

## NBN London Region - 5-day training outline

### Day 1:

- Brief history of brokerage (how we got here), including discussion of some of the issues raised (e.g. bringing personal skills into the professional field) and the mind-set change.
- The new process (SAQ, RAS, etc) plus a look at some of the new jargon
- Comparisons with the old system
- Definitions of brokerage and the flexible role of the broker (via case studies)
- Writing your CV as a broker, to offer choice to the user
- NB – there is a short piece of homework to be completed before Day 2

### Day 2:

- Looking at the NBN paper-set - translating referrals into brokerage outcomes; idea of contract culture
- The layers of brokerage
- The 7 essential criteria for a plan
- PCP tools to gather evidence for the plan
- Risk & Contingency
- Useful questions to ask yourself when support planning

### Day 3:

- Costing a support plan (doing the maths!)
- Alternative funding sources
- Contracting with provider services

### Day 4:

- Planning your work and costing yourself as a broker (producing an estimate) and a more detailed look at brokerage and non-brokerage tasks
- Community Brokerage - The NBN's Hub Agency model
- Contracting with services – what to look for.

### Day 5:

- Checking quality and outcomes
- The language of outcomes
- Responsive support planning – creating a template to suit individual needs
- Reviewing a support plan
- Open questions and answers
- Action Learning Set to present real cases to the group
- The final section of Day 5 is usually left open for group discussion, questions, looking ahead, and their own case studies

The course anticipates a mature system of brokerage and covers material both of general interest and also that which would be more explicitly useful for the independent broker. Trainees should be made aware before enrolling that

throughout the course they will be asked to work in groups, make informal presentations to both their sub-groups and the whole group, and have real people in mind for some of the exercises.

Formal assessments will be made by the course tutor via the aforementioned group discussions and individual input. Delegates should be aware that not contributing to these discussions or not being willing to make presentations to the group will result in failing to meet all the criteria.

A very strict 'no mobile phones' policy is operated unless in an absolute emergency and only if agreed in advance with the trainer. If you are booking this training on behalf of your organisation, please could you make this and the homework element clear in advance to any delegates.