

# National Calendar of Training Events

## September to December 2009

| Date    | Course Details  | Venue and Time   | Where to Apply |
|---------|---|--|----------------|
| 15 Sept | <b>Managing a Domestic Violence Disclosure</b><br>Margaret Costello, Children and Family Services Training Team, HSE, Dublin Northwest                                      | Tullamore Court Hotel,<br>Tullamore,<br>Co Offaly<br>10.00am 1.00pm  | Region 2       |
| 16 Sept | <b>Social Welfare Appeals – A Practical Approach</b><br>Angela Morrissey, Training Consultant<br>Ruth O’Dea, Training Consultant  | Civic Centre,<br>Ballymun Road,<br>Dublin 9<br>10.00am – 4.30pm  | Region 1       |
| 16 Sept | <b>Rights and Entitlements of the Unemployed - A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC  | McWilliam Park Hotel,<br>Claremorris,<br>Co.Mayo<br>10.00am – 4.30pm                                       | Region 5       |
| 24 Sept | <b>Job Loss and Unemployment– A Case Study Approach</b><br><b>Half Day - Employment Related Issues</b><br>Billy Roche, Training Consultant                                  | St Joseph’s Parish Centre,<br>Glathule,<br>Co. Dublin  | Region 3       |
| 1 Oct   | <b>Half Day - Social Welfare Issues</b><br>Sheila Hayes, Training Officer, Malahide CIC   | Half Day courses<br>10.00am – 1.00pm   | Region 3       |
| 29Sept  | <b>Immigrants Rights and Entitlements (Advanced)</b><br>Gillian Kennedy, Training Officer, Immigrant Council of Ireland   | McWilliam Park Hotel,<br>Claremorris,<br>Co.Mayo<br>10.00am – 4.00pm                                       | Region 5       |
| 30 Sept | <b>Job Loss and Unemployment – A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC<br>Billy Roche, Training Consultant                                | Citizens Information Board,<br>George’s Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 4.30pm | Region 1       |
| 1 Oct   | <b>Self Employment: Focus on Welfare, Start Up, Cessation and Main Taxation Aspects</b><br>Gary Ogle, Tax Consultant<br>Síle Healy, Department of Social and Family Affairs | Newgrange Hotel,<br>Bridge Street,<br>Navan<br>10.00am – 1.00pm  | Region 1       |
| 6 Oct   | <b>Family Law and Relationships with a Focus on the Role of the Information Provider</b><br>Anne O’Carroll, Cascade Training  | Town Hall,<br>Civic Centre,<br>Balbriggan,<br>Co. Dublin<br>10.00am – 4.30pm                               | Region 1       |
| 8 Oct   | <b>Immigrants Rights and Entitlements (Advanced)</b><br>Gillian Kennedy, Training Officer, Immigrant Council of Ireland   | The Montenotte Hotel,<br>Montenotte,<br>Cork<br>10.00am – 4.30pm   | Region 4       |
| 14 Oct  | <b>Developing an Effective Staff Support and Supervision Programme</b><br>Janet Kehelly, Training Consultant  | Landmark Hotel,<br>Carrick-on-Shannon<br>10.00am – 4.30pm  | Region 5       |
| 15 Oct  | <b>Job Loss and Unemployment – A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC<br>Billy Roche, Training Consultant                                | Cavan Innovation and<br>Technology Centre,<br>Dublin Road,<br>Cavan<br>10.00am – 4.30pm                    | Region 1       |
| 15 Oct  | <b>Immigrants Rights and Entitlements (Advanced)</b><br>Gillian Kennedy, Training Officer, Immigrant Council of Ireland   | Citizens Information Board,<br>George’s Quay House,<br>43 Townsend Street, Dublin 2<br>10.00am – 1.00pm    | Central        |
| 15 Oct  | <b>Bullying and Harrassment – The Employer’s Responsibilities</b><br>Marie Rock, Employment Law Consultant  | Ashdown Park Hotel<br>Gorey<br>Co. Wexford<br>10.00am – 4.30am   | Region 3       |

