



What is bespoke?

Our experienced team can design and deliver training to fit any project's requirements. Most recently, we have provided befriending volunteer training, staff leadership training, and mental health awareness training. Bespoke training is designed to fit your wants and needs as an organisation.

At current, training courses can only be held online. Costs will be calculated based upon the time & resource necessary for preparation, delivery and evaluation. Any costs or charges would be agreed prior in a free consultation session with the Learning and Development team.

Before enquiring:

Before enquiring about bespoke training for your volunteers and/or staff, we ask organisations to consider if the timing is correct. Our Bespoke content is for organisations that have already made certain decisions and have policies and procedures already established. *For example, a boundaries agreement, safeguarding policy and a matching process.*

Consider this checklist below, can you say yes to everything? Or can your project guarantee that everything will be in place by the time bespoke would take place?

Question	Yes	No
Our organisation has an up to date and accessible safeguarding policy		
Our befriending project has at least 12months funding remaining		
We are adhering to the Good Practice in Befriending guidance and are taking responsible steps to protect and support our service users, volunteers and staff		
Our project has an established pathway for the befriending journey, from referral to endings		
We already have a volunteer handbook / document that indicates our expectations and advice for befrienders		
As a staff, we agree to attend the bespoke training session in order to ensure all content is accurate and any project-specific questions can be answered		
We are a registered charity / organisation		

If your project is brand new, you may wish to investigate our [resources section](#) on our website where you can find sample policies and procedures. If you find you need help setting up your project and do not find the resources sufficient, please enquire about Consultancy work. Bespoke training is specifically for designing and delivering training content for volunteers and/or staff/trustees to benefit the running and efficiency of your befriending project.

Content of Bespoke Training:

At current, bespoke training is only available online. We have adapted our bespoke process to accommodate the limitations at this time and have provided bespoke training to many different projects and catered to many different needs during the pandemic.

To provide a clear concept of the process of bespoke training, please see the following flow chart:

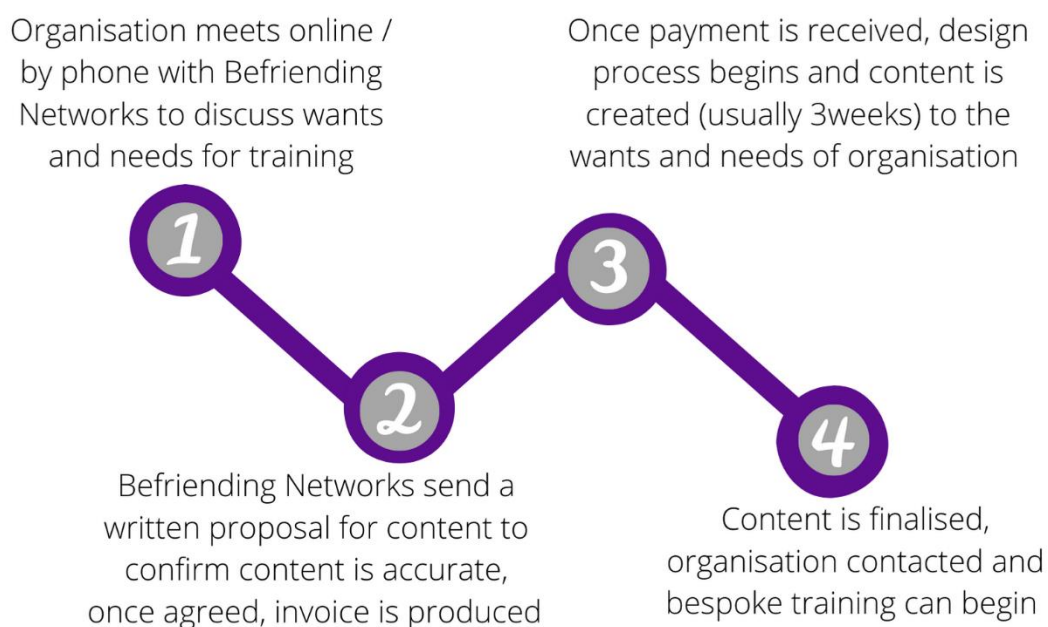


Figure 1: The design process

Often training participants are juggling multiple responsibilities, such as work, caring responsibilities or currently home schooling. To ensure our bespoke training accommodates this, please note that we advise you allow for the current climate and provide participants one week minimum to complete the reading. Allow this window in your time frame for training to take place when planning. Although every bespoke contract is unique, please see below for an outline of the participants training journey:



Figure 2: The participant journey

Testimonials:

“The scenario sessions really challenged how I would deal with many situations and made me reflect. It was so beneficial hearing other people’s feedback, views and opinions” – *Training participant from FAMS*

“Very informative and helped me feel confident about being part of providing a befriending service” – *Training participant from MD Group Maintenance Mates*

“The training was very interactive and allowed us to participate at several points. Victoria was brilliant at explaining and keeping the training on track” – *Shepherd’s Bush Housing Group*

Find out more:

Contact Victoria, our Learning and Development Officer, to book your free consultation for bespoke training: Victoria@befriending.co.uk or phone on **07834554212**