

Advocacy Practice Programme for Information Providers

“Advocacy is a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary representing and negotiating on their behalf”.
CIB Advocacy Guidelines

The DIT accredited Advocacy Practice Programme (APP) run by CIB sets out to outline the legal background to advocacy, to explain its elements and key principles, to develop the skills required by a good advocate and to apply these skills in a range of areas e.g. employment, social welfare, health. The 2012 Programme as a priority will select learners from within the geographical outline of Regions 1, 2 & 5 - see page 4. It is open to learners who have completed CIB's FETAC accredited Information Providers Programme (IPP) at Level 6 on the National Framework of Qualifications (NFQ) **or** have worked for at least 2 years as an information provider / advocate and wish to develop their knowledge and skills to execute the role and functions of an advocate according to best practice.

The first APP was delivered in 2008 at different venues throughout the country. Twenty three learners received *Continuous Professional Development* Certificates with 10 European Credit Transfer and Accumulation System (ECTS) credits that are recognised at Level 7 on the NFQ. Since then two further cycles of the APP with 10 ECTS were delivered, however, this proposed Programme will be geared towards 15 ECTS which will equate to a DIT *Continuous Professional Development* diploma.

Advocacy Practice Awards Ceremony



Lorraine Walsh (Navan) and Josephine Kerr (Blanchardstown) from Region 2 who were successful recipients of *Continuous Professional Development* Certificates in 2011 pictured with Dr. Noel O'Connor, Director of Student Services (DIT), Tony McQuinn, CEO (CIB) and Liam Murtagh, Training Executive (CIB) who is also the Chair of the Advocacy Practice Steering Group.

The demand for practical advocacy has increased from the formalising of advocacy as provided for in the legislation i.e. “The Citizens Information Act 2007” (February 2007) which amended “The Comhairle Act 2000” (March 2000). The APP has been designed to bridge the gap between other courses by providing practical in-depth training for experienced information providers. Other courses delivered by CIB include: - (i) The IPP and (ii) the 12 module Higher Certificate in Arts (Advocacy Studies) course accredited at HETAC Level 6. This Advocacy Studies course has been developed by Sligo Institute of Technology with input from CIB and the Equality Authority and is undertaken by distance learning. It requires a considerable commitment from students over a two year time frame.

Programme Aim

The APP is delivered over 9 training days and sets out to: -

- explain the different elements of advocacy and its boundaries
- identify the core principles underlying advocacy
- develop the necessary understanding and the range of skills required by a good advocate
- outline the legal background to advocacy
- support and empower clients to speak for themselves wherever possible
- apply advocacy skills in a range of areas, for example, employment, social welfare and health.

Programme Objectives

At the end of the APP learners should be able to: -

- identify cases to take on and devise ways of progressing them
- analyse situations creatively and come up with practical solutions
- develop a good working knowledge of procedures relating to the topic areas
- research options and outline case precedents
- work collaboratively and avail of supervision
- use a range of communication skills – interviewing, negotiating, representation, report writing and making a case
- utilise knowledge and advocacy skills in an appeal setting / attendance at an Employment Appeals Tribunal is a mandatory requirement
- use the Electronic Case Management Systems (ECMS).

Accreditation

A 75% attendance at the training sessions is a mandatory programme requirement i.e. attending 7 of 9 days training. Learners are required to complete four assessments during the Programme which equates to 15 European Credit Transfer System (ECTS) credits recognised at Level 7 on the NFQ leading to a DIT *Continuous Professional Development* (CPD) diploma.

The **first assignment** requires the learner to attend at an Employment Appeals Tribunal (EAT) observing in particular the advocacy skills employed by the parties to the case. The onus is on the learner to make arrangements to attend the EAT hearing and to write a report of 1,500 – 2,000 words. The weighting for this assignment is 20% - 20 marks.

The **second assignment** is based on an ‘equality’ or ‘employment’ case study of 3,500 words. The weighting for this assignment is 30% - 30 marks.

The **third assignment** is also 3,500 words and requires learners to provide a description and a review of an actual advocacy case which they have undertaken. This case should

involve assisting a client in a formal appeal process in one of the following topic areas: - 'disability, health; social welfare, immigration, housing'. Alternatively, a review of an actual case in which the learner acts as an observer could be considered subject to a number of conditions. Learners are invited to check the alternative case option with the course co-ordinator in advance of completing the assignment. The weighting for this assignment is 30% - 30 marks.

