



INOUE TRAINING CALENDAR

January - April 2004

Contacting the INOU:

Araby House,
8 North Richmond St,
Dublin 1.

Phone: 01 856 0088

Fax: 01 856 0090

E-mail: training@inou.ie

Information on INOU
Training and Events (including
booking forms) is available on our
website: www.inou.ie

INFORMATION ON TRAINING

PLEASE NOTE:

- Training must be booked a minimum of two weeks prior to commencement of the training.
- Places on courses are limited to a maximum of two participants per centre.
- In the event of there being extra demand, the INOU will endeavour to arrange an additional training day(s) in respect of the programme in question.
- In the event of unforeseen circumstances, the INOU reserves the right to reschedule a training programme.

Welfare to Work Section

The INOU provides a telephone and e-mail Welfare to Work Advice service available to individuals and affiliated organisations.

 (01) 856 0088

 welfareinfo@inou.ie

This service can prove particularly useful to those persons who have completed an INOU training course and would like further information, assistance or support in their work.

Course Descriptions

Introduction to Social Welfare

This one-day course is intended for those new to the area of welfare rights and information provision. The course provides a basic grounding in the operation of the Irish social welfare system as it applies to unemployment. Topics covered include: the role of the information worker, qualities of a welfare rights information service, Irish policy making and social welfare legislation, and qualifying for a basic social welfare payment.

Date: Thursday, 12th February 2004

Welfare to Work

This two-day training course looks at the issues and options involved in making the transition from welfare to work. The course is intended for those working in a frontline capacity assisting unemployed people to return to work. Participants are expected to have a basic understanding of the social welfare system. Topics covered include: welfare payments when working, labour market integration programmes, training and education options, taxation and effects on secondary benefits and medical cards.

Date: Thursday, 19th & 26th February 2004

Introduction to Social Welfare Appeals

This one-day course is designed to prepare Welfare Rights and Information Workers to assist people in appealing social welfare decisions. The course covers the appeals process, what kind of decisions can be appealed and how to prepare an appeal in association with a client. The aim of the course is to familiarise workers with the process, to build confidence and use the appeals process more effectively. Participants should have a basic understanding of the operation of the social welfare system. **Date: Thursday, 4th March 2004**

Taxation & Welfare to Work

This one-day practical training session looks at the issues that arise when people move from welfare to work and enter the tax system. The session gives a basic grounding in the operation of the tax credit system. The course is intended for those working in a frontline capacity with unemployed people who are making the move from welfare to work. Participants should have an understanding of welfare to work transitions together with some knowledge of the tax system. Topics covered include: personal tax allowances and tax credits, income tax rates & bands, tax & social welfare payments and calculating net pay.

Date: Thursday, 11th March 2004

Delivering a Quality Information Service to the Unemployed

A one-day course on models of best practice in the design and delivery of information services for unemployed clients. Topics covered include: the social and psychological impact of unemployment, information needs of unemployed people, what constitutes a quality information service and practical steps to achieve this. The course is intended for those providing information to unemployed people and those responsible for the co-ordination of these services. **Date: Thursday, 25th March 2004**

Your Rights at Work

The last few years have seen very significant changes in employment law. This one day course is designed to give an overview of current statutory employment entitlements. The course is aimed at experienced information providers who wish to become familiar with employee rights or who wish to update their existing knowledge in this area. **Date: Thursday, 1st April 2004**

**ALL COURSES WILL TAKE PLACE IN THE
INOUE OFFICES, ARABY HOUSE, 8 NORTH RICHMOND STREET, DUBLIN 1.**

**THE TRAINING PROGRAMME COMMENCES AT 11.00 A.M.,
TEA AND COFFEE WILL BE AVAILABLE FROM 10.30 A.M.**

Booking Forms must be filled in by stating clearly the Title and date(s) of the Course and the Participant's name together with her/his role in the organisation. All Booking Forms must be accompanied by a cheque/postal order payable to the INOU. A Course Fee Table accompanies this Training Calendar. Please refer to this when sending your cheque or postal order. All other events are free.

**NB THE COURSE FEE IS ONLY REFUNDABLE SUBJECT TO
SEVEN DAYS NOTICE BEING GIVEN OF CANCELLATION.**

Booking Forms for training programmes are enclosed. Additional Forms are available on request from the INOU or from the INOU website.

In the event of there being a demand from a particular centre or centres in the same geographical area for training, the INOU will consider delivering such training locally subject to a minimum requirement for training to be delivered to ten or more participants.

INOUE Training Services

The INOU is committed to the ongoing development and delivery of quality training services as part of its overall strategy in combating Unemployment and tackling problems faced by those experiencing social exclusion.

The provision of professional training services, to individuals and affiliated organisation, underpins the INOU's recognition of the vital role local organisations have in delivering efficient and effective information services to Unemployed people.

INOUE 'On-request' Training Services

In addition to scheduled training courses the INOU offers a comprehensive range of 'on-request' training services on Welfare to Work issues. Content and presentation of these courses can be tailored to meet the needs of individual groups or organisations with each 'on-request' training session designed around the training needs of the participants. Please contact our trainer for more information.

www.inou.ie