AdviceUK Training FAQs

Introduction

How can we help? Find answers to commonly asked questions about AdviceUK training courses. Just click on the questions below to find your answers. There is also some content relating to how to use the AdviceUK Portal.

If you require this document in an alternative format, email **training@adviceuk.org.uk**

Contents

How do I book on to a course?

You can book onto the LTA (Learning to Advise) programme and other open courses on the AdviceUK Portal. Just select the programme or individual course that you are interested in, and scroll to the bottom of the page. Select the ticket that applies to your organisation type and register to book. You will need a login for the AdviceUK Portal to book online. Follow the on-screen instructions to either log in or register for portal account.

To confirm your place, we will then email you the calendar invite(s) within 5 working days. Make sure you accept the invite(s) and check your junk email if you haven't received them. Zoom details are different for each session, even if it's the same course, so it's important that you have the relevant details available.

We plan to have some "how-to" videos up in the next few months to make the process clearer.

What if the dates or timings aren't suitable for me?

Hopefully we can welcome you on a future date. We share course dates via our portal, rightsnet, on Twitter, within AdviceUK member email updates* and on LinkedIn*, so we recommend signing up or checking regularly as applicable.

*applicable for current members only

Can you get in touch with me if there are more dates?

Not on an individual basis – we can add you to a waiting list and include you in a group email when the next dates of a course are available. Please note, being on a waiting list does not mean a place is reserved for you; places are still on first-come, first-serve basis.

Do I have to attend both/all session of a course?

Yes. This is very important. Most of our online training has been split across Zoom sessions on different dates but both/all dates must be attended. For example, you can't only attend the first date but not attend the second – we won't be able to record the session and will still charge you for the full course. Please refer to the cancellation policy on our online booking form or get in touch.

I'm doing the full LTA programme but can't attend a course – what are my options?

We understand that priorities and timetables can change and that it can sometimes happen with little warning; this is the advice sector after all! However, please be reminded that the generous discount applied when the whole LTA programme is booked is partly due to the reduced levels of admin involved from having the same person attend all of the courses as is intended. This means that you cannot swap with someone else or defer your place. Please still email us at training@adviceuk.org.uk so that we can let the trainer know.

If I am booked on to a course but can no longer attend, what do I do?

Our usual 14-day cancellation policy still applies. This is because if someone cancels at the last minute, someone else may miss out on being able to take your place.

If someone else from your organisation can take your place, please try to email us 7 days before, as there may be pre-work they need to do. As a reminder, if you are booked onto our full Learning To Advise Programme, you cannot swap with anyone or defer your attendance to another date.

In any case, email training@adviceuk.org.uk and we can go through options if required, as it may be that you can easily make changes to your booking on the AdviceUK Portal.

I have accessibility requirements – will these be accommodated online?

We strive to create courses and materials that everyone can access. When booking onto a course, you can let us know about any requirements when adding attendee details. E.g. You can let us know that you will be working with sign language interpreters or require 18pt font in all shared materials.
This information will be shared with the trainer and co-host before the training.
If we require any further information we will be in touch; equally if you want to get touch, please email us at training@adviceuk.org.uk .

Do I get a certificate for attending a course/courses?

Only those that complete the full Learning To Advise Programme will get a certificate of attendance. We are not able to provide certificates for those that attend individual open courses.
Exceptions are the Mental Health Awareness, Mental Health First Aid and Suicide First Aid courses – this is because they are provided by the relevant external party who created the course.
We are happy to provide a word document to attendees to act as a record of learning, which could in turn be used as evidence for individual Continuing Professional Development (CPD) files.
Please email us after the course if you would like this.

If you have booked in-house training with us, you can request certificates of attendance .

Have course costs changed?

No, even if the course is split over multiple sessions on different dates. You can find details of course costs on the relevant training pages on the AdviceUK Portal.

Is face-to-face training still available?

Demand for training to be delivered online is still high, so we will continue to run open training online. If there is demand for a course to be face-to-face, we can of course consider if it's viable and if the trainer for that course is able to deliver face-to-face. If you are requesting in-house training just for your organisation, it may be possible to deliver face-to-face if this is what you require; again, it varies according to the trainer.

Why are some sessions longer or shorter than others?

This varies according to the subject and how the trainer has broken up the training. Most Zoom sessions start in the morning and finish in the early afternoon. Our trainers are all freelance, with different training styles and content to cover. We have tried to make timings consistent where possible.

Is the training only on Zoom?

Yes. We have found this the most widely-used platform by many organisations. It is also something our trainers are familiar with. If this causes you any problems, please let us know; we want training to remain as accessible as possible.

Do I need to download Zoom software ahead of the course?

If possible, yes, as it means you can more easily participate in the training. For example, using a browser version means you are not able to take part in polls, receive files or have the same "view" options. However, Google Chrome is best if you are only able to join via a browser.

You don’t need a Zoom account if you are joining as a participant. The following page from the Zoom website may answer some questions: Zoom - Frequently Asked Questions.

Why is the LTA programme running over a longer period of time?

This is for a few reasons. We try factor in bank holidays and school term times, as well as making sure we work with our trainers existing commitments.

Also, it is because we have had to break up courses, sometimes over multiple sessions.

For example, some courses that would normally be 1 day face-to-face have been broken up into a different format, so that it’s very rare than anyone spend 5-6 hours in one day on a Zoom call. Generally speaking, this is not an effective or enjoyable way to learn.

