

advice UK Learning and Skills Training and Qualifications 2017

Learning and skills for the advice sector

www.adviceuk.org.uk

training@adviceuk.org.uk

0300 777 0107

Learning to Advise

This course runs on ten consecutive Tuesdays.

What is covered:

Advice Skills

Introduction to Employment Law

Introduction to Welfare Benefits

Introduction to Money and Debt

Introduction to Housing/Homelessness

2017 programmes start on 24 January, 9 May and 26 September.

AdviceUK members
£565

Voluntary sector
£700 + VAT

All others
£825 + VAT

Housing modules are kindly provided free by NHAS: a partnership of Shelter and Citizens Advice.

Individual Modules

Course	Duration	Advice UK members	Voluntary sector	All others
Advice Skills	3 days	£260	£355 + VAT	£385 + VAT
Introduction to Welfare Benefits	2 days	£195	£225 + VAT	£260 + VAT
Introduction to Money and Debt Advice	2 days	£195	£225 + VAT	£260 + VAT
Introduction to Employment Law	1 day	£120	£140 + VAT	£160 + VAT

To find out more about AdviceUK courses and qualifications and to download booking forms please visit www.adviceuk.org.uk/training, email training@adviceuk.org.uk or call 0300 777 0107.

Short Courses

Course	Location	Duration	Advice UK members	Voluntary sector	All others
Advanced Skills in Advice	London, Birmingham, Cardiff	1 day	£100	£115 + VAT	£135 + VAT
Advice Giving in Non-Advice Agencies	London	1 day	£100	£115 + VAT	£135 + VAT
AdvicePro	London, Birmingham, Manchester	Half day	£75 + VAT	£100 + VAT	£100 + VAT
Advice Skills	London	3 days	£260	£355 + VAT	£385 + VAT
Asking About Abuse: Uncovering Gender-based Abuse With Routine Enquiry	London, Birmingham	1 day	£100	£115 + VAT	£135 + VAT

Training courses

Course	Location	Duration	Advice UK members	Voluntary sector	All others
Dealing with Difficult Client Situations	London, Birmingham, Cardiff	1 day	£100	£115 + VAT	£135 + VAT
Effective Supervision for Managers and Supervisors in Advice Services	London	2 days	£230	£265 + VAT	£330 + VAT
Introduction to Employment Law	London	1 day	£120	£140 + VAT	£160 + VAT
Introduction to Money and Debt	London	2 days	£195	£225 + VAT	£260 + VAT
Introduction to Welfare Benefits	London	2 days	£195	£225 + VAT	£260 + VAT
Key Skills for Reception Workers	London, Birmingham, Cardiff	1 day	£100	£115 + VAT	£135 + VAT

More Short Courses

Course	Location	Duration	Advice UK members	Voluntary sector	All others
Making the Most of Volunteers	London Birmingham, Cardiff	1 day	£100	£115 + VAT	£135 + VAT
Mentoring and Coaching	London	1 day	£100	£115 + VAT	£135 + VAT
Motivational Interviewing	London	1 day	£100	£115 + VAT	£135 + VAT
Negotiation Skills	London	1 day	£100	£115 + VAT	£135 + VAT
Personal Safety	London	1 day	£100	£115 + VAT	£135 + VAT
Supporting Clients with Mental Health Issues	London	1 day	£100	£115 + VAT	£135 + VAT
Train the Trainer	London	2 days	£230	£265 + VAT	£330 + VAT

Courses for trainers

Course		Advice UK members	Voluntary sector	All others
Accredited Assessor Training	2 day	£500	£560 + VAT	£635 + VAT
Internal Quality Assurance Qualifications	IV Award	£510	£565 + VAT	£620 + VAT
	Lead IV Certificate	£565	£620 + VAT	£670 + VAT
Level 3 Award in Education and Training		£700	Contact us for details This can also be run in-house.	
Facilitating Learning in Groups		£225	£250 + VAT	£275 + VAT
Fast-TRAC	A flexible programme for trainer development and accreditation. Contact us for details. Prices start from £550.			

