

National Calendar of Training Events

March– June 2017

Date	Course Details	Venue and Time
8 Mar Level 2	SUSI – Student Universal Support, Ireland 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 Graham Doyle, Communication and Customer Service Manager, SUSI	Sligo Park Hotel, Pearse Road, Sligo 10.00am – 1.00pm
16 Mar Level 2	SUSI – Student Universal Support, Ireland 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 Graham Doyle, Communication and Customer Service Manager, SUSI	Talbot Hotel, Portlaoise Road, Carlow 10.00am – 1.00pm
27 Mar Level 2	Rent Supplement and Housing Assistance Payments Community Law and Mediation Service (CLM)	The Brehon Hotel, Muckcross Road, Killarney. 10.00am – 4.30pm
6th April Level 2	State Pensions 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 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 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 European Consumer Council (ECC) Ireland	Sligo Park Hotel, Pearse Road, Sligo 10.00am – 4.30pm
24 April Level 3	Welfare Reform in Northern Ireland incl Cross-Border Implications Citizens Advice staff - A 'Border People' Project initiative	Virtual Classroom 11.00am -12.30pm Advance booking required. Click link
26 April Level 2	Nursing Home Support Scheme – 'Fair Deal' Patricia McDermott, Business Mgr, Nursing Home Section, HSE, Dublin	CIB Office, 4 The Parade, Kilkenny 10.00am – 1.00pm
27 April Level 2	Immigrants' Rights and Entitlements Immigrant Council of Ireland, (ICI)	Sligo Park Hotel, Pearse Road, Sligo. 10.00am – 4.30pm
3 May Level 3	Advanced Means Testing Ciara Murray, Training Consultant	Hilton Dublin Hotel, Kilmainham, Dublin 8. 10.00am – 4.30pm
10 May Level 2	Personal Taxation 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 Consumer European Consumer Council (ECC) Ireland	Killeshin Hotel, Dublin Road, Portlaoise. 10.00am – 4.30pm
17th May Level 3	Advanced Means Testing Ciara Murray, Training Consultant	Absolute Hotel, Sir Harry's Mall, Limerick. 10.00am – 4.30pm
18 May Level 2	Recent Developments in Employment Law 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 Sheila Hayes, Training Officer, Malahide CIC	Ambassador Hotel, Military Hill, St Luke's, Cork. 10.00am – 4.30pm
25 May Level 2	Personal Taxation Sheila Hayes, Training Officer, Malahide CIC	Bridge House Hotel, Tullamore, Co Offaly. 10.00am – 4.30pm
1 June Level 2	State Pensions Sheila Hayes, Training Officer, Malahide CIC	Hilton Dublin Hotel, Kilmainham, Dublin 8. 10.00am – 4.30pm
7 June Level 2	Immigrants' Rights and Entitlements Immigrant Council of Ireland, (ICI)	Newgrange Hotel, Bridge Street, Navan Co Meath. 10.00am – 4.30pm
13 June Level 1	The Administrator in a Citizens Information Service 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 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 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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