

Adapting your Skills for Gateway Assessment (Gateway Conversion) Course Outline

This is the standard 1-day course designed by Citizens Advice. It is part of the 'Adviser to Gateway Assessor Conversion' learning route, and therefore attendees should have done the pre-course work, as identified in 'Skills 1 and 2' tracks below, as well as completing Learning Journal 1.

The learning route for Gateway Conversion is defined as follows:

| Modules already completed | Gateway conversion skills 1 | Gateway conversion skills 2 |
|---|---|--|
| <p>EITHER</p> <ul style="list-style-type: none"> Certificate Programme (for Advisers) <p>OR</p> <ul style="list-style-type: none"> Adviser learning route | <p>Bite size</p> <ul style="list-style-type: none"> Gateway Approach Gateway Assessment role <p>Resources</p> <ul style="list-style-type: none"> Questions to use in Gateway Assessment Information for Gateway Assessors <p>Participative Observation</p> | <p>Elearning</p> <ul style="list-style-type: none"> Getting to grips with Adviceguide (if not already completed) <p>Bite size</p> <ul style="list-style-type: none"> Case recording for Gateway <p>Self study packs</p> <ul style="list-style-type: none"> Using Adviceguide with clients Deciding next steps Identifying discrimination in the gateway process <p>Course</p> <ul style="list-style-type: none"> Adapting your skills for gateway assessment <p>Participative Observation</p> |

Therefore this course is aimed at experienced advisers, and considers how their skills need to be adapted to be a successful Gateway Assessor. In particular it enables attendees to practice doing a Gateway Assessment. It can be run by in-house trainers, but should you need external expertise, Specialised Training can run this standard course for you.

Please contact mary@specialisedtraining.com.

The course is designed to run from 10-4.

Aims

- To look at the key differences between doing gateway assessment and giving advice.
- To identify how to adapt your advice skills to working within a time limited gateway process.
- To practise being more directional and focused when working with clients.

Topics covered

- Reviewing the purpose and boundaries of the role.
- Dealing with questions about systems and procedures.
- Explaining the process to clients.
- Identifying the core problem.
- The criteria for deciding on appropriate next steps (including explaining the rationale to the client).
- Managing the Gateway Assessment – including working within time limits.
- Practising the process.
- Follow up to the course.