

Appendix 7 - Accreditation and sector qualifications for advisers and fundraising for training

Rachel Allan, Workforce Development Consultant and Kerry Herbert, Vocational Training and Assessment Worker, AdviceUK led a session that looked at ideas for developing staff in the advice sector. The session provided Help & Support from others that have had success in their own centres.

The group reviewed and discussed the terminology used - coaching; action learning; shadowing; skills sharing; qualifications; training; mentoring before splitting into two groups to look at the most and least used activities within the sector between the following areas. The two lists represent the order from most used to least used of the two workshop groups:

Group 1	Group 2
<ul style="list-style-type: none">■ Training■ Shadowing■ Skills sharing■ Qualifications■ Mentoring■ Coaching■ Action Learning	<ul style="list-style-type: none">■ Training■ Skills sharing■ Shadowing■ Mentoring■ Qualification■ Coaching■ Action Learning

The attendees all viewed training as the most used development tool but also highlighted times when shadowing had been used particularly for specific tasks, for example with new starters, students, volunteers and work placements and as a way to get to know the organisation. Skills sharing was felt to happen informally.

Qualifications were low as this is not necessary for many roles within our sector although new qualifications in advice were recognised as in the future possibly changing this. It was also recognised that the cost of qualifications both in terms of financially and time was also a barrier. Action learning was increasing but depended upon local capacity.

Kerry and Rachel then discussed some interesting findings from Chartered Institute of Personnel and Development regarding the frequency of types of development that showed:

- 96% training

- 71% Shadowing
- 53% Qualifications

The group then did a second exercise regarding workforce development and various scenarios for consideration. The scoring relates to the most rated with 1 highest followed by 2 then 3.

How can I make use of current expertise within my organisation?	What can I get that is free or very cheap?	What is important for effective applications for funding training and development?
<ul style="list-style-type: none"> ■ Shadowing (1) ■ Skills sharing & knowledge of supervisor/line manager (2) ■ Mentoring & coaching (3) ■ Action learning ■ Internal/in-house training ■ Targeted volunteer programmes ■ Skills audit 	<ul style="list-style-type: none"> ■ Conference (1) ■ Advice lines ■ Money advice websites ■ Magazines ■ Advice from colleagues ■ Free training courses ■ DWP conferences ■ Search internet ■ Networking ■ Forums ■ Get staff to shadow at other organisations ■ Skills sharing (3) ■ Sponsorships ■ Corporate donations ■ Internal training ■ Internal supervision ■ Share in-house training with other organisations 	<ul style="list-style-type: none"> ■ Training audit of staff and volunteers (1) ■ Area of training ■ Relevant ■ Capacity ■ Need ■ Funder ■ Size of fund ■ Aims (2) ■ Benefits for organisation (2) ■ Value for money/CBA ■ Clear plan of what you are to do ■ Qualifications ■ Cost of training ■ Evidence of impact/need (3) ■ Realistic budget ■ Match funding ■ Clear set of outcomes

How can I make use of current expertise within my organisation?	What can I get that is free or very cheap?	What is important for effective applications for funding training and development?
	<ul style="list-style-type: none"> ■ Pro Bono support (2) ■ Training from voluntary sector organisations from local authorities 	

Who can fund my ideas?	What tools and resources are available to support me with staff development?
<ul style="list-style-type: none"> ■ Trusts (3) ■ Local authority (1) ■ National government ■ Big Lottery ■ Private donations ■ Gift Aid ■ Religious communities, e.g. churches ■ Sponsors ■ Private sector ■ Legacies ■ Self-generated - sales/fundraising/events ■ EU ■ Family & friends ■ Bank loans ■ Charities (2) ■ Health authorities/PCT 	<ul style="list-style-type: none"> ■ Client survey ■ Journals and updates/papers and internet ■ Networking ■ Training ■ Development plan* ■ Feedback ■ Funding* ■ Newsletters ■ Conference ■ Professional organisations/bodies ■ Supervision/staff meetings/appraisal/360 ■ Shadowing/skills sharing ■ Action learning ■ Exit interview* ■ Coaching* ■ Business plan* ■ Trusts