The following **marking criteria** will be applied to **assignments two and three** with each of the ten categories getting a maximum of 3 marks each: -

1. Presentation of the initial information
2. How the query presented itself and how Information Provider/Advocate prepared for the appointment
3. What questions they asked (or would ask?)
4. An analysis of the law involved i.e. identification of the correct legislation involved to process the claim and to initiate the appeals procedures
5. A look at the strengths and weaknesses of both sides of the argument
6. A look at why the decision came about
7. What were the possible remedies/ compensations/ settlements?
8. How to appeal and how to enforce decisions made?
9. What has the Information Provider/Advocate learned from this particular case and how this will impact on their future practice
10. Overall perspective.

The **fourth assignment** is to prepare a submission on an assigned advocacy case scenario of 1,500 – 2,000 words which will be followed by a 20 minute scheduled presentation. This will give the learner an opportunity to present/defend/support their submission as appropriate to the two assessors. The written submission will be marked as will the presentation on a range of advocacy skills. The weighting for this assignment is 20% - 20 marks.

Entry Requirements

Completion of the IPP or at least 2 years work experience as an information provider / advocate is essential.

Applicants will be selected according to the relevance of the APP to their role as information providers / advocates in their particular service. If you are interested in applying for this Programme please complete the application form overleaf, identify a workplace / advocacy mentor who has experience of taking advocacy cases to support you with the course either face to face, over the phone or by e-mail. This person can be from outside the CIS network. Please ensure that the application form is signed off by your workplace manager and forward to: -

**Ms. Anne Flynn, Training Administrator, Citizens Information Board,
4, Adelphi Court, Long Walk, Dundalk, Co. Louth.**

The closing date for receipt of Programme applications is Monday, 9th January

Course Fees

Citizens Information Centre/Service (CIC/CIS); Money Advice and Budgeting Service (MABS) and National Advocacy Service (NAS) Staff: No fee

All others: - The fee is €300 which is payable in three instalments.

Note: - Do not send a cheque to the Citizens Information Board you will be invoiced as follows: -

Following the first three sessions - €200;

Following the sixth session - €400;

Following the ninth session - €200.

Any additional queries other than application related for this Region 1, 2 & 5 APP may be addressed to: -

Region 1: -

Contact: Anna O’Flanagan, Ph. 01 – 6059024; E-mail: anna.o’flanagan@ciboard.ie

or Cathy O’Donoghue, Ph. 0761 07 5961; E-mail: cathy.o’donoghue@ciboard.ie

Area: Ballyfermot, Clondalkin, Crumlin, Dublin 246, Dublin 8 & Bluebell, Dublin City Centre, Dublin City North Bay, Dublin North West (Finglas), Dublin Northside, Dun Laoghaire / Rathdown and Tallaght CISs

Region 2: -

Contact: Liam Murtagh, Ph. 0761 07 5959; E-mail: liam.murtagh@ciboard.ie

Area: Blanchardstown/Dublin 15; Counties of Cavan, Longford, Louth, Meath, Monaghan, Westmeath and Final (North County) CISs

Region 5: -

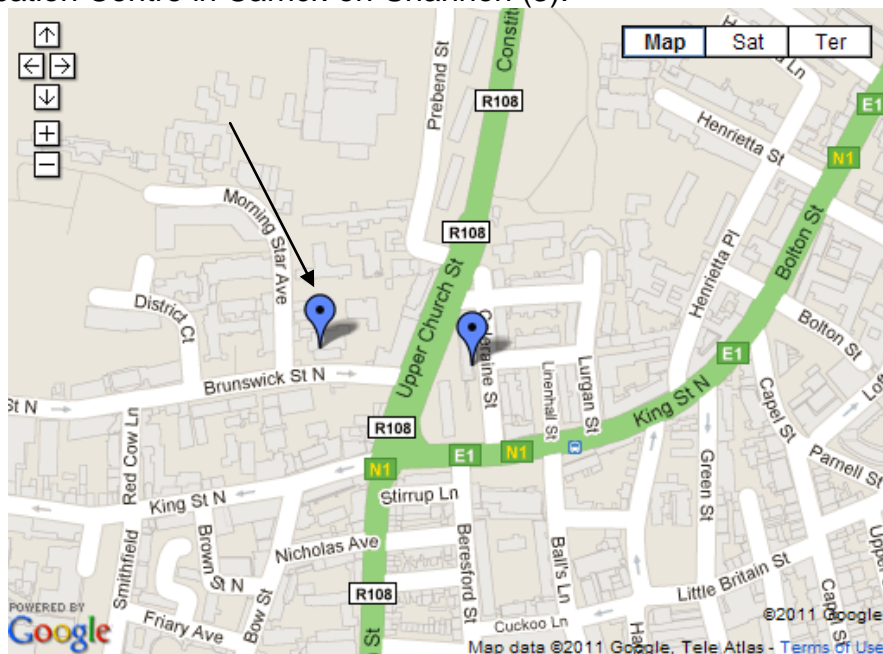
Contact: Claire Ruddy, Ph. 0761 07 9502; E-mail: claire.ruddy@ciboard.ie

