



Date	Course Details	Venue and Time	Where to Apply
13 Sep	Family Law: Focus on (1) Family Breakdown and (2) Civil Partnership (Level 2) Lee Ann Kennedy Purcell, Training Consultant	Town Hall, Balbriggan Co Dublin 10.00am – 4.30pm	Region 1
15 Sep	Update on the office of the Ombudsmans Link Service (Level 1/2) Derek Charles, Investigator, Office of the Ombudsman	Silversprings Hotel Cork Half Day: 10.00am – 1.00pm	Region 4
22 Sep	Social Policy – Making a Difference at Local Level 2 David Stratton, Social Policy Executive Citizens Information Board and CIS Representative	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Central
22 Sep	Assisting Clients with Legal Queries during the Economic Downturn (Level TBC) Paul Brennan, Legal Consultant	McWilliam Park Hotel, Claremorris, Co Mayo 10.00am – 4.30pm	Region 5
29 Sep	Emigration (Level 2) Amy Tyndall, Information Officer, Crosscare Migrant Project and Citizens Information Board representative	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 Half Day: 10.00am – 1.00pm	Central
6 Oct	Implementing the Habitual Residency Condition (Level 2/3) Mary Geraghty, Trainer HSE and Presenter, Department of Social Protection Sligo	Glasshouse Hotel Swan Point Sligo, Co. Sligo 10.00am – 4.30pm	Region 5
Day 1 7 Oct Day 2 14 Oct	Rights and Entitlements for EU/EEA Workers/Former Workers (Level 2) Irene Suchecka, Crosscare	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 Half Day: 10.00am – 1.00pm	Region 1
12 Oct	Family Law: Focus on (1) Family Breakdown and (2) Civil Partnership (Level 2) Lee Ann Kennedy Purcell, Training Consultant	Silversprings Hotel Cork 10.00am – 4.30pm	Region 4
13 Oct	Developing an Effective Staff Supervision System (Level 3) Janet Kehelly, Training Consultant	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Central
14 Oct	Dealing with Queries on Education and Training and appropriate Referral (Level 2) Sheila Hayes, Training Officer, Malahide CIC	Newbridge Parish Centre Newbridge, Co Kildare 10.00am – 4.30pm	Region 2
14 Oct	Employment Law and Redundancy (Level 3) Alan Haugh, Legal Consultant	Citizens Information Board 4 The Parade, Kilkenny 10.00am – 4.30pm	Region 3
19 Oct	Social Welfare Appeals/Advocacy Training Workshop (Level 3) Dan Kavanagh, Social Welfare Appeals Office Lorraine Hennessy, Irish National Organisation of Unemployed	Mount Brandon Hotel, New Ross, Co Wexford 10.00am – 4.30pm	Region 3
19 Oct	Immigrants Rights and Entitlements – Advanced (Level 3) Brian Killoran, Immigrant Council of Ireland	Glasshouse Hotel Swan Point Sligo, Co. Sligo 10.00am – 4.30pm	Region 5



