



Citizens **Information** Board
information · advice · advocacy

Training Programme September to December 2009

Welcome

Welcome to the Citizens Information Board's (CIB) National Programme of Training Events for September to December 2009. CIB delivers two training programmes annually - March to June and September to December.

This programme combines five Regional Training Programmes and a Customer Service and Training (CS&T) programme organised centrally comprising of skills development courses. Courses can be viewed in this programme by:

- **Alphabetical**
- **Region and**
- **Training Calendar September to December 2009.**

All the relevant details are given on the pages that follow. This programme is also available in a HTML format on the website. An application form is available on page 50 of the fully downloaded programme or a link on the website. **Details of where to return the form are given at the beginning of each regional section.**

This training programme contains a range of training events aimed at those providing information, advice and advocacy services to the public. The courses will help to develop knowledge, interpersonal skills and management/organisational skills.

Please make contact with your Regional Training Executive (RTE) or CS&T Executive if you require any further information.

CIB places great importance on the delivery of high quality information services to the public through a number of related and accessible channels. In its support of the delivery of high quality information, the CIB CSandT provide a range of training programmes, both accredited and non-accredited, using a variety of delivery modes to maintain high standards of best practice. CIB is also committed to the provision of training that upholds the principles of equality.

CIB is a registered Further Education and Training Awards Council (FETAC) provider and offers programmes leading to FETAC awards in the National Framework of Qualifications (NFQs). The Information Providers Programme (IPP) is delivered to support and enable one to provide a quality information service in the community as a paid or volunteer information provider. The IPP consists of two modules at level 6 – **Information, Advice and Advocacy Practice (L32072)** along with **Social and Civil Information (L32073)**. The Programme is delivered in a classroom situation, or by Distance Learning or by Recognition of Prior Learning. For more information see page 48 and website.

Consistent with its strategy of working more closely with its customers the CIB has Regional RTEs on its five regional service teams. The RTEs work together with the CSandT Executives to design and deliver training programmes to meet identified needs.

We thank all those who work with us in the planning and delivery of the programmes in this calendar period and look forward to working in partnership with all our customers to continue to improve information, advice and advocacy services to the public.

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Delivering a quality customer service	12
Enhancing reception and administration skills in an information service	13
Workplace rights for migrant workers	14
Social policy in Practice - seminar	15
Providing information, advice and advocacy to people with an intellectual disability	16

Region 1

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Self employment: focus on welfare, start up cessation and main taxation aspects	20
Family law and relationships with focus on role of the information provider	21
Job loss and unemployment – a case study approach	22
Dealing with challenging behaviour	23
SWA payments including rent and mortgage interest supplement	24
Public and private pensions	25

Region 2

Managing a domestic violence disclosure	27
Self employment: focus on welfare, start up, cessation and maini taxation	28
Job loss and unemployment – a case study approach	29
Family law – separation and divorce	30
SWA payments – focus on habitual residence condition	31

Region 3

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Bullying and harrassment – the employers responsibilities	35
Health Service Executive appeals and complaints	36
Social Welfare appeals – a practical approach	37
Family law and relationships – legal issues	38
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Region 4

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Region 5

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Immigrants rights and entitlements	49
Developing an effective staff support and supervision programme	50
Making presentations using powerpoint	51
Dealing with employment law cases	52

TRAINING PROGRAMME SEPTEMBER TO DECEMBER 2009

The Citizens Information Board (CIB) delivers training services to people involved in organisations providing social and civil information to the public. Training programmes are delivered at regional level throughout the country. While training courses are planned to meet the needs of organisations within a region it is possible to apply/attend a course in another region where appropriate. There is a Regional Training Executive (RTE) based in each of the five regional service teams. Each RTE has identified training needs in consultation with customers e.g. Citizen Information Centres (CICs) and other information providing organisations. A range of regional courses has been designed by the RTEs to meet these training needs. In addition to the five Regional Training Programmes, Customer Service and Training (CS&T/Central) deliver skills development courses and new courses of general interest open to all as appropriate.

This brochure contains the five Regional Training Programmes plus the CS&T Programme in detail. The index on page 3 lists all the courses being delivered.

For more information on the Regional Training Programmes contained in this brochure please contact the relevant RTE as follows:

Region 1

Liam Murtagh,
Citizens Information Board,
4 Adelphi Court, Dundalk,
Co. Louth.
Tel: 042 933 2913
E: liam.murtagh@ciboard.ie

Region 2

Ann Marie Byrne*
Citizens Information Board,
Level One, The Bridge Centre,
Tullamore,
Co. Offaly,
Tel: 057 934 1262
E: annmarie.byrne@ciboard.ie

Region 3

Ian Coulter,
Citizens Information Board,
4 The Parade, Kilkenny
Tel: 056 776 5176:
E: ian.coulter@ciboard.ie

Region 4

Mary Lyne,
Citizens Information Board,
101 North Main Street,
Cork.
Tel: 021 422 2280
E: mary.lyne@ciboard.ie

Region 5

Claire Ruddy,
Citizens Information Board,
Mill Lane, Castlebar,
Co. Mayo
Tel: 094 902 2169
E: claire.ruddy@ciboard.ie

Customer Service and Training/Central

Gillian Strain*
Citizens Information Board
43 Townsend Street
Dublin 2
Tel: 01 605 9000
E: gillian.strain@ciboard.ie

* Training Administrator

Regional Training Executives

These details, as well as application contact details, are repeated at the beginning of each programme. **See the map on the inside cover for the CIB Regional details.**

For more information on CS&T/Central Services in this programme please contact the relevant staff as follows:

Customer Service and Training (CS&T)

Service Administrator

Gillian Strain

Training Executives

Josephine Glennon

Adrienne Collins

Heather Sheane

Customer Service Executive

Helen McDermott

Manager

Geraldine Cullen

Booking

When specific courses have been identified for individuals in your organisation a completed application form, signed by the Training Co-ordinator/Supervisor and/or Development Manager/Board of Management, should be sent to the relevant administrator (see previous page/calendar/regional section of this programme).

There is an application form on page 54 of the programme and is also available from the website www.citizensinformationboard.ie. All courses have a closing date and application forms for the courses must be received in advance of the closing date. In applying for a specific course the applicant should:-

- **read the course information so that applications meet with the level (see below) of training appropriate to the applicant. The course details will make any prerequisites for attendance very clear**
- **check the relevant closing date**
- **ensure the application form is completed fully, including the brief questionnaire, and signed**
- **check the course date(s) and time to ensure that you will be able to attend the full course and confirm the date(s) of course(s) you have applied for in your diary.**

Training applications should be processed through the Training Officer/Supervisor/Development Manager/Board of Management within your organisation to ensure that there is a training record established of the knowledge and skills being acquired by staff, and that the courses being applied for are relevant to the applicant. The Training Officer/Supervisor/Development Manager/Board of Management in your organisation must sign the application form.

Course Levels Explained

You will see, "Level 1", "Level 2" or "Level 3" noted next to each course title. This is to indicate the level of experience participants should have reached in order to get full benefit from a course – see below:

Level 1	courses at level 1 are suited to personnel who have completed their induction training and have some experience of giving information to the public
Level 2	courses at Level 2 are for personnel who have completed the Information Providers Programme (IPP) and /or have at least one years experience of giving information to the public
Level 3	courses at Level 3 are for experienced Information Providers who have a good basic knowledge of the course subject matter on offer and wish to enhance and deepen that knowledge.

