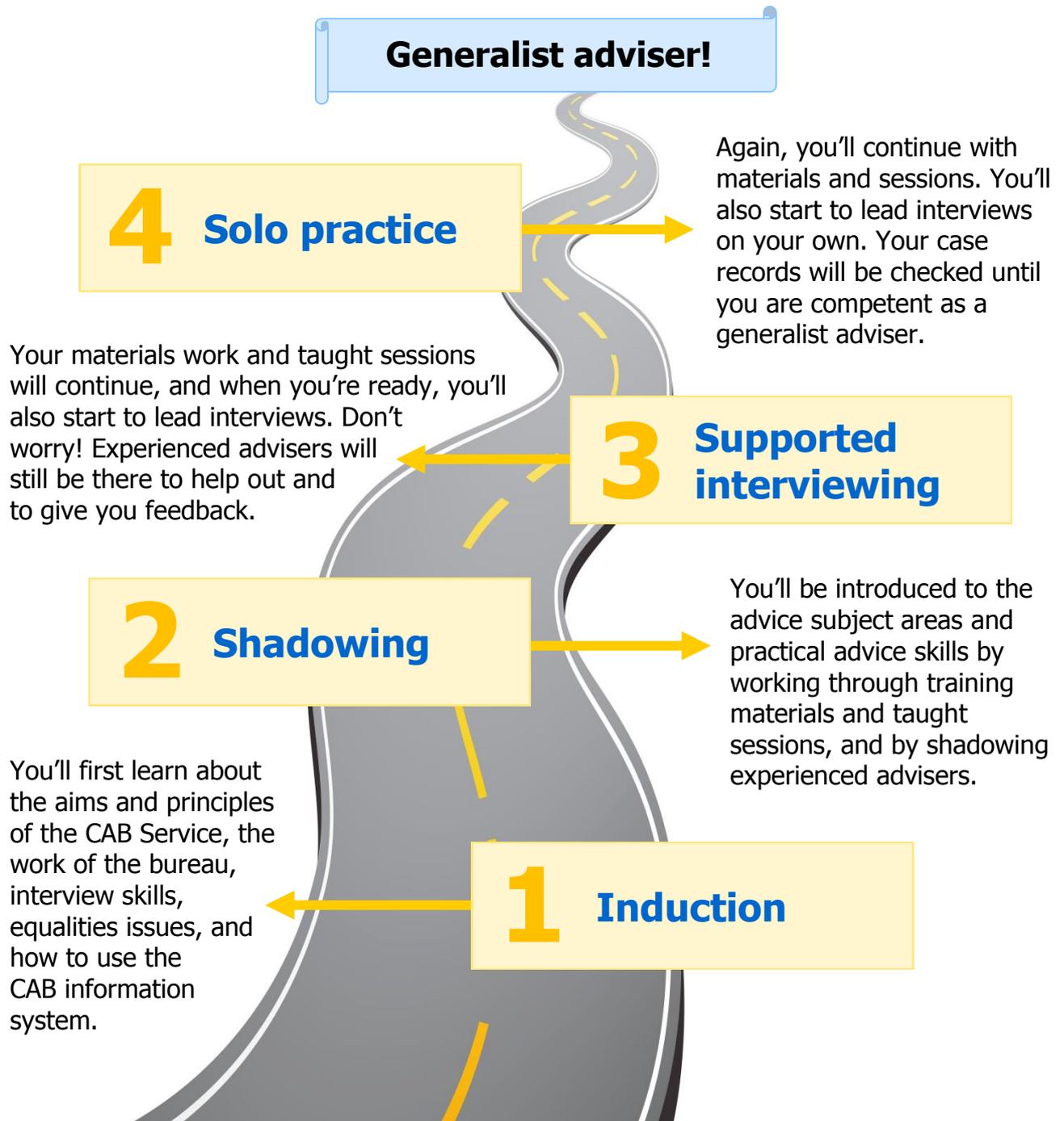


# The CAB Adviser Training Programme

Welcome to the CAB Adviser Training Programme! The training is made up of four stages (illustrated below). It will help to equip you with the knowledge and skills you'll need to be an adviser in the CAB.



**The training consists of a combination of:**



**bureau practice**



**training materials**



**tutor-led sessions**

# The CAB Adviser Training Programme

Your practical experience in the bureau	The topics you will learn about (training materials and taught sessions)
<p><b>Stage 1: Induction</b></p> <p>You'll first learn about the aims and principles of the CAB Service, the work of the bureau, equalities and diversity, interview skills, and how to use the CAB information system.</p>	<ul style="list-style-type: none"> <li>• Welcome to the CAB Service</li> <li>• CAB Aims and Principles</li> <li>• Equalities and Diversity</li> <li>• Information System</li> <li>• Interview Skills 1: The Interview Process</li> </ul>
<p><b>Stage 2: Shadowing</b></p> <p>You'll be introduced to the advice subject areas and practical advice skills by working through training materials and taught sessions, and by shadowing experienced advisers.</p>	<ul style="list-style-type: none"> <li>• Case Recording: Creating a Case Record</li> <li>• Law and Government</li> <li>• Benefits 1: Which Benefit</li> <li>• Debt 1: Introduction to Money Advice</li> <li>• Consumer</li> <li>• Employment 1: Diagnosing the Issues</li> <li>• Housing 1: Tenants and Landlords</li> <li>• Housing 2: Owner-occupiers</li> <li>• Housing 3: Homelessness</li> <li>• Family and Personal Problems</li> <li>• Interview Skills 2: Providing Holistic Advice</li> <li>• Case Recording 2: Completing a Case Record</li> </ul>
<p><b>Stage 3: Supported interviewing</b></p> <p>Your materials work and taught sessions will continue, and when you're ready, you'll also start to lead interviews. Don't worry! Experienced advisers will still be there to help out and to give you feedback.</p>	<ul style="list-style-type: none"> <li>• Interview Skills 3: Telephone and Written Advice</li> <li>• Benefits 2: Ill Health and Disability</li> <li>• Benefits 3: Social Fund and Scottish Welfare Fund</li> <li>• Discrimination</li> <li>• Employment 2: Options for Action</li> <li>• Social Policy</li> <li>• Mediation, Negotiation and Representation</li> <li>• Immigration 1: Immigration and Nationality</li> </ul>
<p><b>Stage 4: Solo practice</b></p> <p>Again, you'll continue with materials and sessions. You'll also start to lead interviews on your own. Your case records will be checked until you are competent as a generalist adviser.</p>	<ul style="list-style-type: none"> <li>• Benefits 4: Universal Credit</li> <li>• Benefits 5: Carrying Out a Benefit Check</li> <li>• Neighbour Disputes and Antisocial Behaviour</li> <li>• Carers</li> <li>• Debt 2: More About Money Advice</li> <li>• Maternity and Parental Rights</li> <li>• Immigration 2: Advising People from Abroad</li> </ul>