| Date   | Course Details   | Venue and Time  | Where to Apply |
|--------|--|---|----------------|
| 15 Oct | <b>Self Employment: Focus on Welfare, Start Up, Cessation and Main Taxation Matters</b><br>Gary Ogle, Tax Consultant<br>Sile Healy, Department of Social and Family Affairs            | Glenroyal Hotel<br>Maynooth<br>Co. Kildare<br>10.00am – 1.00pm  | Region 2       |
| 21 Oct | <b>Health Service Executive: Appeals and Complaints</b><br>Greg Price, LLB, Appeals and Complaints Officer, HSE<br>Mila Whelan and Jennifer Graham, HSE                                | The Glenview Hotel,<br>Glen of the Downs,<br>Delgany,<br>Co. Wicklow<br>10.00am – 4.30pm                              | Region 3       |
| 21 Oct | <b>Rights and Entitlements of the Unemployed - A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC   | Board Room,<br>The Watch House<br>Cross Library,<br>Moyross,<br>Limerick<br>10.00am – 4.30pm                          | Region 4       |
| 28 Oct | <b>Finding Your Way Around www.citizensinformation.ie and Getting to Know its Special Features Better.</b><br>Renee Hayes, Citizens Information Board and CIB<br>Panel of IT Trainers  | St Andrews Resource<br>Centre, Pearse Street,<br>Dublin 2<br>(Half day course, run twice)<br>10am – 1pm and 2pm – 5pm | Central        |
| 28 Oct | <b>Job Loss and Unemployment – A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC<br>Billy Roche, Training Consultant   | Newbridge Parish Centre,<br>Newbridge,<br>Co. Kildare<br>10.00am – 4.30pm   | Region 2       |
| 29 Oct | <b>Developing a Quality Customer Service</b><br>Helen McDermott, Customer Service Executive,<br>Citizens Information Board   | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 4.30pm            | Central        |
| 5 Nov  | <b>Social Welfare Appeals – A Practical Approach</b><br>Angela Morrissey, Training Consultant<br>Ruth O'Dea, Training Consultant   | Athenaeum House Hotel,<br>Christendom, Ferrybank<br>Waterford<br>10.00am – 4.30pm                                     | Region 3       |
| 5 Nov  | <b>Irregular migration, temporary permission to remain and regularising status in the state</b><br>Heena Hassan, Migrants Rights Centre  | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 4.30pm            | Central        |
| 10 Nov | <b>*Unfortunately this event has now been cancelled*</b><br><b>Interculturalism and Service Delivery</b><br>Rotimi Adebari, Training Consultant  | The Maldron Hotel,<br>Southern Ring Rd.,<br>Limerick.<br>10:00am – 4:00pm   | Region 4       |
| 11 Nov | <b>Delivering a Quality, Customer Focused Information Service</b><br>Helen McDermott, Customer Service Executive<br>Mary Lyne, Regional Training Executive, Citizens Information Board | Citizens Information Board,<br>The Montenotte Hotel,<br>Montenotte, Cork<br>10.00am – 4.30pm                          | Region 4       |
| 11 Nov | <b>SWA Payments Including Rent and Mortgage Interest Supplement</b><br>Lisa Doyle, Community Welfare Services HSE  | Ardee Business Park,<br>Hale Street,<br>Ardee,<br>Co Louth<br>10.00am – 1.30pm  | Region 1       |

# National Calendar of Training Events

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| Date   | Course Details   | Venue and Time   | Where to Apply |
|--------|--|--|----------------|
| 11 Nov | <b>Family Law – Separation and Divorce</b><br>Anne O'Carroll, Cascade Training Consultancy   | Portlaoise Parish Centre,<br>Portlaoise<br>10.00am – 4.30pm  | Region 2       |
| 12 Nov | <b>Family Law and Relationships - Legal Issues</b><br>Anne O'Carroll, Cascade Training Consultancy   | Mount Wolseley Hotel<br>Tullow, Carlow<br>10.00am – 4.30pm   | Region 3       |
| 18 Nov | <b>Enhancing Reception &amp; Administration Skills in an Information Centre</b><br>Helen McDermott, Customer Service Executive, Citizens Information Board and an experienced administrator from CIS                             | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 4.30pm | Central        |
| 17 Nov | <b>Making Presentations Using Power Point</b><br>Noel Schofield, Support Worker, West Training and Development   | Education Centre,<br>Carrick-on-Shannon<br>10.00am – 4.30pm  | Region 5       |
| 19 Nov | <b>Dealing with Challenging Behaviour</b><br>Angela Morrissey, Training Consultant   | Crowne Plaza<br>Blanchardstown Centre,<br>Dublin 15<br>10.00am – 1.00pm                                    | Region 1       |
| 19 Nov | <b>Work Permits and Workplace Rights (An Introduction)</b><br>Heena Hassan, Training and Information Worker and staff from the Migrant Rights Centre (MRCI)  | Citizens Information Board<br>4 The Parade<br>Kilkenny<br>10.00am – 4.30pm                                 | Region 3       |
| 19 Nov | <b>Wills and Inheritance</b><br>Anne O'Carroll, Cascade Training Consultancy   | KDYS Fairhill<br>Killarney<br>Co. Kerry<br>10.00am – 4.30pm  | Region 4       |
| 24 Nov | <b>SWA Payments – Basic, Rent Supplement, Mortgage Interest Supplement – Focus on the Habitual Residence Condition</b><br>Jean Plummer and Berny Burke,<br>Community Welfare Service Training, Development and Support Unit, HSE | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 4.30pm | Region 2       |
| 25 Nov | <b>Public and Private Pensions</b><br>Irish Pensions Board Representative<br>Sheila Hayes, Training Officer, Malahide CIC  | MABSndI,<br>Commercial House,<br>Blanchardstown, Dublin<br>10.00am – 1.00pm                                | Region 1       |
| 26 Nov | <b>Rent Supplement, Mortgage Interest Supplement and Other HSE Payments</b><br>Bernie Burke and Lisa Doyle, Training Unit, HSE<br>Community Welfare Services   | Anner Hotel,<br>Thurles,<br>Co. Tipperary<br>10.00am – 4.30pm  | Region 3       |
| 26 Nov | <b>Social Policy in Practice - Seminar on Social Policy and Migrants</b><br>Migrant Rights Centre Ireland and other contributors; CIB  | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 1.00pm | Central        |
| 1 Dec  | <b>Dealing with Employment Law Cases - A Case Study Approach</b><br>Vernon Hegarty, Assistant Branch Organiser, SIPTU  | Glasshouse Hotel,<br>Sligo<br>10.00am – 4.30pm   | Region 5       |
| 2 Dec  | <b>Providing Information, Advice and Advocacy to People with Intellectual Disability</b><br>Liza Kelly, Advocacy Officer, Inclusion Ireland  | Citizens Information Board,<br>George's Quay House,<br>43 Townsend Street,<br>Dublin 2<br>10.00am – 1.00pm | Central        |
| 2 Dec  | <b>Rights and Entitlements of the Unemployed – A Case Study Approach</b><br>Sheila Hayes, Training Officer, Malahide CIC   | Citizens Information Board,<br>101 North Main Street,<br>Cork<br>10.00am – 1.00pm                          | Region 4       |
| 9 Dec  | <b>Providing Information, Advice and Advocacy to</b>   | Citizens Information Board.  | Region 4       |