A number of courses may require knowledge of specific topics/reading in advance – see course text for details.

Course Fees

Citizens Information Board / Money Advice and Budgeting Service (MABS) No Fee

All Others:

1 day course (including lunch) €100.00

2 day course (including lunches) €200.00

Half Day course €50.00

CIB will invoice the course participant's organisation. **Do not enclose a cheque with your application.**

Selection Procedure

When applications are received there will be a selection procedure to ensure the best match of participant to course.

Criteria for selection will include:

- Level of experience of applicant as appropriate to level of course
- The applicant's role in the organisation as relevant to the course topic
- Applicant's expectations, based on information supplied in the application form, related to the course content as described
- Sufficient previous training in this area
- Whether applicant has fully filled in the course application form, and has it approved and signed by the appropriate person in the organisation.

Other factors that will be taken into consideration include the geographic location of the course, number of applications from the one organisation, and the total number of bookings for the course.

All applications will be acknowledged. Applicants will be notified immediately after the closing date, as to whether or not they have a place on the course applied for.

Cancellations

Given the demand for places on courses, with numbers on waiting lists, we appreciate people letting us know if they cannot attend as soon as possible please in order to reallocate the place.

Course Details

Customer Service and Training (Central Services)

For enquiries regarding training services
and applications please contact:

Gillian Strain
Service Administrator
Customer Service and Training,
Citizens Information Board,
Georges Quay House,
43 Townsend Street,
Dublin 2
T: 01 605 9020, F: 01 605 9099
E: gillian.strain@ciboard.ie

LEVEL 3 COURSE TITLE	
	IMMIGRANTS RIGHTS AND ENTITLEMENTS (ADVANCED)
DATE	Thursday 15 th October 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 10.00am – 4.30pm
PRESENTERS	Gill Kennedy, Training Officer, Immigrant Council of Ireland
LIMITED TO	25
AIM	To upskill participants enabling them to deal with more complex immigration cases and to update them on recent policy developments in this area
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • outline the recent changes to the employment permits scheme • explain the issues facing migrants who have recently been made redundant, eg seeking alternative employment, becoming undocumented, applying for social welfare • outline the rights and entitlements of family members of Irish citizens and migrants living in Ireland • use up to date information on all aspects of immigration policy in Ireland.
CLOSING DATE	Thursday 1 st October 2009

Level 1, 2 and 3 COURSE TITLE	FINDING YOUR WAY AROUND www.citizensinformation.ie AND GETTING TO KNOW ITS SPECIAL FEATURES BETTER
DATE	Wednesday 28 th October 2009
VENUE and TIME	St Andrews Resource Centre, Pearse Street, Dublin 2 (Half day course, run twice) 10am – 1pm and 2pm – 5pm
PRESENTER	Renee Hayes, Citizens Information Board IT Panel of Trainers
LIMITED TO	12 per course. Aimed at CIS Information Providers.
AIM	Learners will become familiar with the features of www.citizensinformation.ie so it becomes a familiar tool to support them in their work as information providers. The benefits of the Internet for information providers as well practical advice and training on using other useful sites on the Internet will also be covered.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • use Categories on the Home Page to access information on a wide range of subjects • use the Search facility on the website • build up a list of favourite sites in MyInformation • use MyInformation to save frequent searches or frequently used documents • use the Find an Address feature • use the subject index • use the What's New feature • use the Voluntary and Community Sector News feature • use Know Your Rights • use What's New – Do you know • use Reference Documents • use foreign language documents • search the Internet using Google • fill out and print off a form • copy, paste and print off information from different sources • send an email • log onto other useful Government websites.
SPECIAL REQUIREMENTS	All participants must have an email address and be competent in using the computer and the Internet.
CLOSING DATE	Wednesday 14th October 2009

COURSE TITLE	DELIVERNG A QUALITY CUSTOMER SERVICE
DATE	Thursday 29 th October 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2
PRESENTER	Helen McDermott, Customer Service Executive, Citizens Information Board
LIMITED TO	15
AIM	Enhance participants knowledge, skills and attitudes in providing a high standard of quality customer service in their transactions with the public.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:</p> <ul style="list-style-type: none"> • outline their role in identifying and meeting the needs and expectations of customers using their services • devise effective communications for dealing with customers • deal with challenging customers and challenging situations in line with "Guidelines for Citizen Information Services relating to Challenging or Difficult Clients" • deal with complaints calmly and assertively by turning them into opportunities • Identify the skills involved in the delivery of information over the telephone • perform positively and professionally under pressure.
CLOSING DATE	Thursday 15 th October

Level 1	ENHANCING RECEPTION AND ADMINISTRATION SKILLS IN AN INFORMATION CENTRE
COURSE TITLE	
DATE	Wednesday 18 th November 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 10.00am – 4.30pm
PRESENTERS	Helen McDermott, Customer Service Executive, Citizens Information Board and an experienced administrator from CIS
LIMITED TO	15
AIM	To enable participants to further develop their customer service and administration skills to deal with their customers effectively
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • recognise the importance of customer service to your role • demonstrate the importance of first impressions • demonstrate effective customer communications • demonstrate professional telephone skills • deal positively with challenging customers, challenging situations and in handling complaints • plan an organised reception and information display area • illustrate how the day-to-day administration of the centre should be carried out. <p>Additional administration skills such as Minute-taking, IT, Diary system, Time management to be covered at another stage.</p>
SPECIAL REQUIREMENTS	Please ensure that you are familiar with the CIB Customer Charter, Guidelines on dealing with Difficult and Challenging Customers and Dealing with Complaints effectively
CLOSING DATE	Wednesday 4th November 2009

LEVEL 3 COURSE TITLE	WORKPLACE RIGHTS FOR MIGRANT WORKERS Irregular migration, temporary permission to remain and regularising status in the state
DATE	Thursday 5 th November 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 10.00am – 4.30pm
PRESENTER	Heena Hasan, Training and Information Worker and other staff from the Migrant Rights Centre Ireland (MRCI).
LIMITED TO	25
AIM	Through case studies and live examples the MRCI will train information providers to identify and advocate access to regularisation of status for migrant workers
LEARNING OUTCOMES	On completion of this course participants should be able to: - <ul style="list-style-type: none"> • explain key modes of entry into Ireland (Stamp 1 -6) • communicate information on the irregular migration and regularisation (including Section 3 and Humanitarian leave to remain) • identify the main ways in which migrant workers become undocumented in the state • communicate information on the key responses by the state on this issue and the mechanisms used to regularise undocumented workers in Ireland
CLOSING DATE	Thursday 22nd October 2009

