

ETIP 3.0

Essential Training for Information Providers

Applications are now being accepted from all new CIS staff and volunteers who wish to acquire the essential skills and knowledge to work as a CIS Information Provider.



Delivery

ETIP is a FREE Programme that will provide you with training in the essential skills and knowledge areas you need to work as a CIS Information Provider. **ETIP 3.0 has been completely revised and, unlike previous versions, will now be available on a continuous intake basis.** This means that new learners can start the course at any point during the year and can complete it at a pace that suits them. The course is delivered online using interactive lessons, videos, case studies and quizzes. Learners will also be assigned a Learning Support Person in their local service who will actively support them as they work through the programme.

Eligibility

ETIP is open to all CIS staff and volunteers who have completed **Induction Training** in their local Citizens Information Centre. Applicants will also need to be proficient in basic computer skills and conducting basic internet searches.



Duration

The ETIP Programme is divided into key information topics organised into Study Blocks to facilitate easier learning. Learners can study online at their own speed. Most learners should be able to complete ETIP over a five-month period although it is possible to complete the Programme much faster if preferred.

Programme Content

Topics - Study Block 1

1. IT for Information Providers (Optional Topic)
2. The Role of the Information Provider
3. HSE Entitlements
4. Education & Training
5. Social Welfare 1: Job Seekers and Family Payments

Topics - Study Block 2

6. Housing & Homelessness
7. Social Welfare 2: Illness, Disability & Carer's Payments
8. Consumer Law
9. The Role of Communications
10. Personal Taxation

Topics - Study Block 3

11. Employment Law
12. Social Welfare 3: Pension & Bereavement Payments
13. Family Law
14. Immigration
15. Introduction to Advocacy & Social Policy

Accreditation

Learners who successfully complete the ETIP Programme will be awarded a Certificate of Completion from the Citizens Information Board. They will also be eligible to apply for the accredited course in Information Provision and Advocacy Practice (IPAP) course. The IPAP course is currently delivered by the Institute of Technology Blanchardstown.

Technical Requirements

As ETIP is an online programme, applicants will need to have access to a computer and reliable internet access along with a headset (no microphone needed) or an external speaker.

Submitting an Application Form

Completed application forms should be emailed to elearning@ciboard.ie

Queries

Any queries should be emailed to: elearning@ciboard.ie.
Alternatively, telephone Marie Farrelly,
CIB eLearning Administrator at 0761 07 9571.