For further information go to [www.citizensinformationboard/services/training](http://www.citizensinformationboard/services/training)

# Where to Apply

## Central Courses:

**Applications and enquiries to:**  
**Customer Service and Training Administrator,**  
**Gillian Strain,**  
Citizens Information Board, Georges Quay House, 43  
Townsend Street, Dublin 2,  
Tel 01 6059020, Fax 01 6059099,  
e mail: [gillian.strain@ciboard.ie](mailto:gillian.strain@ciboard.ie)

## Region 1

Counties Cavan, Dublin City (Northside), Fingal, Louth,  
Meath, Monaghan  
**Enquiries to :** Regional Training Executive, Liam Murtagh  
CIB, 4 Adelphi Court, Long Walk, Dundalk, Co Louth  
email: [liam.murtagh@ciboard.ie](mailto:liam.murtagh@ciboard.ie)

**Applications to:**  
Regional Training Administrator Renee Hayes  
CIB, Elm House, Elm Bank, Cootehill Road, Cavan  
e mail: [renee.hayes@ciboard.ie](mailto:renee.hayes@ciboard.ie) Tel: 049 436 2533

**Information Providers Programme enquiries:**  
Regional Training Administrator Anne Flynn (Dundalk  
Office as above) [anne.flynn@ciboard.ie](mailto:anne.flynn@ciboard.ie) Tel: 042 933 2913

## Region 2

Counties Dublin South County (excluding  
Dunlaoghaire Rathdown), Dublin City (Southside),  
Kildare, Laois, Longford, Offaly, Westmeath

**Applications and enquiries to:**  
Regional Training Administrator, Ann Marie Byrne,  
Citizens Information Board, c/o Offaly CIS, Level 1,  
The Bridge Centre, Tullamore, Co. Offaly,  
Tel: 057 9341262, Fax: 057 935 1523,  
e mail: [annmarie.byrne@ciboard.ie](mailto:annmarie.byrne@ciboard.ie)

## Region 3

Counties Carlow, Dun Laoghaire-Rathdown, Kilkenny,  
Tipperary, Waterford, Wexford, Wicklow

**Enquiries to :**  
Regional Training Executive, Ian Coulter,  
Citizens Information Board, 4 The Parade, Kilkenny,  
Tel: 056 776 5176, Fax 056 776 4211;  
e mail: [ian.coulter@ciboard.ie](mailto:ian.coulter@ciboard.ie)

**Applications to:**  
Regional Training Administrator, Marie Farrelly,  
Citizens Information Board, 14 Gladstone Street,  
Waterford,  
Tel: 051 850998, Fax: 051 876 575,  
e mail: [marie.farrelly@ciboard.ie](mailto:marie.farrelly@ciboard.ie)