LEVEL 2 COURSE TITLE	SOCIAL POLICY IN PRACTICE - SEMINAR ON SOCIAL POLICY AND MIGRANTS: USING FEEDBACK FROM INFORMATION SERVICES TO INFORM POLICY
DATE	Thursday 26 th November 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 10.00am – 4.30pm
PRESENTER	Contributors from Immigrant Council of Ireland (ICI), Migrant Rights Centre (MRCI), and Citizens Information Services (CIS).
LIMITED TO	25
AIM	To identify how feedback from Citizens Information Services and other information providers can be used to inform and influence policies and procedures on immigration.
LEARNING OUTCOMES	The seminar will focus on: <ul style="list-style-type: none"> • the nature of queries presented to information services by migrants, changing trends related to the downturn and how feedback from information providers on the issues emerging is used to influence policies. • An overview of immigration policy and legislative provisions. • An outline of policy structures and forums will be provided along with inputs from organisations representing migrants and policy makers.
CLOSING DATE	Thursday 12th November 2009

COURSE TITLE Level 1	PROVIDING INFORMATION, ADVICE AND ADVOCACY TO PEOPLE WITH INTELLECTUAL DISABILITY
DATE	Wednesday 2 nd December 2009
VENUE and TIME	Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 10.00am – 4.30pm
PRESENTER	Liza Kelly, Advocacy Officer, Inclusion Ireland
LIMITED TO	25
AIM	To develop the knowledge, skills and attitudes of participants so that they can provide information in an accessible way to people with an intellectual disability.
LEARNING OUTCOMES	On completion of this course participants should be able to: - <ul style="list-style-type: none"> • recognise issues which may arise when providing information to people with an intellectual disability • explain guidelines on how to provide/apply information in a easy to read way • display examples of good quality 'easy to read' information
CLOSING DATE	Wednesday 18th November 2009

REGION 1

Cavan, Dublin City (Northside), Fingal, Louth, Meath, Monaghan

**For enquiries regarding training
in this region please contact:**

Regional Training Executive

Liam Murtagh

Citizens Information Board,
4 Adelphi Court,
Long Walk,
Dundalk,
Co. Louth
T: 042 933 2913, F: 042 9337081
E: liam.murtagh@ciboard.ie

Anne Flynn

Citizens Information Board,
4 Adelphi Court, Long Walk,
Long Walk,
Dundalk,
Co. Louth,
T: 042 933 2913, F: 042 9337081
E: anne.flynn@ciboard.ie

Where to Apply

Renee Hayes

Citizens Information Board,
Elm House,
Elm Bank,
Cootehill Road,
Co Cavan
T: 049 436 2533, F: 049 433 2525
E: renee.hayes@ciboard.ie

Level 1**COURSE TITLE SOCIAL WELFARE APPEALS – A PRACTICAL APPROACH****DATE** Wednesday, 16th September 2009**VENUE and TIME** Civic Centre, Ballymun Road, Dublin 9.
10.00am – 4.30pm**PRESENTERS** Angela Morrissey, Training Consultant
Ruth O’Dea, Training Consultant**LIMITED TO** 20 participants**AIM** To enhance information providers knowledge and skills to deal competently with social welfare appeals.**LEARNING OUTCOMES** On completion of this course participants should be able to:-

- describe the regulations and legislation surrounding social welfare appeals
- explain when and how to make an appeal
- outline the structures and procedures of the Social Welfare Appeals Office
- organise submissions for a social welfare appeal and explain to a client what will happen at an appeal hearing
- identify potential pitfalls when dealing with social welfare appeals
- plan for an appeal.

CLOSING DATE **Friday, 4th September 2009**

LEVEL 2 COURSE TITLE	JOB LOSS AND UNEMPLOYMENT – A CASE STUDY APPROACH
DATE	Wednesday 30th September 2009
VENUE AND TIME	Citizens Information Board, George's House Quay, Townsend Street, Dublin 2. 10.00am – 4.30pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC Billy Roche, Training Consultant
LIMITED TO	25 participants
AIM	To enable experienced information providers to provide comprehensive information and advice on redundancy and Social Welfare to customers faced with job loss/short time working. A Case-Study approach will be used.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • outline the redundancy process and redundancy-related legislation • identify an employee's rights when faced with redundancy • identify options in cases of difficulties arising relating to redundancy payment • devise responses to complex queries regarding Social Welfare entitlements and supports for those who have become unemployed or are on in part time work / short time working / 'lay off' situations • outline the position relating to social welfare entitlements for those who are self-employed and have low business activity or are ceasing to be self employed • explain the education and work options available through FÁS and other agencies • calculate the rent or mortgage interest supplement available to the unemployed person.
CLOSING DATE	Friday 18th September 2009

LEVEL 2 COURSE TITLE	
	SELF EMPLOYMENT: FOCUS ON WELFARE, START UP, CESSATION AND MAIN TAXATION ASPECTS
DATE	Thursday 1 st October 2009
VENUE AND TIME	Newgrange Hotel, Bridge Street, Navan. 10.00am – 1.00pm
PRESENTERS	Gary Ogle, Tax Consultant Sile Healy, Department of Social and Family Affairs
LIMITED TO	20 participants
AIM	To provide participants with the knowledge necessary to respond to queries in relation to entitlements and main compliance obligations of customers who are self employed or are considering setting up or winding up their own business.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • define self employment, sole trader, family business • explain the process of registering with the Companies Registration Office whether as a sole trader or as a company with limited status • identify sources of support available in the areas of starting a business and business planning • identify the main taxation issues arising from self employment • explain how to register for income tax, VAT and file a taxation return • explain the position in relation to Social Insurance and pensions obligations and entitlements for the self employed • describe supports available to the self employed such as Back to Work Enterprise Allowance, Jobs Facilitators (DSFA), Area based partnerships and Enterprise Boards • explain the position regarding social welfare supports and other issues to be considered when ceasing self employment and winding up a business • name useful website contacts and referral points for the self employed or those considering setting up their own business.
CLOSING DATE	Tuesday 22nd September 2009

LEVEL 3 COURSE TITLE		FAMILY LAW AND RELATIONSHIPS WITH A FOCUS ON THE ROLE OF THE INFORMATION PROVIDER
DATE	Tuesday 6 th October 2009	
VENUE and TIME	Town Hall, Civic Centre, Balbriggan, Co. Dublin. 10.00am – 4.30pm	
PRESENTERS	Anne O'Carroll, Cascade Training	
LIMITED TO	25 participants	
AIM	To enable participants to identify and provide the information needed by the client at various stages of relationship difficulties.	
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain the basic laws governing marriage, separation, annulment and divorce • identify the key differences between rights/obligations in marital and non-marital families • use appropriate information for the client based on having identified the stage at which they present • identify issues that contribute to difficulties in a relationship (finance addiction, domestic violence etc) • summarise practical pre-emptive steps for cohabittees and lone parents to avoid or reduce difficulties • outline practical options and issues pending and following separation • identify relevant advisory, information and support agencies for referral purposes. 	
CLOSING DATE	Friday 25 th September 2009	

