

# Information Providers Programme (FETAC Accredited)

Citizens Information Board  
*information · advice · advocacy*



**A training programme for volunteers and paid staff working in the provision of quality information in the community and voluntary sector**

Citizens Information Board (CIB) is a FETAC (Further Education and Training Awards Council) registered provider. The Information Providers Programme (IPP) delivered by CIB is recognised in the National Framework of Qualifications (NFQ) at Level 6. This Programme is to support and enable you to provide a high quality information service in the community as a paid or volunteer information provider.



IPP Certificate Recipients from 2009

*"I know how to access information and communicate with my client in a way that makes them feel comfortable and helps them understand what options are available"*  
(Programme participant)

## Accreditation

The Information Providers Programme consists of two modules accredited by FETAC at level 6 on the NFQ:

- **(L32072) Information, Advice and Advocacy Practice**
- **(L32073) Social and Civil Information**

Learners who reach the required standard receive a FETAC Level 6 Component Certificate.

## (L32072) Information, Advice and Advocacy Practice

You will learn to:

- **Work autonomously** as an information provider, adviser and advocate in a range of information organisations
- **Source and retrieve** specific, detailed social and civil information using a range of appropriate information sources and in particular [www.citizensinformation.ie](http://www.citizensinformation.ie)
- **Provide a free, independent, confidential and impartial service** within current best practice and legislation regarding technological data and record keeping
- **Enable every customer to explain, explore, clarify and act on their query** as appropriate
- **Implement equal opportunities and anti-discrimination policies** in the workplace
- **Understand the importance of undertaking social policy work** and its relationship to casework.

## (L32073) Social and Civil Information

You will learn to:

- **Understand the role and responsibilities** of the autonomous information provider
- **Understand the structure, services and procedures** of the social welfare and health systems
- **Provide independent information, advice and advocacy** in response to customer housing needs
- **Understand the income tax system** as it affects people on fixed and low incomes
- **Understand specific legislation** in relation to the rights of the family, the consumer, and of employees plus the obligations on employers in the workplace
- **Understand the rights, entitlements and supports** for new immigrant individuals and communities in Ireland
- **Understand the current information systems** used by information providers in Ireland.

***“All the sessions are very helpful and informative. The training has made me more aware of my responsibilities in providing information and advice to the public” (Programme participant).***

## Aim of Programme

To equip information providers with the skills, knowledge and attitudes in the provision of a free, impartial, confidential and non-judgemental information, advice and advocacy service to the public with regard to rights and responsibilities.

## Topics covered

Communications (x2)	IT Training	Social Policy
Information Giving in an Equality Context	Immigration and Nationality	Freedom of Information and Data Protection
Employment Law (x2)	Advocacy	Consumer Rights
Social Welfare (x4)	Family Law	Taxation
Accommodation (x2)	Health	Interculturalism

## How to access the Programme



### Accredited route

CIB – offers accredited programmes delivered in taught, distance learning and recognition of prior learning formats.



### Taught

To gain accreditation in the taught programme, learners are required to: -

- ✓ **Attend Meet and Greet and Induction training** that introduces learners to the principles, policies, procedures and practices of information providing services as well as how to source information using the Internet and study skills
- ✓ **Attend 21 classroom sessions (see topics listed above)**, each of 3 hours duration and run over a 9-month period
- ✓ **Participate in 21 x 3 hour workplace training sessions** in their information centre
- ✓ **Complete ongoing assessments.**

Assessments comprise of **Skills Demonstrations** – workplace assignments, role play interviews and an IT test; **Written Assignments** reflect on experience in the information setting and discuss case studies; plus a written **Theory Examination** covering the 10 information topics on the Programme sourced through [www.citizensinformation.ie](http://www.citizensinformation.ie) Access to a computer provided.



## Distance learning

- CIB offers accredited distance learning as a flexible approach for learners to gain accreditation. It is especially suitable for learners who cannot access a classroom-based Programme. To gain accreditation, learners are required to: -
  - ✓ **Attend Induction training** that introduces learners to the principles, policies, procedures and practices of information providing services
  - ✓ **Study through a distance learning format** over a 9-month period
  - ✓ **Attend four tutorials**
  - ✓ **Participate in 21 x 3 hour workplace training sessions** in their information centre
  - ✓ **Complete ongoing assessments** (see above).



## Recognition of Prior Learning (RPL)

• CIB is now offering accredited recognition of prior learning as a way for experienced information providers to gain accreditation. RPL is the process through which a learner can demonstrate that s/he already has the appropriate knowledge and skills to warrant recognition via certification. The learner must present a portfolio of evidence which includes: - written assignments **that** reflect on experience in the information setting and discussion of case studies; a demonstration of required skills in information provision via IT Test plus the completion of a written theory examination with access to [www.citizensinformation.ie](http://www.citizensinformation.ie) provided via computer.

The accredited programmes delivered to date by the CIB have resulted in a notable success rate for all the participants.

## Non-accredited route

CIB recognises that CISs continue to deliver relevant training to new information providers at a local service level also. An induction programme for new staff/volunteers is available to CISs. For further information please contact the Training Executive nearest you – details on page overleaf.

The aim of this resource is to prepare learners for the formal IPP.

## How to apply

### Entry Requirements

The preferred entry level is relevant life and work experiences and/or a National Vocational Certificate Level 2 (NCVA) or equivalent qualifications. Learners are selected according to the relevance of the Programme to their role and are expected to have at least 12 hours familiarisation in the information centre prior to attending.

### Further Information

Detailed information on each accredited route is available from the Training Service, Citizens Information Board, George's Quay House, 43 Townsend Street, Dublin 2. Ph.: 01 605 9000 and <http://www.citizensinformationboard.ie/services/training/>

The Citizens Information Board has Training Executives throughout the country and for enquiries regarding training please contact the one nearest you: -

Region 1	Anna O'Flanagan <a href="mailto:anna.oflanagan@ciboard.ie">anna.oflanagan@ciboard.ie</a> Cathy O'Donoghue <a href="mailto:cathy.odonoghue@ciboard.ie">cathy.odonoghue@ciboard.ie</a>	ph: 01 6059024 ph: 042 9332913
Region 2	Liam Murtagh <a href="mailto:liam.murtagh@ciboard.ie">liam.murtagh@ciboard.ie</a>	ph: 042 9332913
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Region 5	Claire Ruddy <a href="mailto:claire.ruddy@ciboard.ie">claire.ruddy@ciboard.ie</a> Linda Gilroy <a href="mailto:linda.gilroy@ciboard.ie">linda.gilroy@ciboard.ie</a>	ph: 094 9022169 ph: 094 9022169

***"This programme was very helpful to me. I started from zero and now I think I could say that I'm a good Information Provider" (Programme participant)***

## FETAC / Information Providers Programme Certificates



Recipients of FETAC Component Certificates for IPP pictured with CIB Chair, Sylva Langford, Marion Browne, Limerick CIC Development Manager, and CIB Staff members.



Recipients of FETAC Component Certificates for IPP from North East pictured with CIB Chair, Sylva Langford, John McDermott, KARE CIC Development Manager and CIB Staff members.



Recipients of FETAC Component Certificates for IPP from South East pictured with CIB Chair, Sylva Langford, Dominique Howard, Dunlaoghaire CIC Development Manager and CIB Staff members.