or Linda Gilroy, Ph. 0761 07 9504; E-mail: linda.gilroy@ciboard.ie

Area: Counties of Clare, Donegal, Leitrim, Mayo, Roscommon, Sligo and Galway CISs

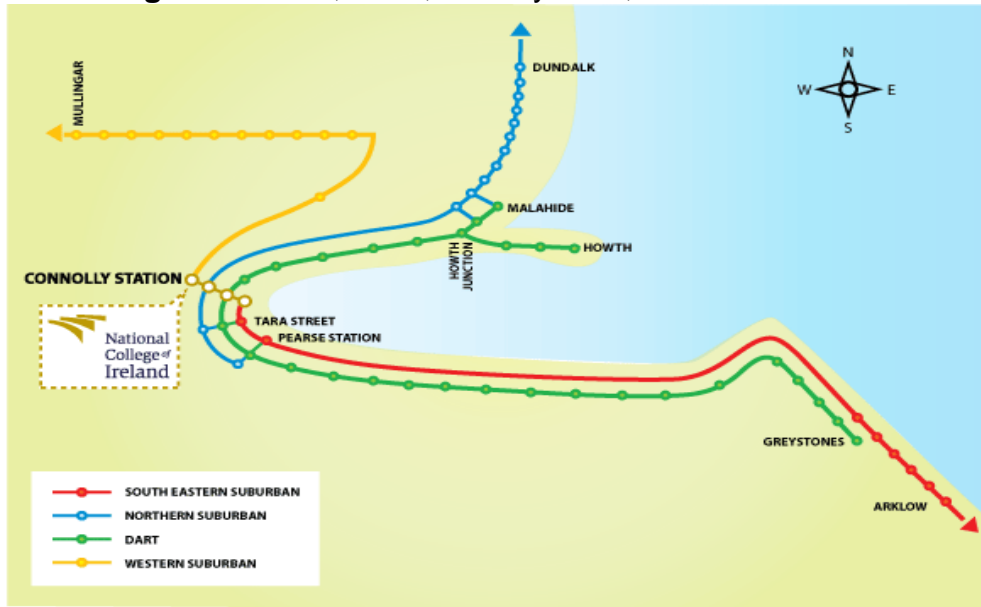
Course Locations:

Five of the nine training days will be held in the **Carmichael Centre, Dublin** whilst the remaining days training will be held in the National College of Ireland, Dublin (1) and the Education Centre in Carrick-on-Shannon (3).