LEVEL 1 COURSE TITLE	JOB LOSS AND UNEMPLOYMENT – A CASE STUDY APPROACH
DATE	Thursday 15th October 2009
VENUE and TIME	Cavan Innovation and Technology Centre, Dublin Rd., Cavan 10.00am – 4.30pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC Billy Roche, Training Consultant.
LIMITED TO	25
AIM	To enable experienced information providers to provide comprehensive information and advice on redundancy and Social Welfare to customers faced with job loss/short time working. A Case-Study approach will be used.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • outline the redundancy process and redundancy-related legislation • identify an employee's rights when faced with redundancy • identify options in cases of difficulties arising relating to redundancy payment • devise responses to complex queries regarding Social Welfare entitlements and supports for those who have become unemployed or are on in part time work / short time working / 'lay off' situations • outline the position relating to social welfare entitlements for those who are self-employed and have low business activity or are ceasing to be self employed • explain the education and work options available through FÁS and other agencies • calculate the rent or mortgage interest supplement available to the unemployed person.
CLOSING DATE	Monday 5th October 2009

LEVEL 2 COURSE TITLE	
DATE	Thursday 19 th November 2009
VENUE and TIME	Crowne Plaza Hotel, Blanchardstown, Dublin 15. 10.00am – 1.00pm (Tea/Coffee available from 9.30am)
PRESENTERS	Angela Morrissey, Training Consultant
LIMITED TO	20 participants
AIM	To enhance participants skills in conflict management and to deal with challenging behaviour. It will also equip participants with the techniques they need for managing and de-escalating situations that have already developed.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • communicate as part of good work practice • deal with confrontation and defuse anger with confidence • use conflict management to prevent incidents from escalating, applying tried and trusted techniques • explain how to de-brief observers and report on difficult incidents • devise a strategy to pre-empt and reduce conflict situations and aggressive behaviour at work • use the confidence developed in their own ability to deal with difficult situations.
CLOSING DATE	Friday 9th October 2009

LEVEL 1	SWA PAYMENTS INCLUDING RENT AND MORTGAGE INTEREST SUPPLEMENT
COURSE TITLE	SWA PAYMENTS INCLUDING RENT AND MORTGAGE INTEREST SUPPLEMENT
DATE	W ednesday 11 th November 2009
VENUE and TIME	Ardee Business Park, Hale Street, Ardee, Co. Louth 10.00am – 1.30pm
PRESENTERS	Lisa Doyle, Community Welfare Services HSE
LIMITED TO	25
AIM	To enable participants to provide accurate information, guidance and assistance on Rent Supplement, Mortgage Interest Supplement and on the Medical Card
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • explain the qualifying criteria and rates of Rent Supplement payable to eligible applicants. • explain the rules on income disregard in relation to Mortgage Interest Supplement. • identify the entitlements relating to a medical card/GP visit card and the income guidelines as well as the specific arrangements applying to those over 70.
CLOSING DATE	Monday 2nd November 2009

LEVEL 1 PUBLIC AND PRIVATE PENSIONS	
COURSE TITLE	
DATE	Wednesday 25 th November 2009
VENUE and TIME	MABSndI, Commercial House, Blanchardstown, Dublin 10.00am – 1.00pm
PRESENTERS	Irish Pensions Board Representative and Sheila Hayes, Training Officer, Malahide CIC
LIMITED TO	25
AIM	To provide participants with a general overview of the Irish State and Private Pensions through the practical use of case studies.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • outline the statutory and private pensions available in Ireland • state how the PRSI based State Contributory Pensions are calculated • explain how savings/assets are means-tested by the Department of Social and Family Affairs for the State Non-Contributory Pension • describe the range of pension options available to the self-employed • outline the role of the Office of the Pensions Ombudsman and how to access its services • explain what is meant by:- <ul style="list-style-type: none"> ○ Occupational Pension Schemes (OPSs) ○ Personal Retirement Savings Accounts (PRSAs) ○ Retirement Annuity Contracts (RACs) ○ Additional Voluntary Contributions (AVCs) • identify the tax relief associated with pension schemes
CLOSING DATE	Friday 13 th November 2009

REGION 2

Dublin City (Southside), Dublin South County (excluding Dun Laoghaire/Rathdown),
Kildare, Laois, Longford, Offaly, Westmeath

**For Enquiries and Applications
in this region please contact:
Regional Training Administrator**

Ann Marie Byrne

Citizens Information Board,

c/o Offaly CIS,

Level 1

The Bridge Centre,

Tullamore,

Co. Offaly

T: 057 9341262, F: 057 9351523

E: annmarie.byrne@ciboard.ie

LEVEL 2	
MANAGING A DOMESTIC VIOLENCE DISCLOSURE	
COURSE TITLE	
DATE	Tuesday 15 th September 2009
VENUE and TIME	Tullamore Court Hotel, Tullamore, Co. Offaly 10.00am – 1.00pm
PRESENTER	Margaret Costello Children and Family Services Training Team, HSE, Dublin Northeast
LIMITED TO	25 participants
AIM	To introduce participants to the dynamics of domestic violence, to provide them with skills to competently facilitate a disclosure and to equip them with information to propose options available to clients in those situations.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • define “domestic violence” • perform a disclosure competently • outline the dynamics of domestic violence • describe the types of protection available under domestic violence legislation • explain what happens when the Orders are breached • identify possible options • list information on support and refuge services available locally and nationally.
CLOSING DATE	Tuesday 1 September 2009

LEVEL 2	SELF EMPLOYMENT: FOCUS ON WELFARE, START UP, CESSATION and MAIN TAXATION MATTERS
COURSE TITLE	
DATE	Thursday 15 th October 2009
VENUE and TIME	Glenroyal Hotel, Maynooth, Co. Kildare 10.00am – 1.00pm
PRESENTERS	Gary Ogle, Tax Consultant and Sile Healy, Department of Social and Family Affairs
LIMITED TO	25 participants
AIM	To provide participants with the knowledge necessary to respond to queries in relation to entitlements and main compliance obligations of customers who are self employed or are considering setting up or winding up their own business.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • define self employment, sole trader, family business • identify sources of support available in the areas of starting a business and business planning • identify the main taxation issues arising from self employment • explain how to register for income tax, VAT and file a taxation return • explain the position in relation to Social Insurance and pensions for the self employed • describe supports available to the self employed such as Back to Work Enterprise Allowance, Jobs Facilitators (DSFA), Area based partnerships and Enterprise Boards • explain the position regarding social welfare supports and other issues to be considered when ceasing self employment and winding up a business • name useful websites contacts and referral points for the self employed or those considering setting up their own business
CLOSING DATE	Thursday 1 October 2009

LEVEL 2 COURSE TITLE	JOB LOSS AND UNEMPLOYMENT – A CASE-STUDY APPROACH
DATE	Wednesday 28 th October, 2009
VENUE AND TIME	Newbridge Parish Centre, Newbridge, Co. Kildare 10.00am – 4.30pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC Billy Roche – Training Consultant
LIMITED TO	25 participants
AIM	To enable experienced information providers to provide comprehensive information and advice on redundancy and Social Welfare to customers faced with job loss/short time working. A Case-Study approach will be used.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • outline the redundancy process and redundancy-related legislation • identify an employee's rights when faced with redundancy • identify options in cases of difficulties arising relating to redundancy payment • devise responses to complex queries regarding Social Welfare entitlements and supports for those who have become unemployed or are on in part time work / short time working / 'lay off' situations • outline the position relating to social welfare entitlements for those who are self-employed and have low business activity or are ceasing to be self employed • explain the education and work options available through FÁS and other agencies • calculate the rent or mortgage interest supplement available to the unemployed person.
SPECIAL REQUIREMENTS	Participants are advised that some preparation work is required for this event – reading material will be circulated in advance.
CLOSING DATE	Wednesday 7th October 2009