Date	Course Details	Venue and Time	Where to Apply
Day 1 20 Oct	Advocacy Practice Programme (APP)– Part of 8 Day programme (refer to APP information on Page 4) - CIS applications only please Day 1 – (1) Introduction to Adocacy (2) Negotiation Skills, Presenters: Mairide Woods, CIB and Colin Daly, Northside Community Law Centre.	Carmichael Centre Carmichael House, North Brunswick Street, Dublin 7 9.30am – 4.30pm	Central
21 Oct	Providing Information Advice and Advocacy for People with an Intellectual Disability (Level 2) Liza Kelly, Advocacy Officer, Inclusion Ireland	Radisson Blu Hotel Northgate Street Athlone Co Westmeath Half Day: 10.00am – 1.00pm	Region 2
21 Oct	Illness Payments - Disability Allowance/ Illness Benefit/Invalidity Pension + work, training and educational options (Level 2/3) Sheila Hayes, Training Officer, Malahide CIC	Mt Wolseley Hotel Tullow Co Carlow 10.00am – 4.30pm	Region 3
27 Oct	Seminar on 'Mortgage Debt' Contributors include: Free Legal Aid Centre, Northside Community Law Centre, Money Advice and Budgeting Service and Citizens Information Board	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Central
28 Oct	Pensions (Level 2) Sheila Hayes, Training Officer, Malahide CIC	Anner Hotel, Thurles Co Tipperary 10.00am – 4.30pm	Region 3
28 Oct	Interviewing In-Depth for Information Providers (Level 2) Heather Sheane, Training Executive, Citizens Information Board	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Region 1
29 Oct	Employment Law: Focus on Changes to Contracts, Breaches of the OWT Act, Dismissal and Enforcement of LRC Decisions (Level 3) Bernadette Treanor, Training Consultant	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Region 2
3 Nov	Means-Tested Social Welfare Payments including Recovery of Overpayments (Level TBC) Sheila Hayes, Training Officer, Malahide CIC Decisions Advisory Office Dept SP, Mary McGarry, Central Overpayments and Debt Management Dept SP	Landmark Hotel, Carrick on Shannon, Co. Leitrim 10.00am – 4.30pm	Region 5
4 Nov	Disability Awareness for Information Providers (Level 3) Maureen Gilbert, Training Consultant	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Region 3
9 Nov	Consumer Rights Update Colin Daly, Northside Community Law Centre	Silversprings Hotel Cork 10.00am – 4.30pm	Region 4
10 Nov	Implementing the Habitual Residency Condition (Level 2) Jean Plummer, HSE Community Welfare Services, Training Development and Support	Newgrange Hotel, Bridge Street, Navan Half Day: 10.00am – 1.00pm	Region 1



Date	Course Details	Venue and Time	Where to Apply
Day 1 17 Nov Day 2 1 Dec	Train the Trainers (Level 2/3) Heather Sheane, Training Executive, Citizens Information Board	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Central
11 Nov	Dealing with Stress in the Workplace (Level 3) Jim Gogarty, Training Consultant	Citizens Information Board 4 The Parade, Kilkenny 10.00am – 4.30pm	Region 3
Day 2 17 Nov	Advocacy Practice Programme (APP)– Part of 8 Day programme (refer to APP information on Page 4) - CIS applications only please Day 2 – (1) Equality (2) Employment Law/Preparation and Application Process for Claims. Presenters: Bernadette Treanor, Training Consultant and Alan Haugh, Employment Law Consultant	Carmichael Centre Carmichael House, North Brunswick Street, Dublin 7 9.30am – 4.30pm	Central
17 Nov	Making Presentations Using a Range of Tools (including Powerpoint) (Level 1/2/3) Josephine Glennon and Keara Burke, Citizens Information Board	St Andrews Resource Centre 114-116 Pearse Street Dublin 2 10.00am – 4.30pm	Central
Day 1 18 Nov Day 2 25 Nov	Rights and Entitlements of EU/EEA Workers/Former Workers Irene Suchecka, Crosscare	Radisson Blu Hotel Northgate Street Athlone Co Westmeath Half Day: 10.00am – 1.00pm	Region 2
18 Nov	Fair Deal Home Support and Medical Card Scheme Briefing (Level 1/2/3) Kevin Brady, HSE	St Joseph's Parish Centre, Glasthule, Co Dublin Half Day: 10.00am – 1.00pm	Region 3
18 Nov	State Pensions and other Entitlements for Older People (Level 2/3) Sheila Hayes, Training Officer, Malahide CIC	Maldron Hotel, Limerick 10.00am – 4.30pm	Region 4
23 Nov	Communication Skills in an Information Giving Context (Level 1/2) Jim Gogary, Training Consultant	Maldron Hotel, Limerick 10.00am – 4.30pm	Region 4
23 Nov	Maximising Family Income Under the Taxation System Padraig Considine, Tax Consultant	Abbey Hotel Galway Road Roscommon Town Co. Roscommon 10.00am – 4.30pm	Region 5
24 Nov	Customer Service Skills for Frontline Staff (Level 2/3) Helen Galvin, Customer Service Executive, and Jackie Dempsey, Blanchardstown CIC	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Central
25 Nov	Dealing with Queries from those affected by Drugs/Alcohol Misuse (Level 2) Bernie McDonnell, Community Awareness of Drugs	Axis Theatre Main Street Ballymun, Dublin 9 10.00am – 4.30pm	Region 1
Day 1 25 Nov Day 2 26 Nov	Negotiation Skills 2 Day Advocacy Training Workshop Conor Hannaway and Keith McCarthy shrc Limited Note: Attendance at both days compulsory	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 Day 1: 10.00am – 4.30pm Day 2: 9.00am – 4.00pm	Central