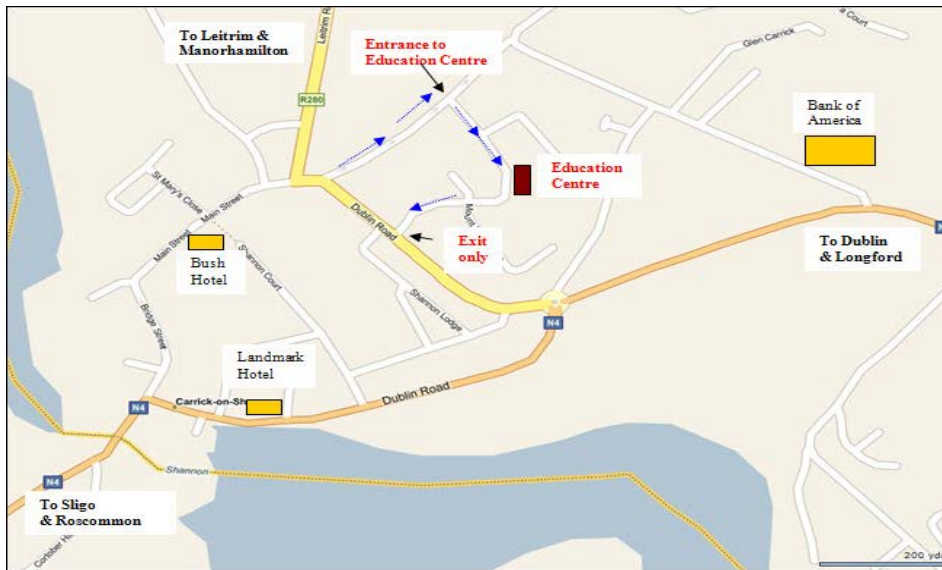
Public Transport to the Carmichael Centre. There is a bus stop at Constitution Hill across from Coleraine House. Walk down towards Church Street and take a right at the traffic lights at Hardwicke Apartments to access North Brunswick Street. Carmichael House is across the road from St. Paul’s C.B.S on North Brunswick Street and adjacent to Morningstar Avenue and the Dublin Metropolitan Court. The Luas stop is Smithfield: Walk up through Smithfield Square, cross North Kings Street and on up past the Cobblestone pub. This will lead you onto North Brunswick Street. Turn right and walk towards the pedestrian crossing. Cross over at the pedestrian lights and turn right. You will find Carmichael House on your left just beyond Morningstar Avenue.

National College of Ireland, IFSC, Lr. Mayor St., Dublin 2.



Connolly Station and Pearse Street Station are within five minutes' walk of NCI. At peak times, the DART runs every 10 minutes. The Docklands is accessible by the city's commuter light rail system, the Luas. Luas Docklands Red Line stops right outside the main entrance to the college. Trains run every 6 minutes from the Mayor Square/NCI stop.

Education Centre in Carrick-on-Shannon



Coming from Sligo & Roscommon - Enter Carrick-on-Shannon, cross the main bridge over the River Shannon; proceed along the river, past the Landmark Hotel. At the first major roundabout take the first exit towards the town centre, proceed to the end of the road where you will see Kelly's Centra supermarket on your right, take an immediate right turn at Centra, up the hill and take the first narrow avenue on the right. The two-storey red-brick building at the top of this avenue is the Education Centre. There are parking spaces at the rear of this building.

Coming from Longford & Dublin - Enter Carrick-on-Shannon, proceed through the first roundabout at Tesco, take the second exit at the next roundabout, signposted Town Centre and Manorhamilton, proceed to the end of the road where you will see Kelly's Centra supermarket on your right, take an immediate right turn at Centra, drive up the hill and take the first narrow avenue on the right. The two-storey red-brick building at the top of this avenue is the Education Centre. There are parking spaces at the rear of this building.

Coming from Leitrim & Manorhamilton - Enter Carrick-on-Shannon at a T-junction, turn left and take the road to the left of Kelly's Centra supermarket, drive up the hill and take the first narrow avenue on the right. The two-storey red-brick building at the top of this avenue is the Education Centre. There are parking spaces at the rear of this building. ***If necessary ring 071-9620383 for more assistance.***

Advocacy Practice Programme – 2012

Priority for Learners from the CIB Region 1, 2 & 5 areas outlined

A maximum of 25 learners will be selected.

The focus of the Programme is on the practical advocacy dimension of each topic. Learners will receive preparatory reading material from the topic trainer in advance of attending each of the one day courses to update on relevant topic information. This material will contain some questions for learners to test themselves on.

Training Duration: - 10.00 a.m. to 4.30 p.m. (half hour lunch break)

Semester 1

Date / Venue	Topic(s)
Day 1: -Region 2 25 th Jan. 2012 National College of Ireland, Dublin	Induction Day (1) - Introduction to Advocacy (2) – Introduction to Case Management
Day 2 – Region 1 15 th Feb. 2012 Carmichael Centre, Dublin	Advocacy, Negotiation and Representation skills
Day 3 – Region 5 21 st March 2012 Education Centre, C-on-Shannon	(1) - Case Management (2) - Report Writing
Day 4 – Region 2 18 th April 2012 Carmichael Centre, Dublin	(1) - Equality (2) - Employment Law / Preparation & Application Process for Claims
Day 5 – Region 1 16 th May 2012 Carmichael Centre, Dublin	Employment Law- Hearing of claims in different statutory bodies