LEVEL 2	
COURSE TITLE	FAMILY LAW – SEPARATION AND DIVORCE
DATE	Wednesday 11 th November 2009
VENUE and TIME	Portlaoise Parish Centre, Dublin Road, Portlaoise, Co. Laois. 10.00am – 4.30pm
PRESENTERS	Anne O’Carroll, Director, Cascade Consultancy
LIMITED TO	25 participants
AIM	To enable participants to deal with the complexity of family law as it arises when a client presents with impending marital separation.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain the basic laws governing marriage, separation, annulment and divorce • identify key post-separation/divorce issues • summarise the main aspects of maintenance, guardianship, custody/access, mediation and collaborative law • summarise property, inheritance and family home rights • identify the key differences between rights/obligations in marital and non-marital families • outline common misconceptions and pitfalls • advise practical pre-emptive steps for cohabitees and lone parents to avoid or reduce difficulties • identify the relevant advice, information and support agencies for referral purposes.
CLOSING DATE	Wednesday 28th October 2009

LEVEL 2 COURSE TITLE	SWA PAYMENTS – BASIC, RENT SUPPLEMENT, MORTGAGE INTEREST SUPPLEMENT – FOCUS ON THE HABITUAL RESIDENCE CONDITION
DATE	Tuesday 24 November 2009
VENUE AND TIME	Citizens Information Board, George’s Quay House, Townsend St., Dublin 2 10.00am – 4.30pm
PRESENTERS	Jean Plummer and Bernie Burke HSE Community Welfare Service, Training, Development and Support Unit
LIMITED TO	25 participants
AIM	To enable participants to provide accurate information, guidance and assistance on SWA payments including Rent Supplement and Mortgage Interest Supplement with a particular focus on how the Habitual Residence Condition impacts on these payments.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • explain the main qualifying criteria of each payment and rates payable for eligible applicants • outline how the Habitual Residence Condition impacts on SWA payments • advise on how the means test is calculated for Rent Supplement and Mortgage Interest Supplement • explain the process of decision making • advise an individual how to make an appeal.
CLOSING DATE	Tuesday 10th November 2009

REGION 3

**Carlow, Dun Laoghaire/Rathdown, Kilkenny, Tipperary,
Waterford, Wexford, Wicklow.**

**For enquiries regarding training
in this region please contact:
Regional Training Executive
Ian Coulter**

Citizens Information Board,
4 The Parade,
Kilkenny.

T: 056 776 5176, F: 056 776 4211

E: ian.coulter@ciboard.ie

**For booking enquiries
in this region please contact:
Regional Training Administrator
Marie Farrelly**

Citizens Information Board,
14 Gladstone Street,
Waterford.

T: 051 850 998, F: 051 876 575

E: marie.farrelly@ciboard.ie

Level 2 COURSE TITLE	JOB LOSS AND UNEMPLOYMENT – A CASE-STUDY APPROACH
DATE	Half Day Course Employment related issues (with Billy Roche), Thursday, September 24th 2009 Half Day Course Social Welfare issues (with Sheila Hayes), Thursday, October 1st 2009
VENUE AND TIME	St Joseph's Parish Centre, Glasthule, Co. Dublin 10.00am – 1.00pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC Billy Roche – Training Consultant
LIMITED TO	25 participants
AIM	To enable experienced information providers to provide comprehensive information and advice on redundancy and Social Welfare to customers faced with job loss/short time working. A Case-Study approach will be used.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • outline the redundancy process and redundancy-related legislation • identify an employee's rights when faced with redundancy • identify options in cases of difficulties arising relating to redundancy payment • devise responses to complex queries regarding Social Welfare entitlements and supports for those who have become unemployed or are on in part time work / short time working / 'lay off' situations • outline the position relating to social welfare entitlements for those who are self-employed and have low business activity or are ceasing to be self employed • explain the education and work options available through FÁS and other agencies • calculate the rent or mortgage interest supplement available to the unemployed person
SPECIAL REQUIREMENTS	Participants are advised that some preparation work is required for this event – reading material will be circulated in advance.
CLOSING DATE	Thursday, 3rd September 2009

Level 2	RENT SUPPLEMENT, MORTGAGE INTEREST SUPPLEMENT AND OTHER HSE PAYMENTS
COURSE TITLE	
DATE	Thursday, 26 th November 2009
VENUE AND TIME	Anner Hotel, Thurles, Co Tipperary 10.00am – 4.30pm
PRESENTERS	Lisa Doyle, Training Unit, HSE Community Welfare Services
LIMITED TO	25 participants
AIM	To enable participants to provide accurate information, guidance and assistance on Rent Supplement, Mortgage Interest Supplement and other HSE payments.
LEARNING OUTCOMES	On completion of this course participants should be able to: <ul style="list-style-type: none"> • explain the qualifying criteria and rates of Rent Supplement payable to eligible applicants • explain the rules on income disregard in relation to Mortgage Interest Supplement • identify the entitlements and qualification requirements for other HSE payments
CLOSING DATE	Thursday, 12th November 2009

Level 2	BULLYING AND HARRASSMENT – THE EMPLOYER’S RESPONSIBILITIES
COURSE TITLE	
DATE	Thursday 15 th October 2009
VENUE and TIME	Ashdown Park Hotel, Gorey, Co Wexford 10.00am – 4.30pm
PRESENTERS	Marie Rock, Employment Law Consultant
LIMITED TO	25 participants
AIM	To equip participants with sufficient knowledge of the legal responsibilities of employers to prevent improper behaviour in the workplace and the necessary skills to be taken to achieve this.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • identify employers’ obligations under the Health and Safety at Work Act, 2005 • identify hazards and associated risks • devise controls for the risks identified • design an effective workplace Bullying and Harassment policy • define bullying • define harassment • deal with an allegation of bullying or harassment • identify known factors to signal a risk of bullying in the workplace
CLOSING DATE	Thursday 1 st October 2009

LEVEL 2	
COURSE TITLE	HEALTH SERVICE EXECUTIVE APPEALS AND COMPLAINTS
DATE	Wednesday, October 21 st 2009
VENUE and TIME	The Glenview Hotel, Glen of the Downs, Delgany, Co Wicklow 10.00am – 4.30pm
PRESENTERS	Greg Price, LLB, Appeals and Complaints Officer, HSE Mila Whelan and Jennifer Graham, HSE
LIMITED TO	20 participants
AIM	To enable participants to provide accurate information, guidance and assistance to people who may wish to appeal any decision of the Health Service Executive or to complain about any aspect of their services. A case-study approach will be used.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • define an Appeal • define a Complaint • explain the process of decision making • advise an individual on how to make an appeal • advise an individual on how to make a complaint • state the timeframes involved • outline the purpose and format of personal interviews • explain the role of advocacy.
CLOSING DATE	Wednesday, 7th October 2009

