

**BAM LOG for Digital Assistants**

|  |  |  |
| --- | --- | --- |
| **Name** | **Venue** | **Date** |
| **Sample Name (person helping)** | **A4R (advice centre)** | **w/c 06/11/2017** |

**Clients assisted**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Time | Client contact details (name/phone/email)\* | Advice Areas Visited | Outcomes (tick column/s) | Time on BAM | Comments |
|  |  |  | Got info needed | Sent Enquiry | Will use Directory |  |  |
| 10.00am | Mr & Mrs A Test Subject  | Immigration | 🗸 | 🗸 | 🗸 | 60 mins  | Language barrier needed to use the translation function several times.  |
| 11.00am  | Ms P Sample  | Benefits | 🗸some | no | 🗸 | 10 mins | Client was able to get information on the benefit caps affecting her |
| 14.00pm | Client Three  | Housing | 🗸 | No  | 🗸 | 45 mins  | Cl was able to see what repairs the Landlord should be undertaking  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

\****If client reluctant to give contact details, try to obtain a postcode***

QUALITY FIRST

WORKSHOP ONE LEVEL ONE

FEEDBACK FORM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Agree | Disagree | Don’t Know | Say more if you want |
| The workshop was helpful |  |  |  |  |
| I understand a lot more now, |  |  |  |  |
| It has made me more confident |  |  |  |  |
| I know how to find templates I need. |  |  |  |  |
| I know who to ask for advice. |  |  |  |  |
| I think I am clear what to do before workshop two. |  |  |  |  |
| The workshop covered the right topics. |  |  |  | For example, what was missed? |

Date:

Thank you, your feedback is useful. We can make changes and improvements.