

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/

Email: training.services@citizensadvicereading.org

Phone: **0118 952 3027**

Venue

All public courses are held at our training venue:

Citizens Advice Reading
Minster Street
Reading RG1 2JB

This is a 5 minute walk from Reading train station.

Registered Charity No: 1042542

Company Registration No: 2967121

Training services

Course programme
May - July 2019



Open course programme

| | |
|--------|--|
| 9 May | Introduction to benefits (10am to 4pm) |
| 16 May | Introduction to universal credit (10am to 1pm) |
| 13 Jun | Benefits and coming to the UK (10am to 1pm) |
| 20 Jun | Housing rights and homelessness (10am to 4pm) |
| 25 Jun | Introduction to universal credit (10am to 1pm) |
| 4 Jul | Benefits for older people (9.30am to 12.30pm) |
| 11 Jul | Introduction to benefits appeals and tribunals (10am to 1pm) |
| 16 Jul | Introduction to sickness and disability benefits (10am to 1pm) |
| 16 Jul | Effective form filling: ESA and PIP (1.30pm to 4.30pm) |

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

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.

Dates and times of the courses are given in the course list and course fees are listed over the page.

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.

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.