birmingham
16 June 2020 | Park Inn, Peterborough
11 August 2020 | Friends House Euston, London
08 September 2020 | MacDonald Hotel, Manchester

Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
This course focuses on the major issues relevant to the effective administration of Council Tax Liability processes.

It provides an opportunity for in-depth consideration of key regulations and their practical application.

**Content**

The content develops an in-depth technical understanding of legislative requirements and discusses options for establishing best practice.

It provides an opportunity to consider the full scope and extent of all factors affecting liability.

- statutory duties
- information gathering
- the dwelling as a unit of assessment
- determination of self-contained status
- houses in multiple occupation
- impact of reorganisation of property
- the effect of insolvency on liability
- practical sole/main residence issues
- joint and several liability
- leases and material interest
- demand provisions

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Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
Council Tax Exemptions & Discounts Masterclass

This course focuses on the major issues affecting the administration of exemptions and discounts. It provides an opportunity for staff to consider in detail the interpretation of key regulations.

Content

The content develops an understanding of legislative requirements and discusses options for establishing best practice.

Provides a chance to consider in detail the full scope and extent of exemption classes, discount disregard and disability reduction circumstances.

- statutory duties
- vacant dwellings
- scope of exemption
- relevant absentee
- major repair works
- liability on death
- providing / receiving care
- students
- prescribed educational establishments
- dependant relatives
- causative link to disability
- information gathering

Date | Venue
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05 February 2020 | Park Inn, Peterborough
19 May 2020 | Friends House Euston, London
03 June 2020 | MacDonald Hotel, Manchester
28 October 2020 | Holiday Inn Express, Birmingham
12 November 2020 | Friends House Euston, London

Also available as an in-house training solution. For further details or to receive a quote contact training@arvato.co.uk
This course is designed to give delegates a comprehensive understanding of all technical aspects of this complicated area of council tax.

It outlines the process for administration of the estate and how this integrates with legislative issues.

Content

The content develops an understanding of legislative requirements and discusses options for establishing best practice.

It provides an opportunity to consider a wide range of practical issues that need to be addressed in order to correctly identify liability.

Other primary legislation is considered in order to develop a full appreciation of matters to be addressed.

- Class F exemption regulations
- qualifying persons
- Executors & Administrators
- Trustees
- relevant material interests
- shared ownership issues
- equitable interests
- Law of Property Act 1925
- transfer of property without Probate
- Law of Descent and Succession
- recovering outstanding liability

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Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
Business Rates - how the system works

Content

This course contains detailed coverage of all aspects of non-domestic rating.

It examines the identification of relevant non-domestic hereditaments, how to establish rateable occupation, liability to unoccupied rate charges, and entitlement to mandatory rate relief.

It provides an overview of all essential billing provisions.

The course material focuses strongly on the practical day-to-day issues faced by local authority staff.

• local rating list
• the rated hereditament
• exemptions from rating
• rateable value
• rateable occupation
• empty property rating
• charity relief
• rural rate relief
• small business relief
• billing provisions

Provides an excellent introduction to the subject for new starters and staff not employed within Business Rates teams, whilst delivering a thorough and extensive refresher for experienced officers due to the scope and interactive nature of the course.

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Also available as an in-house training solution. For further details or to receive a quote contact training@arvato.co.uk
2-day Business Rates Masterclass

Content

The content develops an understanding of legislative requirements and discusses options for establishing best practice.

It provides an opportunity to consider the practical procedural issues that need to be addressed in order to maximise business rate revenue.

- rate retention principles
- identifying the relevant non-domestic hereditament
- the boundary between domestic and non-domestic
- completion notice - the meaning of ready for occupation
- extent of schedule 5 exemptions from rating
- determining rateable occupation
- understanding rate avoidance issues
- avoiding ineligible exemptions
- effective rate relief administration
- personal liability of company directors
- pre-preferential expenses in insolvency
- action in a court of competent jurisdiction
- case law review

Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk

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Local Taxation for Property Inspectors

Provides an in-depth review of all aspects of an effective local taxation inspection service.
Promotes a joined-up approach to proactive service delivery and developing customer relationships.

