National Calendar of Training Events

**March– June 2017**



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|  **Date** | **Course Details** |  **Venue and Time** |  |
| **FOR FURTHER INFORMATION AND ONLINE BOOKING CLICK ON THE RELEVANT COURSE** |
| **8 Mar** **Level 2** | [SUSI – Student Universal Support, Ireland](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=155)Graham Doyle, Communication and Customer Service Manager, SUSI | Hilton Dublin Hotel, Kilmainham, Dublin 8. 10.00am – 1.00pm |  |
| **15 Mar** **Level 2** | [SUSI – Student Universal Support, Ireland](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=156)Graham Doyle, Communication and Customer Service Manager, SUSI | Sligo Park Hotel, Pearse Road, Sligo10.00am – 1.00pm |  |
| **16 Mar****Level 2** | [SUSI – Student Universal Support, Ireland](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=157)Graham Doyle, Communication and Customer Service Manager, SUSI | Temple Gate Hotel, The Square, Ennis, Co Clare, 10.00am – 1.00pm |  |
| **23 Mar** **Level 2** | [SUSI – Student Universal Support, Ireland](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=158)Graham Doyle, Communication and Customer Service Manager, SUSI | Talbot Hotel, Portlaoise Road, Carlow10.00am – 1.00pm |  |
| **27 Mar** **Level 2** | [Rent Supplement and Housing Assistance Payments](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=145)Community Law and Mediation Service (CLM) | The Brehon Hotel, Muckross Road, Killarney. 10.00am – 4.30pm  |  |
| **6th April****Level 2** | [State Pensions](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=159)Sheila Hayes, Training Officer, Malahide CIC | Anner Hotel, Dublin Road, Thurles. 10.00am – 4.30pm.  |  |
| **7th April**  | [Performance Management Development System (PMDS) for Managers of CIB-funded Services](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=146)Isobel Butler, Training Consultant | Hilton Dublin Hotel, Kilmainham,Dublin 8. 10.00am – 4.30pm |  |
| **12 April** **Level 2** | [Maximising Income for Persons Returning to Work](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=147)Sheila Hayes, Training Officer, Malahide CIC | Hilton Dublin Hotel, Kilmainham, Dublin 8. 10.00am – 4.30pm |  |
| **20th April****Level 2** | [The Rights of the Online Consumer](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=148)European Consumer Council (ECC) Ireland | Sligo Park Hotel, Pearse Road, Sligo10.00am – 4.30pm |  |
| **24 April****Level 3** | [Welfare Reform in Northern Ireland incl Cross-Border Implications](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=172)Citizens Advice staff - A ‘Border People’ Project initiative  | Virtual Classroom 11.00am -12.30pmAdvance booking required. Click [link](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=172) |  |
| **26 April** **Level 2** | [Nursing Home Support Scheme – ‘Fair Deal’](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=149)Patricia McDermott, Business Mgr, Nursing Home Section,HSE, Dublin | CIB Office, 4 The Parade, Kilkenny10.00am – 1.00pm |  |
| **27 April****Level 2** | [Immigrants’ Rights and Entitlements](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=150)Immigrant Council of Ireland, (ICI) | Sligo Park Hotel, Pearse Road, Sligo.10.00am – 4.30pm |  |
| **3 May** **Level 3** | [Advanced Means Testing](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=151)Ciara Murray, Training Consultant | Hilton Dublin Hotel, Kilmainham,Dublin 8. 10.00am – 4.30pm |  |
| **10 May** **Level 2** | [Personal Taxation](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=152) Sheila Hayes, Training Officer, Malahide CIC | Sligo Park Hotel, Pearse Road, Sligo.10.00am – 4.30pm |  |
| **11 May Level 2** | [The Rights of the Online Consume](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=153)rEuropean Consumer Council (ECC) Ireland | Killeshin Hotel, Dublin Road, Portlaoise.10.00am – 4.30pm |  |
| **17th May** **Level 3** | [Advanced Means Testing](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=154)Ciara Murray, Training Consultant | Absolute Hotel, Sir Harry’s Mall, Limerick. 10.00am – 4.30pm |  |
| **18 May****Level 2** | [Recent Developments in Employment Law](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=161)Alan Haugh, Barrister-at-Law | Sligo Park Hotel, Pearse Road, Sligo.10.00am – 4.30pm |  |
| **24 May****Level 2** | [Maximising Income for Persons Returning to Work](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=162)Sheila Hayes, Training Officer, Malahide CIC | Ambassador Hotel, Military Hill, St Luke’s, Cork. 10.00am – 4.30pm |  |
| **25 May** **Level 2** | [Personal Taxation](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=163)Sheila Hayes, Training Officer, Malahide CIC | Bridge House Hotel, Tullamore, Co Offaly. 10.00am – 4.30pm |  |
| **1 June****Level 2** | [State Pensions](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=164)Sheila Hayes, Training Officer, Malahide CIC | Hilton Dublin Hotel, Kilmainham,Dublin 8. 10.00am – 4.30pm |  |
| **7 June****Level 2** | [Immigrants’ Rights and Entitlements](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=165)Immigrant Council of Ireland, (ICI) | Newgrange Hotel, Bridge Street, NavanCo Meath. 10.00am – 4.30pm |  |
| **13 June** **Level 1** | [The Administrator in a Citizens Information Service](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=168)Cathy O’Donoghue, Anna O’Flanagan, Nicola Walshe, and Ian Coulter, CIB | St Andrew’s Resource Centre, Pearse Street, Dublin 2. 10.00am – 4.30pm |  |
| **14 June****Level 3** | [Employment Law - Advanced](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=166)Alan Haugh, Barrister-at-Law | Ashtown Park Hotel, The Coach Road, Gorey, Co Wexford. 10.00am – 4.30pm |  |
| **20 June****Level 2** | [Rent Supplement and Housing Assistance Payments](http://learning.ciboard.ie/blocks/cibfindacourse/index.php?courseid=167)Community Law and Mediation Service (CLM) | Hilton Dublin Hotel, Kilmainham, Dublin 8. 10.00am – 4.30pm |  |