Vocational Qualifications

Awards, Certificates and Diplomas for the Advice Sector

Course	Advice UK members	Voluntary sector	All others
Advice and Guidance			
Level 3 Certificate	£1230	£1355 + VAT	£1540 + VAT
Level 4 Diploma	£1530	£1700 + VAT	£1930 + VAT
Management			
Level 3 Certificate	£1620	£1910 + VAT	£2340 + VAT
Level 4 Diploma	£1760	£2090 + VAT	£2570 + VAT
Legal Advice			
Level 2 Certificate	£1320	£1450 + VAT	£1640 + VAT
Level 3 Award	£740	£790 + VAT	£840 + VAT
Level 3 Certificate	£1430	£1570 + VAT	£1770+ VAT

In-House Training

Can't come to us? We'll come to you! Anywhere from Lands End to John O'Groats!

We can offer all courses in-house. These additional courses listed below are only offered in-house:

Supporting Clients with Substance Misuse Issues

Managing Change and Developing Personal Resilience

Presenting and Speaking Well in Public

Outcomes Focus - What Is It And How Can We Achieve It?

Commissioning

Welfare Benefits and Income Maximisation

Case and File Management

Introduction to Money Advice for Local Authorities and Housing Associations

Business Planning for Advice Services

Team building days

Advice giving in non-advice agencies

If you are interested in other areas and specially tailored courses, please call us on 0300 777 0107 to discuss your needs.

Advice UK members £750 plus trainer's travel
Non members – please contact us for details

Our courses and qualification programmes work!

“It has really helped me to focus and structure my workload better” – Nicky Smith from Croydon Mencap, Level 3 Advice and Guidance learner

AdvicePro

AdvicePro is a secure web based case management software which is used by over 350 agencies with over 4,000 advisers across the UK.



AdvicePro open courses are suitable for advisers, caseworkers, volunteers and managers who are new to the system or already have experience of using AdvicePro.

Module	Duration	Advice UK members	All others
AdvicePro	Half day	£75 + VAT	£100 + VAT
Learn to add Client/Cases information, create letters, use the Diary system and record Case Outcomes.			
Productivity Manager	Half day	£75 + VAT	£100 + VAT
Learn about the advanced features available on AdvicePro to help you manage your workflow effectively.			

In-House Training

We work across the country and most of our training is tailored specifically to client requirements.

Cost for up to 10 delegates is £700 plus travel costs plus VAT.

To help you find suitable training, please contact us on 0333 777 0107

Module	Duration	Advice UK members	All others
Money Management and Welfare Benefits	Half day	£75 + VAT	£100 + VAT
Utilise the AdvicePro Money module to enable you to assess clients' financial situation and provide efficient Debt, Housing, Welfare Benefits and Welfare Rights advice.			
Customisation	Half day	£75 + VAT	£100 + VAT
Learn how to design AdvicePro to meet your specific needs and for your workflow.			
Reporting with AdvicePro	Half day	£75 + VAT	£100 + VAT
Utilise flexible Reporting functionality and learn how to create new reports and gather statistics to meet your requirements for your funder or management.			
Legal work	Half day	£75 + VAT	£100 + VAT
Learn how to use the Legal module to record/submit civil Legal Aid work and set up agency defined costs for other cases.			

Our commitment to you

A personal service: We are a small and friendly centre and we pride ourselves on the supportive relationships that we cultivate with our learners.

Learning that meets your needs: Your development is our priority and we take extra care to design our programmes to fit your needs.

A focus on quality: Our suite of programmes is always developing and growing.

If you're happy, tell us! Furthermore, if you think we could be doing something better or differently, we really want to know. Your views matter because they help us to improve our service.

Terms and conditions

Payment

To maintain our competitive rates, we need to ask you to pay in advance for all courses and programmes. If we haven't received payment by the start of the course, we may not be able to let you attend.

We issue invoices well in advance of a course, so to avoid disappointment, please pay any invoice promptly.

Transfer of places

You can transfer your place to someone else in your organisation, free of charge. If you cancel your place or change your course dates, we may need to charge you.

If you cancel a course within fourteen working days or less, then the full course fee is payable. For Vocational Qualifications, fees cannot be refunded after registration.

Our prices are subject to change.