



25 November 2026
9:30am – 4pm

**UCAS, Rosehill, New
Barn Lane, Cheltenham,
Gloucestershire, GL52 3LZ**

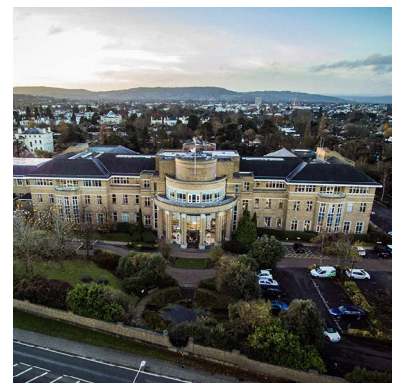
**Come for the inspiration. Stay for the skills.
Leave ready for the future.**

As customers, technology and expectations continue to change, the skills needed to deliver brilliant service are changing too. Agent Fest brings advisers together for an energetic, interactive day focused on building the confidence, adaptability and human skills they need to excel with the customers of the future.

Forget sitting through a day of presentations. Through inspiring speakers, practical sessions, movement, team challenges and shared experiences, delegates will explore how to communicate more effectively, adapt to different customers, collaborate with others and understand the changing role of AI, while recognising the value of the skills that remain uniquely human.

It's a chance to step away from the day-to-day, meet other advisers, try new approaches and think differently about the role they play in creating great customer experiences.

Most importantly, Agent Fest is about turning inspiration into action. Everyone leaves with practical ideas, new connections and their own Skills to Excel Action Card, identifying what they'll start, stop and try when they return to work.



1 advisor
£295+VAT pp

2 – 4 advisors
£249+VAT pp

5+ advisors
£200+VAT pp

Agenda

9:30 Welcome to Agent Fest

An energetic introduction to all Fest-goers. Registration, coffee/matcha, meeting peers and getting everyone ready for the day.

10:00 Welcome UCAS: Our Students Today — Being Future Fit

A look at today's students, what they expect and what being "future fit" means for front-line advisers.

10:30 Keynote: The Challenges & Opportunities to Engage With All

We will explore difference, perception, confidence and inclusion, challenging us to think about how we engage with every customer and create experiences where everyone feels seen, heard and able to succeed.

11:00 Fest Break

Coffee • Matcha • Connect

11:30 Session 1: Talk Their Language

Communication Skills to Excel

A practical, interactive session exploring rapport, active listening, adapting communication styles and creating better customer conversations.

12:00 Session 2: Move With the Customer

Adaptability Skills to Excel

A movement-based session where everyone gets involved. Delegates move around the room, tackle changing customer scenarios and work through challenges that require them to adapt quickly.

12:30 Lunch

Food • Networking • Fest Connections

1:30 Session 3: The Adviser Challenge

Collaboration Skills to Excel

A team-based challenge using realistic customer-of-the-future scenarios. Teams will use communication, creativity, empathy, problem-solving and teamwork to develop better customer experiences.

2:30 Fest Break

Recharge • Refresh • Connect

3:00 Session 4: AI, Humanity & the Future Adviser

Future Skills to Excel

An interactive look at AI, the changing customer experience and the skills that remain uniquely human: empathy, judgement, trust and connection.

3:30 Agent Fest Finale: What Will You Do Differently Tomorrow?

Delegates identify:

- One thing they will START
- One thing they will STOP
- One thing they will TRY

Everyone leaves with their own Agent Fest Skills to Excel Action Card.

4:00 Close