## Region 4

Counties Clare, Cork, Kerry, Limerick

**Enquiries to:**  
Regional Training Executive, Mary Lyne,  
[mary.lyne@ciboard.ie](mailto:mary.lyne@ciboard.ie)

**Applications to:**  
Regional Training Administrator, Eileen Lee,  
Citizens Information Board, 101 North Main Street,  
Cork,  
Tel: 021 422 2280, Fax: 021 422 2270,  
e mail: [mary.lyne@ciboard.ie](mailto:mary.lyne@ciboard.ie) or  
[eileen.lee@ciboard.ie](mailto:eileen.lee@ciboard.ie)

## Region 5

Counties Galway, Sligo, Leitrim, Roscommon, Mayo,  
Donegal

**Enquiries to**  
Regional Training Executive, Claire Ruddy

**Applications to:**  
Regional Training Administrator, Goretti Quigley,  
Citizens Information Board, Mill Lane, Castlebar, Co.  
Mayo, Tel: 094 90 22169, Fax: 094 902 1963,  
e mail: [claire.ruddy@ciboard.ie](mailto:claire.ruddy@ciboard.ie) or  
[goretti.quigley@ciboard.ie](mailto:goretti.quigley@ciboard.ie)

## Information Providers Programme (FETAC accredited)

The Citizens Information Board delivers an accredited training programme for paid staff and volunteers working in the provision of quality information in the community and voluntary sector. This Programme consists of two modules at Level 6 on the (FETAC) National Framework of Qualifications (NFQ), is delivered over approximately 26 weeks and includes workplace training. The Programme is delivered in Taught, Distance Learning and Recognition of Prior Learning formats. A number of programmes are due to commence in the Autumn check with regional personnel above and on the website.

## Advocacy Practice for Information Providers

CIB has delivered an Advocacy Practice course (DIT accredited) in 2008, consisting of 8 course days on topics of: Employment Law, Health/Disability, Social Welfare: Focus on Appeals; Immigration, Equality/Housing, Negotiation Skills, Case Management and Report Writing. The successful participants will receive Continuous Development Certificates with 10 European Credit Transfer and Accumulation System (ECTS) credits at level 7 on the NFQ. This course will commence later on this year. Check with Regional Training Executives/Website for further information.

**For further information go to [www.citizensinformationboard/services/training](http://www.citizensinformationboard/services/training)**

# Citizens Information Board Training Course Application Form

PLEASE RETURN A (SIGNED) PHOTOCOPY OF THIS COMPLETED FORM (OR DOWNLOAD COPY FROM WEBSITE) AND RETURN TO THE RELEVANT OFFICE (see contact details on 'Where to Apply').

|  |               |                               |                     |
|--|---------------|-------------------------------|---------------------|
| <b>Title of Course</b>                                 |               |                               |                     |
| <b>Course Date:</b> ___/___/09                         |               | <b>Venue:</b>                 |                     |
| <b>Name of applicant</b>                               |               |                               |                     |
| <b>Home Telephone:</b>                                 | <b>Email:</b> | <b>Mobile:</b>                | <b>Organisation</b> |
| <b>Organisation address</b>                            |               | <b>Correspondence address</b> |                     |
|  |               |                               |                     |
|  |               |                               |                     |
|  |               |                               |                     |
| <b>Special requirements i.e access/Diet?</b>           |               |                               |                     |
| <b>Where did you hear about this training course?:</b> |               |                               |                     |

Training Calendar  CIB website  Other Website  Other Source   
 please specify

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

|  |   |                             |                                       |
|--|---|-----------------------------|---------------------------------------|
| <b>Your status</b>                           |   |                             |                                       |
| 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 (please specify) <input type="checkbox"/> |                             |                                       |

|   |  |
|---|--|
| <b>Your Job Title</b>                         |  |
| <b>Hours per week working in organisation</b> |  |
| <b>Length of time with organisation</b>       |  |

|   |
|---|
| <b>How do you think training on this topic will benefit you in your work in the organisation?</b> |
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|---|
| <b>Are there any particular aspects of this topic that interest you which you would like covered?</b> |
|   |

|  |
|--|
| <b>Would you like to receive information on upcoming training events via email</b> |
| Yes <input type="checkbox"/> No <input type="checkbox"/>                           |

|   |
|---|
| <b>Important</b>  |
| <b>Approved (within organisation) by: (signature):</b>    |
| Training Co-ordinator/Supervisor:                         |
| Development Mgr/Board of Management (print name & title): |

|  |
|--|
| <b>Course Fees</b>   |
| <b>Citizens Information Centre (CIC/CIS) Staff and MABS staff:</b> No fee                                  |
| <b>All others:</b>   |
| Half day course €50      One day course (including lunch) €100   |
| Two day course (including lunch) €200  |
| <b>Note:</b> Do not send a cheque to the Citizens Information Board. An invoice is issued after the event. |

For further information go to [www.citizensinformationboard/services/training](http://www.citizensinformationboard/services/training)