Semester 2

Date / Venue	Topic(s)
Day 6 – Region 5 20 th June 2012 Education Centre, C-on-Shannon	(1) – Health (2) - Disability
Day 7 – Region 2 19 th Sept. 2012 Carmichael Centre, Dublin	Social Welfare – Focus on Appeals
Day 8 – Region 5 17 th Oct. 2012 Education Centre, C-on-Shannon	Immigration
Day 9 – Region 1 21 st Nov. 2012 Carmichael Centre, Dublin	(1) – Housing (2) - Redress Mechanisms (3) – Programme Conclusion



Dublin Institute of Technology
Institiúid Teicneolaíochta Átha Cliath



Advocacy Practice Training Programme for Information Providers

Application Form

Please complete this application form and have it signed by your manager to attend at least 7 of the 9 “One Day” training days and return to: -

**Ms. Anne Flynn,
Training Administrator,
Citizens Information Board,
4, Adelphi Court,
Long Walk,
Dundalk,
Co. Louth**

The closing date for receipt of Programme applications is Monday, 9th January '12

Advocacy Practice Programme – 2012

Priority for Learners from the CIB Region 1, 2 & 5 areas outlined

Outline of the nine “One Day” Training Days

Training Duration: - 10.00 a.m. to 4.30 p.m. (half hour lunch break)

Time 9.30 a.m. to 4.30 p.m.	Day 1 – (1) Introduction to Advocacy and (2) Case Management ○ 25 th January 2012 Day 2 - Advocacy, Negotiation and Representation Skills ○ 15 th February 2012 Day 3 – (1) Case Management and (2) Report Writing ○ 21 st March 2012 Day 4– (1) Equality and (2) Employment Law (1) ○ 18 th April 2012 Day 5 – Employment Law 2- Hearing of Claims in the different statutory bodies ○ 16 th May 2012 Day 6 – (1) Health and (2) Disability ○ 20 th June 2012 Day 7 – Social Welfare – Focus on Appeals ○ 19 th September 2012 Day 8 – Immigration ○ 17 th October 2012 Day 9 – (1) Housing, (2) Redress Mechanism and (3) Course Conclusion ○ 21 st November 2012
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Name of applicant			
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Home Telephone:	Email: (Essential)	Mobile:	Organisation
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Organisation address	Home address

Special requirements i.e. learning / access / diet?			
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Where did you hear about this training programme?
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Training Calendar
 CIB website
 Other Website please specify
 Other Source

Status of organisation			
Statutory <input type="checkbox"/>	Voluntary <input type="checkbox"/>		

Your status				
Employee <input type="checkbox"/>	Volunteer <input type="checkbox"/>	JI <input type="checkbox"/>	SE/CE Scheme <input type="checkbox"/>	
Board of Management <input type="checkbox"/>				
Other <input type="checkbox"/>				

The APP accredited by the DIT is open to learners who have completed the Information Providers Programme (IPP) with two FETAC credits at Level 6 on the NFQ **and** / **or** have at least 2 years work experience as an information provider / advocate.

- o Have you completed the FETAC accredited IPP? Yes Year? ____ No
- o Please outline your experience working as an information provider / advocate?

The APP requires the learners to have a competency in Information Technology i.e. to source information on the Internet; to record information; to type assignments etc. Could you please indicate your level of competency in IT?

Basic Intermediate Advanced

Comment: _____

Please state:-

Your Job Title?	
Hours per week working in your organisation?	
Length of time with your organisation?	
<p>If accepted onto the Programme who will act / support you in your learning as an Advocacy Mentor? e.g. Development Manager/Manager; Advocacy Support Worker; Experienced Advocate/ Information Provider</p> <ul style="list-style-type: none"> ➤ CIB do not engage with the advocacy mentor. It is up to each individual participant to provide the mentor with course documentation and to let their support needs dictate the frequency of contact and level of engagement. ➤ Participants are advised to liaise with their Manager and agree how much of work time will relate to the Programme. 	

How do you think the APP will benefit you in your work in the organisation?

Important

Approved (within organisation) by:

Manager/Board of Management: (signature): _____

(Print name & title please) _____

Course Fees

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