LEVEL 2	
COURSE TITLE	SOCIAL WELFARE APPEALS – A PRACTICAL APPROACH
DATE	Thursday 5 th November
VENUE and TIME	Athenaeum House Hotel, Christendom, Ferrybank, Waterford 10.00am – 4.30pm
PRESENTER	Angela Morrissey, Training consultant Ruth O’Dea, Training consultant
LIMITED TO	20 participants
AIM	Enhance information providers knowledge and skills to deal competently with social welfare appeals
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • describe the regulations and legislation surrounding social welfare appeals • explain when and how to make an appeal • outline the structures and procedures of the Social Welfare Appeals Office • organise submissions for a social welfare appeal and explain to a client what will happen at an appeal hearing • identify potential pitfalls when dealing with social welfare appeals <p>plan for an appeal.</p>
CLOSING DATE	Thursday 22nd October 2009

LEVEL 2	FAMILY LAW AND RELATIONSHIPS - LEGAL ISSUES
COURSE TITLE	
DATE	Thursday November 12 th 2009
VENUE and TIME	Mount Wolseley Hotel, Tullow, Co Carlow 10.00 am – 4.30 pm
PRESENTER	Anne O'Carroll, Cascade Training Consultancy
LIMITED TO	25 participants
AIM	To enable participants to identify and provide the information needed by the client at various stages of relationship difficulties.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain the basic laws governing marriage, separation, annulment and divorce • identify the key differences between rights/obligations in marital and non-marital families • use appropriate information for the client based on having identified the stage at which they present • identify issues that contribute to difficulties in a relationship (finance, addiction, domestic violence etc) • summarise practical pre-emptive steps for cohabittees and lone parents to avoid or reduce difficulties • outline practical options and issues pending and following separation • identify relevant advisory, information and support agencies for referral purposes.
CLOSING DATE	Thursday October 29th 2009

LEVEL 2	
COURSE TITLE	AN INTRODUCTION TO WORK PERMITS AND WORKPLACE RIGHTS
DATE	Thursday 19 th November 2009
VENUE and TIME	Citizens Information Board, 4 The Parade, Kilkenny 10.00am – 4.30pm
PRESENTERS	Heena Hassan, Training and Information Worker and staff from The Migrant Rights Centre Ireland (MRCI)
LIMITED TO	25 participants
AIM	Through case studies and live examples will train information providers to understand the work permit system and identify / advocate access to workplace rights for migrant workers
LEARNING OUTCOMES	<p>On completion of this course participants should be able to: -</p> <ul style="list-style-type: none"> • identify types of employment permits for non EEA migrant workers and key changes that have been recently implemented • outline key areas of employment legislation most affecting migrant workers • identify key issues faced by migrant workers in relation to workplace rights and accessing redress mechanisms • identify the key implications of redundancy for migrant workers • identify redress mechanisms under the relevant employment acts • explain to migrant workers how to access redress mechanisms.
CLOSING DATE	Thursday 5 th November 2009

REGION 4

Clare, Cork, Kerry, Limerick.

**For enquiries regarding training
in this region please contact:**

**Regional Training Executive
Mary Lyne**

Citizens Information Board,
101 North Main St.,
Cork.

T: 021 422 2280, F: 021 422 2270

E: mary.lyne@ciboard.ie

**For booking enquiries
in this region please contact:
Regional Training Administrator
Eileen Lee**

Citizens Information Board,
101 North Main St.,
Cork.

T: 021 422 2280, F: 021 422 2270

E: eileen.lee@ciboard.ie

LEVEL 2 COURSE TITLE	IMMIGRANTS RIGHTS AND ENTITLEMENTS (ADVANCED)
DATE	Thursday 8 th October
VENUE AND TIME	The Montenotte Hotel, Montenotte, Cork 10:00am – 4:00pm
PRESENTERS	Gillian Kennedy, Training Officer, Immigrant Council of Ireland
LIMITED TO	20 participants
AIM	To upskill participants enabling them to deal with more complex immigration cases and to update them on recent policy developments in this area
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:</p> <ul style="list-style-type: none"> • outline the recent changes to the Employment permits scheme • explain the issues facing migrants who have recently been made redundant, eg seeking alternative employment, becoming undocumented, applying for social welfare • outline the rights and entitlements of family members of Irish citizens and migrants living in Ireland • use to up to date information on all aspects of immigration policy in Ireland.
CLOSING DATE	Friday 25 th September 2009

LEVEL 2 COURSE TITLE	RIGHTS AND ENTITLEMENTS OF THE UNEMPLOYED - A CASE STUDY APPROACH
DATE	Wednesday 21st October 2009
VENUE and TIME	Board Room , The Watch House, Cross Library, Moyross, Limerick, 10:00am – 4:30pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC
LIMITED TO	20 participants
AIM	To develop, through case studies and discussion, an understanding of the options available to workers facing redundancy or shorter working hours
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • calculate the rate of Statutory Redundancy Payment and be able to explain the rules and regulations governing the scheme • explain how Jobseeker's Benefit is calculated and the duration of the payment • demonstrate how the income of the spouse/partner will affect the rate of payment • explain when systematic short-time working arises and how the rate of Jobseeker's Benefit due is calculated • explain how Jobseeker's Allowance is calculated when the applicant or their spouse/partner get part time work • explain of how the self-employed are assessed for Jobseeker's Allowance • calculate Family Income Supplement for working families on low pay • explain the Education and Work Options available through Fás • calculate Rent/Mortgage Interest Supplement due to unemployed persons • outline the range of Extra Benefits available to the unemployed/those working part-time.
CLOSING DATE	Wednesday 7 th October 2009

LEVEL 2 COURSE TITLE	DELIVERING A QUALITY CUSTOMER FOCUSED INFORMATION SERVICE
DATE	Wednesday 11 November 2009
VENUE and TIME	Citizens Information Board, 101 North Main St., Cork. 10.00am – 4.30pm
PRESENTERS	Helen McDermott, Training Executive, CIB and Mary Lyne , Regional Training Executive, CIB
LIMITED TO	15
AIM	To provide participants with the knowledge, skills and attitudes necessary to provide a standard of quality customer service in their services.
LEARNING OUTCOMES	On completion of this course participants should be able to :- <ul style="list-style-type: none"> • outline their role in identifying and meeting customer needs and expectations; • communicate effectively with customers; • deal with challenging customers and challenging situations in line with "Guidelines for Citizen Information Services relating to Challenging or Difficult Clients' • deal with complaints calmly and assertively by turning them into opportunities • identify the skills involved in the delivery of information over the telephone; • perform positively and professionally under pressure.
CLOSING DATE	Friday 23rd October 2009

LEVEL 2 COURSE TITLE	
INTERCULTURALISM AND SERVICE DELIVERY	
DATE	Tuesday 10 November 2009
VENUE and TIME	The Maldron Hotel, Southern Ring Rd., Limerick. 10:00am – 4:30pm
PRESENTERS	Rotimi Adebari, Training Consultant
LIMITED TO	20 participants
AIM	To raise participants' awareness of the increased cultural diversity in Irish society and to deepen participants understanding of issues relating to interculturalism and racism.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:</p> <ul style="list-style-type: none"> • define the term culture • identify the challenges associated with living and working with people from different social – cultural backgrounds • explain the terms minorities, assimilation, multiculturalism and interculturalism • devise ways of implementing interculturalism in the workplace • identify some of the minority ethnic groups in Ireland today • use acceptable terms to describe different ethnic groups • define race and ethnicity • describe what constitutes racism and how it manifests itself • identify the effects of racism on the individual and on society • identify the various initiatives put in place to combat racism • use a sensitive and appropriate delivery of service to minority ethnic groups including asylum seekers, refugees and travellers.
CLOSING DATE	Friday 23rd October 2009

