

# Course fees

Price per delegate per course

	Charities	Statutory	Commercial
Half day	£60	£70	£100
Full day	£100	£120	£170

Discounts for multiple bookings:

3 or more delegates - 10% discount

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

## How to book / get in touch

Email: [training.services@citizensadvicereading.org](mailto: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  
March - April 2020



# Open course programme

2 Mar	Introduction to universal credit (10am to 1pm)
10 Mar	Benefits for older people (11am to 2pm)
17 Mar	Handling difficult client situations (10am to 1pm)
24 Mar	Introduction to benefits appeals and tribunals (11am to 2pm)
31 Mar	Benefits and coming to the UK (11am to 2pm)
6 Apr	Introduction to benefits (10am to 4pm)

## Please note

We have changed the times of some of the above courses for this programme due to trainer availability.

## 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.