

BAF TRAINING ADVICE SKILLS PROGRAMME Summer 2024

This summer BAF is offering its established **programme of 4 advice skills courses**, which is aimed at new advisers, or staff/volunteers who want to train as advisers.

Introduction to advice work and advice skills

11th June (10.00am – 1.00pm)

Interviewing skills

18th June (10.00am – 4.00pm)

Signposting and referring skills

9th July (10.00am – 1.00pm)

Advice recording skills

16th July (10.00am – 1.00pm)

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

See overleaf for details of the content of the courses.

You can attend 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 4 courses, you can get a **10% discount** on the normal price. For example, for BAF members (standard rate), the full programme would cost **£207** instead of £230.

Organised by



On behalf of



Introduction to advice work and advice skills

11th June (Half-day: 10.00am – 1.00pm)

Course content

- 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

Trainer: Karen Banfield

Interviewing skills

18th June (Full day: 10.00am – 4.00pm)

Course content

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

Trainers: Karen Banfield and Len Simkins

Signposting and referring skills

9th July (Half-day: 10.00am – 1.00pm)

Course content

- To clarify the differences between signposting and referring
- To develop an understanding of good practice in signposting and referring clients
- To provide information on where to signpost and refer clients in Bedfordshire

Trainer: Karen Banfield

Advice recording skills

16th July (Half-day: 10.00am – 1.00pm)

Course content

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

Trainer: Karen Banfield

All the above courses are aimed at **new advisers** or staff/ volunteers who want to train as advisers