LEVEL 2 COURSE TITLE	WILLS, INHERITANCE AND TAXATION
DATE	Thursday 19 th November 2009
VENUE and TIME	KDYS, Fairhill, Killarney, Co. Kerry. 10:00am – 4:30pm
PRESENTER	Anne O' Carroll, Director, Cascade Consultancy
LIMITED TO	25 participants
AIM	To enable participants to achieve a working knowledge of the main legal and practical issues regarding wills, inheritance and tax.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain why and how to make a will • outline the rules governing testacy and intestacy • explain the range of options available to will makers (appointing guardians, trustees, leaving life interests, right of residence, conditional bequests etc.) • outline the role of Testamentary Witness, Guardian, Trustee etc. • outline the inheritance rights of the family • list relevant tax law • suggest relevant tax planning options • explain the legal position of 'living wills' • identify the relevant advise, information and support agencies for referral purposes.
CLOSING DATE	Friday 30th October 2009

LEVEL 2 COURSE TITLE	RIGHTS AND ENTITLEMENTS OF THE UNEMPLOYED - A CASE STUDY APPROACH
DATE	Wednesday 2nd December 2009
VENUE and TIME	Citizens Information Board, 101 North Main Street, Cork 10:00am – 4:30pm
PRESENTERS	Sheila Hayes, Training Officer, Malahide CIC
LIMITED TO	20 participants
AIM	To develop, through case studies and discussion, an understanding of the options available to workers facing redundancy or shorter working hours
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • calculate the rate of Statutory Redundancy Payment and be able to explain the rules and regulations governing the scheme • explain how Jobseeker's Benefit is calculated and the duration of the payment • demonstrate how the income of the spouse/partner will affect the rate of payment • explain when systematic short-time working arises and how the rate of Jobseeker's Benefit due is calculated • explain how Jobseeker's Allowance is calculated when the applicant or their spouse/partner get part time work • explain of how the self-employed are assessed for Jobseeker's Allowance • calculate Family Income Supplement for working families on low pay • explain the Education and Work Options available through Fás • calculate Rent/Mortgage Interest Supplement due to unemployed persons • outline the range of Extra Benefits available to the unemployed/those working part-time.
CLOSING DATE	Wednesday 18th November 2009

REGION 5

Donegal, Galway, Leitrim, Mayo, Roscommon, Sligo.

**For booking and other training enquiries
in this region please contact:**

**Regional Training Executive
Claire Ruddy**

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**Regional Training Administrator
Goretti Quigley**

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LEVEL 1 COURSE TITLE	RIGHTS AND ENTITLEMENTS OF THE UNEMPLOYED - A CASE STUDY APPROACH
DATE	Wednesday 16 th September 2009
VENUE and TIME	McWilliam Park Hotel, Claremorris 10am – 4.30pm
PRESENTER	Sheila Hayes, Training Officer, Malahide CIC
LIMITED TO	25 participants
AIM	To develop, through case studies and discussion, an understanding of the options available to workers facing redundancy or shorter working hours
LEARNING OUTCOMES	<p>On completion of this course studies participants should be able to:-</p> <ul style="list-style-type: none"> • calculate the rate of Statutory Redundancy Payment and be able to explain the rules and regulations governing the scheme • explain of how Jobseeker's Benefit is calculated and the duration of the payment • demonstrate how the income of the spouse/partner will affect the rate of payment • explain when systematic short-time working arises and how the rate of Jobseeker's Benefit due is calculated • explain how Jobseeker's Allowance is calculated when the applicant or their spouse/partner gets part-time work • explain how the self-employed are assessed for Jobseeker's Allowance • outline the importance of Family Income Supplement for working families on low pay • explain the Education and Work Options available through Fás • calculate Rent/Mortgage Interest Supplement due to unemployed persons • outline the range of Extra Benefits available to the unemployed/those working part-time.
CLOSING DATE	Wednesday 2 nd September 2009

LEVEL 2 COURSE TITLE	IMMIGRANTS RIGHTS AND ENTITLEMENTS (ADVANCED)
DATE	Thursday, 29 th September 2009
VENUE AND TIME	McWilliam Park Hotel, Claremorris, Co Mayo 10.00am – 4.30pm
PRESENTERS	Gillian Kennedy, Training Officer, Immigrant Council of Ireland
LIMITED TO	25
AIM	To upskill participants enabling them to deal with more complex immigration cases and to update them on recent policy developments in this area
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain the Habitual Residence Condition (HRC) and how it is impacting on migrants who wish to apply for social welfare and/or community welfare payments • explain other issues facing migrants who have recently been made redundant, eg seeking alternative employment, becoming undocumented • explain the recent changes to the Employment Permits scheme • explain the rights and entitlements of family members of Irish citizens and migrants living in Ireland • use up to date information on all aspects of immigration policy in Ireland.
CLOSING DATE	Thursday 15th September 2009

LEVEL 2 COURSE TITLE	DEVELOPING AN EFFECTIVE STAFF SUPPORT AND SUPERVISION PROGRAMME
DATE	Wednesday 14 th October 2009
VENUE AND TIME	Landmark Hotel, Carrick on Shannon 10.00am – 4.30pm
PRESENTERS	Janet Kehelly, Training Consultant
LIMITED TO	CIS Development Managers who have no formal training in staff support and supervision but are keen to develop this part of their managerial role.
AIM	To examine what is needed to deliver effective staff support and supervision to paid and volunteer staff.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • describe the key functions and potential benefits of staff support and supervision • identify the skills needed and challenges it brings • interpret models to support you in offering positive staff support and supervision • perform skills using the experiences of development managers, trainer inputs, and experiential activities aimed both at building on and critiquing current practice • define steps for developing an effective staff support and supervision programme.
CLOSING DATE	Wednesday 30 th September 2009

LEVEL 2 MAKING PRESENTATIONS USING POWER POINT	
COURSE TITLE	
DATE	Tuesday 17 th November 2009
VENUE and TIME	Education Centre, Carrick-on-Shannon, 10.00am – 4.30pm
PRESENTERS	Noel Schofield, Support Worker, West Training and Development
LIMITED TO	15 participants
AIM	To provide participants with the knowledge and skills necessary in making a presentation to an audience using PowerPoint.
LEARNING OUTCOMES	<p>On completion of this course participants should be able to:-</p> <ul style="list-style-type: none"> • explain the theoretical knowledge of the elements involved in making a presentation • outline the skills required in making presentations • outline the essential features of Power Point • devise a short PowerPoint presentation • perform a short presentation demonstrating the use of PowerPoint in the presentation.
CLOSING DATE	Tuesday 3 rd November 2009

