

AdviceUK Training FAQs

How can we help? Find answers to commonly asked questions about any AdviceUK open online training courses. Just click on the questions below to find your answers:

Contents

How do I book on to a course?	2
What if the dates or timings aren't suitable for me?	2
Can you get in touch with me if there are more dates?	2
Do I have to attend both session of a course?	2
I have accessibility requirements – will these be accommodated online?	3
When will face-to-face training resume?	3
Why are some sessions longer or shorter than others?	3
Is the training only on Zoom?	3
Do I need to download Zoom software ahead of the course?	4
Why is the Learning to Advise programme running over a longer period of time?	4
Why are courses in a different order to how Learning to Advise has run previously?	4
What's the difference between "programme", "course", "session" and "part"?	5
Will all courses have pre-work or work in-between the sessions?	5
Some courses use Thinkific but others don't. Why?	6
If I am booked on to a course but can no longer attend, what do I do?	6
What is the latest I can book on to a course?	6
What time should I join the training?	6
Does it matter if I am late to a Zoom session?	7
Are the training sessions recorded on Zoom?	7
I feel like the course(s) I went on could be improved. How do I feed that back?	7
Have course costs changed?	8
Are you running other courses online, apart from Learning to Advise?	8

How do I book on to a course?

You can book onto the Learning to Advise programme and other 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 [website](#), [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?

Unfortunately, not at this time. As mentioned above, please check our regular updates for information.

Do I have to attend both 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 booking form or get in touch.

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.

When will face-to-face training resume?

This is something that is still not clear. We continue to plan training dates in smaller segments as opposed to the normal process of planning around 12 months in advance. We've found that this continues to be the best approach.

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 Learning to Advise 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.

What's the difference between "programme", "course", "session" and "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 or confused even during the course, just ask! It's hard to get everyone speaking the same language at all times, but we are always happy to clarify.

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 will email out any pre-work around 1 week before the applicable Zoom session. There may also be work in-between 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, pre-work may also be referred to as "self-guided learning". As always, just ask if you're unsure.

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 Introduction to Money & Debt Advice.

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.

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.

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 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 you 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.

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](#).

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

We continue to work with our trainers to introduce more courses outside of the Learning to Advise 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.

In-house training is still available and is very popular with organisations of all sizes. You are welcome to email training@adviceuk.org.uk