**Course Fees:**

**Citizens Information Service (CIS) Staff/volunteers, MABS staff** **and NAS** **staff**: No fee

**All others:**

Half-day course - **€50** One-day course (including lunch) - **€100**

**Note**: Do not send a cheque to the Citizens Information Board. An invoice is issued after

the event.

Courses at **Level 1** are suited to personnel who have completed their induction training and have some experience of giving information to the public

Courses at **Level 2** are for Information Providers who have completed Year 1 of the Information Advice and Advocacy Programme (IAAP) or its predecessor the Information Providers Programme (IPP) and/or have at least one year’s experience of giving information to the public

Courses at **Level 3** are advanced courses for experienced Information Providers who have a solid knowledge of the course subject matter on offer and wish to enhance and deepen that knowledge

**Enquiries to: Training Executives**

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| **DUBLIN****Anna O’Flanagan**Citizens Information BoardGeorge’s Quay House, 43 Townsend Street, Dublin 2 Tel: 0761 07 9024 email: anna.oflanagan@ciboard.ie | **DUBLIN****Cathy O’Donoghue**Citizens Information Board4 Adelphi Court, Long Walk, Dundalk, Co Louth.Tel 0761 07 5961, email: cathy.odonoghue@ciboard.ie |
| **NORTH WEST/ WEST****Claire Ruddy,** Citizens Information Board, Dillon Terrace,Ballina, Co. MayoTel: 0761 07 5997  Mob 086 2441088email: claire.ruddy@ciboard.ie | **MIDLANDS/SOUTH/ SOUTH EAST****Ian Coulter**Citizens Information Board 4 The Parade, Kilkenny. Tel: 0761 07 9623email: ian.coulter@ciboard.ie |