

## Course fees

	Charities	Statutory	Commercial
Half day (A)	£50	£60	£90
Full day (B)	£90	£110	£160

Discounts for multiple bookings:

2 people - 10% discount      3+ people - 20% discount

All fees cover training, support materials and tea and coffee.  
Lunch is not included.

## How to book / get in touch

Online: [rcab.org.uk/training-services/](http://rcab.org.uk/training-services/)

Email: [training.manager@readingcab.org.uk](mailto:training.manager@readingcab.org.uk)

Phone: **0118 952 3027**

## Venue

All courses in the open programme are held at our training venue:

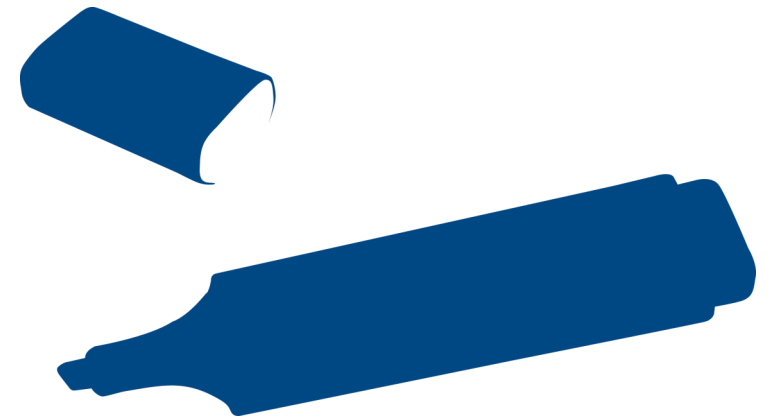
Citizens Advice Reading  
Minster Street  
Reading RG1 2JB

This is a 5 minute walk from Reading train station.

Citizens Advice Reading is an operating name of Reading Citizens Advice Bureau  
Registered Charity No: 1042542      Company Registration No: 2967121

# Training services

Course programme  
January - March 2018



# Open course programme

30 Jan	Introduction to universal credit (half day)
27 Feb	Introduction to universal credit (half day)
6 Mar	Introduction to sickness and disability benefits (half day)
20 Mar	Effective form filling: ESA and PIP (half day)

## Tailored / In house courses

If you would like us to train a group of delegates, tailored to your specific needs, please do contact us to discuss further. We can use our training room (including IT facilities) or come to your location.

In house courses are quoted individually but often work out less per delegate.

## What you say about our courses

“Excellent. Very useful and very thorough. Very clear explanation of the fiddly bits.” - Universal credit - March 2017

“The training definitely met my expectations and will really help me in my role especially using the benefits on line tool.” - Introduction to benefits - May 2017

## About us

Citizens Advice Reading Training Services offer a range of training courses for front line workers who provide information and advice to clients as well as courses for managers who want to develop their skills in managing their staff more effectively.

## About our courses

A full day course runs from 10am to 4pm. A half day course runs from 10am to 1pm.

Our training includes case studies, exercises and where appropriate, online tools using laptops. Delegates will be given a course booklet to use on the course and to take away for future reference.

If the course you are looking for is not in the current programme or you can't make the course date do contact us to find out about courses later in the year or to discuss further.

## About our trainers

We are a professional team of trainers who have had many years of direct experience of working in the advice sector and human resource management.

We have worked and trained in both voluntary and commercial organisations and are committed to providing up to date, relevant and practical training.