This also means that some courses may have pre-session work, some have in-between session work - hopefully you get the idea!

Generally, any pre-session work will be emailed around 1 week before the Zoom session.

Why are courses in a different order to how Learning to Advise has run previously?

Our freelance trainers have other, fluctuating commitments outside of working with AdviceUK. Additionally, we wanted to make sure that trainers who run more than one course do not have to run lots in a row and not get a break.

This has meant that the normal order of courses can be different to previous iterations. We have made sure that the order the courses are run in do not impact upon the flow of the LTA programme itself, or the learning of those taking part.

Will all courses have pre-work or work in-between the sessions?

It varies depending on the session and how the trainer has chosen to run it.

Generally, we'll email out any pre-work around 1 week before the applicable Zoom session.
There may also be work in-between Zoom sessions. Our trainers have worked hard to make sure any self-guided work (AKA "homework"!) is relevant, clear and useful, so it's important you complete it.

We never shame anyone for not doing it, but it may mean that the trainer has to cover content already included in the homework again, during the live Zoom session. As timings are tight, we'd prefer to not have to do this.

You do not need to email us your completed work, but it may be that you're required to have it ready to refer to during Zoom sessions.
On a related note, this type of work may also be referred to as "self-guided learning". As always, just ask if you're unsure.

What's the difference between "programme", "course", "session" & "part"?

We try and keep language consistent across our courses. However, all our fabulous trainers are freelance and we don't expect them to be robots.

When we say "programme", we are referring to the whole Learning to Advise programme – which is made up of various "courses", e.g. "Introduction to Student Advice" or "Introduction to Universal Credit".

A "session" refers to the live, online Zoom session with the trainer and other learners.

Finally, "part" just refers to a part of the course. e.g. A Zoom session is a part, as is pre-session or in-between session learning, which could be something such as reading, reflection exercises or part of a workbook.

If you're ever in doubt, just ask! It's hard to get everyone speaking the same language at all times, but we are always happy to clarify.

Some courses use Thinkific but others don’t. Why?

Again, this is down to which tools trainers feel comfortable using, as they know their content better than anyone else. We have found Thinkific particularly useful for courses that are normally 2 days face-to-face, such as Intro. to Money & Debt Advice.

What is the latest I can book on to a course?

We recommend at least 1 week before, if possible, as some courses have self-guided learning to complete before the first session. Don’t worry it is generally nothing strenuous, but having enough time to prepare is important, as self-guided learning is designed to “warm you up” for the course and may be referred to during sessions.

What time should I join the training?

In the invites, we remind you to join 5-10 minutes before the start time on the calendar invite.
You’ll be put in an online waiting room before the session starts. This also helps with security, so we can check your off of our attendees list.

If your Zoom screen name doesn’t clearly indicate who you are, you may be asked/messaged. We are happy to rename you in the session if you’re unsure how to do this.

Does it matter if I am late to a Zoom session?

It’s inevitable that sometimes things pop up, life happens! But we ask that you make every effort to be on time for the Zoom sessions. If the invite states it starts at 10am, then that is when we want to start the session.

You'll notice that we recommend you join the meeting 5- 10 minutes before the start time, as this can be a good buffer in case there are problems.

Just like face-to-face training, try and let us know if you're running late. You can email us or, if a colleague is in the Zoom session, perhaps let them know and they can pass on the message.

Are the training sessions recorded on Zoom?

No, they are not. This is for various reasons including:

- Confidentiality for attendees and trainers.
- The fact that information changes. Watching a year-old recording could mean you do not have up to date information.
- Call quality. Recording affects bandwidth, which in turn affects the quality of the Zoom call. This can be disruptive for trainers and attendees
- People tend not to be as engaged if they know a session is being recorded, and are prone to doing other tasks instead or just not focusing.

I feel like the course(s) I went on could be improved. How do I feed that back?

The surveys we send after each course has concluded, give you the opportunity to feedback what you liked, didn't like or thought could be improved.

This could be regarding any part of the course – the format, the timings, the content, the trainer.

Unfortunately, some things are harder to change, especially with the course being online. Certain elements are a lot easier face-to-face, such as sharing resources. However, we will continue to learn and improve and hope you can be a part of that.

Are you running other courses online, apart from Learning To Advise?

Yes. We continue to work with our trainers to introduce more courses outside of the LTA programme, based upon demand and their availability. Some courses may not be suitable for online delivery or the trainer simply may not be available for additional courses. As always, get in touch if there's a particular course you or your organisation have an interest in; just because it's not on the AdviceUK portal, it doesn't mean it's not possible to run, so long as there's demand for it.

In-house training is also available for your organisation. You are welcome to email training@adviceuk.org.uk with your requirements.

How do I swap an attendee on a course I've already booked?

You can only do this via the account that has made the booking.

1. Assuming you're logged in to the portal, go to the event in question
2. Click on *"Manage Registration"* towards the top right of your screen
3. Click on the ellipses (the three dots) to the right of the name of the person you wish to swap with someone
4. Select *"Transfer Registration"*
5. On the next screen, start to type in the new attendee's name in the *"Search attendee"* box. If they are on the system, their name will come up. If not, click on *"Add"* and enter in their details
6. Click *"Transfer"*
7. Click *"Transfer"* again on the box that appears.

How do I check who I've registered on a course?

At the moment, the best way to do this is:

1. Assuming you're logged in to the portal, go to the event in question
2. Click on *"Manage Registration"* towards the top right of your screen
3. You will see the attendee(s) you've booked onto this event