

BAF TRAINING ADVICE SKILLS PROGRAMME Autumn 2024

This autumn BAF is offering a new **programme of 3 advice skills courses**, which is aimed at new advisers, or staff/volunteers who want to train as advisers. The courses will cover the key, essential skills needed to be a good adviser.

Introduction to advice work and advice skills

17th September

Half-day: 10.00am – 1.00pm

Client interviewing skills

24th September

Full day: 10.00am – 4.00pm

Advice recording skills

1st October

Half-day: 10.00am – 1.00pm

All the courses will be held at: **Bunyan Meeting, Mill Street, Bedford**

See overleaf for details of the aims and content of the courses.

You can book the courses separately or book the whole package at a 10% discount.

A **booking form** is attached.

Course Fees	BAF members		Non-BAF members	
	Standard rate	Lower rate*	Standard rate	Lower rate*
Half-day courses	£50	£25	£80	£40
Full day course	£80	£40	£100	£50

* The **lower rate fees** are for volunteers (up to a maximum of 2 volunteers per organisation).

If you book the full programme of 3 courses, you can get a **10% discount** on the normal price. For example, for BAF members (standard rate), the full programme would cost **£162** instead of £180.

Organised by



On behalf of

**Bedfordshire
Advice Forum**

Introduction to advice work and advice skills

Tuesday 17th September

Half-day: 10.00am – 1.00pm

Course aims

- To understand the role of social welfare advice work and advisers
- To understand the key principles and values in advice work – including confidentiality and independence
- To begin to develop good practice in advice work – including how to use relevant policies and procedures in your advice work e.g. for signposting and referring, and conflicts of interest

Trainer: Karen Banfield

Client interviewing skills

Tuesday 24th September

Full day: 10.00am – 4.00pm

Course aims

- To understand the different skills needed:
 - for different types of client interview
 - in the different stages of client interviews
 - for working with different types of clients
- To develop good practice in client interviews
- To provide an opportunity for practising client interviews

Trainers: Karen Banfield and Len Simkins

Advice recording skills

Tuesday 1st October

Half-day: 10.00am – 1.00pm

Course content

- To develop an understanding of the reasons for recording advice and keeping good advice records
- To be aware of the different types of advice record
- To develop skills in advice recording, and good advice record management

Trainer: Karen Banfield