

Changeworks Training and Personal Development

Course Title	Energy Advice Good Practice
Course outline	Learn how to provide and manage delivery of high quality energy advice
Objectives	<p>Delivering high standards of energy advice can produce a wide range of benefits: it can result in warmer homes, lower fuel bills, and carbon reductions.</p> <p>This course sets out to:</p> <ul style="list-style-type: none"> • Provide guidance on delivering and managing an effective advice service • Provide good practice fundamentals such as setting expectations, communicating remit and health and safety of advisors and service users.
Learning Outcomes	<p>By the end of the training, the participant will be able to:</p> <ul style="list-style-type: none"> • Ensure the best match between the needs of service users and energy advice provided within available resources • Execute good practice in managing and delivering a face to face service to households • Understand key data protection principles when gathering information from households • Have an insight into working with national and local agencies. • Identify and manage the risks associated lone working
Sessions	<ul style="list-style-type: none"> • Identifying your aims: reduce carbon footprint or stay warm • Service best practice • Data protection • Health and safety • Dealing with risky situations • Key contacts
Course cost	£99 plus VAT

To book a place, click [here](#) for the booking form