

Training commitment for CCAB volunteer generalist advisers

This is an outline of the commitment expected from volunteers who wish to train with us as generalist advisers.

The learning to be undertaken may vary depending on previous experience and the timing of any training will be based on availability of the majority.

If, after interview, you are invited to join a training group, then we ask first of all that you spend at least two mornings in the Bureau observing experienced advisers working with our clients and that you complete a log of the interviews you have observed.

Initial Training Period:

1½-2 days a week for a minimum of 4 weeks, depending on when observations are carried out.

- Attend group training sessions one day a week for 4 weeks. Attendance at all four of these sessions is essential.
- Ensure you have observed and logged a sufficient number of interviews with experienced advisers (a minimum of 6 is the usual requirement).
- Complete the Induction and Core Modules and their End of Unit Assessments. This will take up to 4 hours work per week in your own time until all 15 have been completed.
- After the initial 4-week training period you will gain practical experience by helping on reception and/or taking telephone calls from clients. If you achieve sufficient competence with this work then you will progress on to seeing clients face to face
- There will then be further learning on offer to allow you to deal with more complex issues and take appointments.

Post Training Commitment:

- **The minimum commitment once you have a regular place on the rota is one day a week for 12 months (plus time taken to complete any additional training to achieve full competence).**
- In order for the bureau to operate effectively, and so we can plan our rota in advance to cover all eventualities, we ask that you commit to the same day each week (and if from time to time for any reason you can't make your planned rota day that you give us as much advance warning as possible).
- Once you have gained enough experience to see clients face to face, and you have achieved competence, you will become a qualified member of the generalist adviser team and we will ask you to commit to advising 7 hours per week, all on one day or split between two to include at least one morning session (as that's when we're busiest).