Content

This course reviews the practical difficulties associated with investigating and verifying Council Tax and Business Rates property matters.

Provides detailed coverage of all elements of inspection work, with particular attention given to those areas where detailed inspection records are required.

- duties and responsibilities
- inspection processes
- growing the tax base
- dwellings & hereditaments
- houses in multiple occupation
- uninhabitable dwellings
- vacant dwellings
- annexes
- completion notices
- disability reductions
- verifying rateable occupation
- countering rate avoidance

Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk

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Provides an in-depth review of the requirements and procedures for serving completion notices.

Content

The course provides delegates with a detailed understanding of how to identify the relevant unit of assessment and decide when it is appropriate to serve a Completion Notice.

Reference to case law & tribunal decisions helps establish when it may be reasonable to consider premises completed for valuation purposes.

The course also highlights the need for comprehensive inspection records as tribunal evidence.

- the hereditament test
- identification of the owner
- completion notices - purpose & effect
- validity of service
- substantially complete?
- rateable plant
- detailed inspection records
- appeals
- case law & tribunal decisions
- valuation tribunal procedure

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Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
Local Taxation Recovery & Enforcement - the full story

Content

Delegates consider the practical requirements for developing an integrated collection strategy.

The course outlines all statutory requirements for effective billing, collection, recovery and enforcement of local taxation.

- effective collection strategies
- demand provisions
- recovery processes
- defences against the granting of a liability order
- attachment orders
- taking control of goods
- insolvency
- charging orders
- committal
- selecting an appropriate and proportionate enforcement remedy

Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk

Date | Venue
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30 January 2020 | MacDonald Hotel, Manchester
21 May 2020 | Friends House Euston, London
23 July 2020 | Holiday Inn Express, Birmingham
01 October 2020 | Park Inn, Peterborough
13 November 2020 | Friends House Euston, London

This course considers how to develop an effective collection strategy and assesses the appropriateness and effectiveness of all available enforcement remedies.

It provides a suitable framework for staff of all levels and experience.
Local Taxation and Insolvency

Content

The course delivers a detailed understanding of all current insolvency procedures.

It focuses on the practical administrative impact on the recovery of local taxation debts.

It provides a suitable framework for staff of all levels and experience.

- bankruptcy
- liquidation
- voluntary arrangements
- administration
- receivership
- debt relief order
- disclaimer of a lease
- insolvency as an enforcement remedy
- pre-preferential expenses of insolvency
- provable debts

The course covers all current insolvency procedures.

Considers insolvency as an enforcement remedy as well as outlining how to apportion local taxation liability in insolvency cases.

Aims to highlight areas where revenues may be safeguarded.

Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
Local Taxation Debt Negotiation & Sustainable Payment

This course aims to provide delegates with the skills and tools to negotiate appropriate and sustainable repayment plans.

Content

This course is suitable for all staff involved with any aspect of the payment or recovery of local taxation revenue.

It considers key behavioural and psychological aspects of the negotiation process that need to be employed in order to find long term solutions rather than short term outcomes.

- delinquent accounts
- positive influences on outcomes
- customer profiling
- Pareto analysis
- success planning
- active listening
- six stages of negotiation
- sustainable repayment plans
- understanding and controlling behaviour
- questioning techniques

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19 February 2020 | Friend House Euston, London
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Also available as an in-house training solution.
For further details or to receive a quote contact training@arvato.co.uk
In-House Training

Delivered on your premises, our bespoke solutions provide affordable, convenient ways of attaining core competencies as part of a continuous development programme.

Prices are based on your individual requirements; but with all-inclusive training packages from £950 + VAT per day, this option provides a cost-effective solution where several staff have the same training requirements.

We are happy to develop a course specifically tailored to meet your aims and objectives within the desired timescale.

Whatever your needs, we can provide a solution. Simply tell us what training you require, when you would like it delivering, and for how many people.

How to Book

Book online at

www.arvato.co.uk/revenues-and-benefits

or contact training@arvato.co.uk

PRICES £150 + VAT per delegate per day

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