Date	Course Details	Venue and Time	Where to Apply
2 Dec	Dealing with Queries on Education and Training (Level 2) Sheila Hayes, Training Officer, Malahide CIC	Silversprings Hotel Cork 10.00am – 4.30pm	Region 4
2 Dec	Introduction to Mediation/Advocacy Training Workshop (Level 3) Bernadette Treanor, Mediator and Training Consultant	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Region 1
9 Dec	A Case Study Approach to Dealing with Queries on (1) Jobseekers and (2) State Pensions and Other Entitlements for Older People (Level 2) Sheila Hayes, Training Officer, Malahide CIC	Ardee Business Park Hale Street Ardee Co Louth 10.00am – 4.30pm	Region 1
15 Dec	Social Welfare Appeals/Advocacy Training Workshop (Level 1/2) Dan Kavanagh, Social Welfare Appeals Office Lorraine Hennessy, Irish National Organisation of Unemployed	Citizens Information Board George's Quay House 43 Townsend Street, Dublin 2 10.00am – 4.30pm	Region 2

Course Levels Explained

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 Information Providers 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.

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 overleaf and on the website.

Advocacy Practice Programme (APP)

The Dublin Institute of Technology (DIT) accredited Citizens Information Board (CIB) Advocacy Practice Programme (APP) is run over 8 course training days and participants are required to successfully complete two 3,500 word written assignments based on advocacy case work to gain the Continuous Professional Development Certificate which has 10 European Credit Transfer and Accumulation System (ECTS) credits at Level 7 on the National Framework of Qualifications (NFQ). The APP sets out to outline the legal background to advocacy, explain its elements and key principles, develop the skills required by a good advocate and apply them in a range of areas e.g. employment, social welfare, health.

The '10 -'11 Programme as a priority will select learners from CIB Regions 1, 2 & 5 and **the due date for receipt of completed applications is Friday, 10th September '10**. It is open to learners who have completed CIB's FETAC accredited Information Providers Programme (IPP) at Level 6 on the NFQ or have worked for at least 2 years as an information provider / advocate and wish to develop their knowledge and skills to execute the role and functions of an advocate according to best practice.

Where to Apply

Central Courses:

Applications and enquiries to:
Customer Service and Training Administrator,
Citizens Information Board, Georges Quay House, 43
Townsend Street, Dublin 2,
Tel 01 605 9000, Fax 01 605 9099,
e mail: training@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

Applications to:

Regional Training Administrator Anne Flynn (Dundalk
Office as above) anne.flynn@ciboard.ie Tel: 042 933 2913

Information Providers Programme (IPP) enquiries:

Regional Training Administrator Anne Flynn (Dundalk
Office as above) 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

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

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

Region 4

Counties Clare, Cork, Kerry, Limerick

Enquiries to:

Regional Training Executive, Mary Lyne,
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 or
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 or
goretti.quigley@ciboard.ie

Citizens Information Board Training Course Application Form

PLEASE RETURN A (SIGNED) COPY OF THIS COMPLETED FORM
(AVAILABLE ON WEBSITE) TO THE RELEVANT OFFICE (see course details)

Title of course			
Course date: __/__/10	VENUE:		
Name of applicant			
Home telephone:	Email:	Mobile:	
Organisation name and address		Correspondance 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 Voluntary

Your status

Employee Volunteer JI SE/CE Scheme

Board of Management Other (please specify)

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 No

Important

Approved (within organisation) by: (signature):

Training Co-ordinator/Supervisor:

Development Mar/Board of Management (print name & title):

Course Fees

Citizens Information Centre (CIC/CIS) Staff and MABS staff: No fee

All others:

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

Two day course (including lunch) €200

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