LEVEL 2/ 3 COURSE TITLE	DEALING WITH EMPLOYMENT LAW CASES - A CASE STUDY APPROACH
DATE	Tuesday 1 st December 2009
VENUE and TIME	Glasshouse Hotel, Sligo 10am – 4.30pm
PRESENTER	Vernon Hegarty, Assistant Branch Organiser, SIPTU
LIMITED TO	25 participants
AIM	To provide detail on employment legislation and practical knowledge on a casework basis, for those moving from full to part time employment or other alterations to contracts, for those affected by redundancy, employer insolvency and unfair dismissal situations.
LEARNING OUTCOMES	On completion of this course participants should be able to:- <ul style="list-style-type: none"> • explain the rights of employees who move from full to part time employment under the Part Time Work Act • explain the rights of employees under the Protection of Employees Fixed Term Work Act • explain the rights of employees when the business for which they are working becomes insolvent under the Insolvency Act • explain the rights of employees when made redundant under the Redundancy Act • organise an unfair dismissal case on behalf of a client • communicate knowledge regarding unfair dismissal cases through casework.
CLOSING DATE	Tuesday 17 th November 2009

CUSTOMER SERVICE AND TRAINING RESOURCES

Training Services/Resources

CIB is the statutory body responsible for supporting the provision of information, advice and advocacy to the public on the broad range of social and civil services. CIB recognises the important role that training plays in the delivery of quality information services, in the development of social policy and in the support of voluntary organisations that deliver social services. In order to achieve this, the CS&T/Central team have responsibility for supporting regional programmes and delivering training services to CICs and other relevant information providing organisations throughout the country.

The CS&T/Central has responsibility for establishing and ensuring standards in the delivery and content of training and the provision of guidelines to support established quality standards.

Information Providers Programme – FETAC Accredited

CIB is a FETAC registered provider and delivers an accredited training programme in information provision called “Information Providers Programme” (IPP) which is designated at level 6 on the National Framework of Qualifications (NFQ). The programme is comprised of two locally devised modules entitled:

- L32072 Information Advice and Advocacy Practice
- L32073 Social and Civil Information.

CIB has completed delivery of twenty five IPPs to date. The Programme is delivered in three formats, taught (classroom), Distance Learning (using a CD-ROM) and Recognition of Prior Learning.

The training programme specification for tutor contact courses requires learners to (i) attend 21 tutor contact training sessions (taught programme) covering different information and skill areas (63 hours) (comparable to 21 lessons on the DL CD-ROM), and (ii) complete workplace training sessions (63 hours) are completed in the learners’ centres, supervised by an experienced information provider.

During the training time is provided for learners to complete the different assessment criteria for the two modules as outlined earlier involving skills demonstrations and learner records in the practice area (L32072) and a collection of work and a theory examination in the information area (L32073).

The Distance Learning method is a more flexible approach for learners to gain accreditation. It is especially suitable for learners who cannot access a classroom-based programme. Learners attend induction and a number of tutorials, study content of the programme using a CD-ROM, participate in workplace training and complete ongoing assessments.

CIB is now offering accredited recognition of prior learning as another approach for experienced information providers to gain accreditation. RPL is the process through which a learner can demonstrate that they already have the appropriate knowledge and skills to warrant recognition via certification. The learner must present a portfolio of evidence, which involves – written assignments reflecting on experience in the information setting and discussing case studies; a demonstration of required skills in information provision and IT plus the completion of a computer based theory examination.

For more information on the IPP, please contact the CS&T Administrator or the RTE for your region. An information brochure carrying more information is available on the Training Page of www.citizensinformationboard.ie

Advocacy Practice for Information Providers

The Board is planning to deliver an Advocacy Practice course (DIT accredited) later this year, consisting of 8 course days, topics include: Employment Law, Health/Disability, Social Welfare: Focus on Appeals; Immigration, Equality/Housing, Negotiation Skills, Case Management and Report Writing. On successful completion of this course participants will receive 10 European Credit Transfer and Accumulation System (ECTS) credits at level 7 on the National Framework of Qualifications (NFQ).

Enquiries to: Gillian Strain, CS&T Administrator Tel: 01 605 9020 or e mail gillian.strain@ciboard.ie

Training Resources/Support

• **Managing Volunteers: a good practice guide**

This guide provides information on good practice for the wide range of voluntary and statutory organisations that involve volunteers in their work. The materials included in the guide can be adapted by individual organisations to help them develop volunteer policies suited to their needs. The new edition of this Guide gives information on good practice for the wide range of voluntary and statutory organisations that involve volunteers in their work. The materials included in the guide can be adapted by individual organisations to help them develop volunteer policies suited to their needs. The content includes guidelines on recruitment, training and on-going support of volunteers. The publication can be viewed and downloaded on

http://www.citizensinformationboard.ie/publications/providers/downloads/Managing_Volunteers_08.pdf

Information Resource Pack for Second Level Schools

A new resource is being developed for teachers, youth workers and young people between 14 and 16 years focusing on information, rights and entitlements. This is a joint initiative of the Citizens Information Board and Citizens Information Services and is a development of a paper based resource produced by Cork CIC in the 1990s. The plan is to produce a mixed media learning resource including teacher handbook and course materials to inform young people about relevant information on their rights and entitlements:

- to increase their awareness of a range of relevant information available
- to deepen their insight into rights and entitlements
- to develop their skills in searching and locating information in response to specific information needs

It is planned to pilot this resource in schools from September this year.

Citizens Information Board Group Insurance Scheme

This scheme is for voluntary social service organisations. It was established in 1981 and is underwritten by Allianz Ireland plc.

Support for the facility comes from numerous voluntary social service organisations helping to keep the premium competitive. The information pack including proposal form can now be downloaded from www.citizensinformation.ie

The current membership includes a broad range of organisations with a national, regional and community based remit.

If you require further information contact: Dolores Murphy, Citizens Information Board, Hainault House, The Square, Tallaght, Dublin 24.

Tel: 01 462 0444

Fax: 01 462 0494

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').

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

Training Calendar
 CIB website
 Other Website
 Other Source
please specify

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 (please specify) <input type="checkbox"/>		

Your Job Title	
Hours per week working in organisation	
Length of time with organisation	

How do you think training on this topic will benefit you in your work in the organisation?

Are there any particular aspects of this topic that interest you which you would like covered?

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

<p><u>Important</u></p> <p>Approved (within organisation) by: (signature):</p> <p>Training Co-ordinator/Supervisor:</p> <p>Development Mgr/Board of Management (print name & title):</p>
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<p>Course Fees</p> <p>Citizens Information Centre (CIC/CIS) Staff and MABS staff: No fee</p> <p>All others:</p> <table style="width: 100%;"> <tr> <td>Half day course</td> <td style="text-align: center;">€50</td> <td>One day course (including lunch)</td> <td style="text-align: center;">€100</td> </tr> <tr> <td>Two day course (including lunch)</td> <td style="text-align: center;">€200</td> <td></td> <td></td> </tr> </table> <p>Note: Do not send a cheque to the Citizens Information Board. An invoice is issued after the event.</p>	Half day course	€50	One day course (including lunch)	€100	Two day course (including lunch)	€200		
Half day course	€50	One day course (including lunch)	€100					
Two day course (including lunch)	€200							