

**FREE ADVICE TRAINING**

Norfolk Community Advice Network (NCAN) is offering free training to members across a wide range of subjects relating to social welfare advice:

Subject	Date and time	Aimed at	Provider	Location
Quality standards in casework interactive workshop	Weds 7 <sup>th</sup> September 2011 <i>11am – 1 pm</i>	All staff in advice agencies	Shelter	Norwich
Supervision and file review workshop	Mon 3 <sup>rd</sup> October 2011 <i>11 – 1pm</i>	Advice Managers and supervisors	Shelter	Norwich
Overview of benefit changes	Weds 12 <sup>th</sup> October 2011 <i>Afternoon</i>	Generalist and other advisers	Disability Rights Norfolk	Framingham Pigot
Overview of benefit changes	Thurs 13 <sup>th</sup> October 2011 <i>All day</i>	Specialist benefits & debt advisers	Disability Rights Norfolk	Framingham Pigot
Tribunal Skills	Weds 19 <sup>th</sup> October 2011 <i>All day</i>	Generalist and other advisers	Disability Rights Norfolk	Framingham Pigot
Introduction to Housing Advice	Thurs 10 <sup>th</sup> November 2011 <i>10am – 1pm</i>	Generalist and other advisers	Financial Inclusion & Advice Service	Norwich
Dealing with difficult clients	Thursday 10 <sup>th</sup> November 2011 <i>1.30pm – 4.30pm</i>	All staff in advice agencies	Financial Inclusion & Advice Service	Norwich

We are pleased to be able to offer the above courses for free to organisations who are members of NCAN. Non-members and no-shows will be charged £25 per place.

**For more information and to book your place please contact [ncan@ncls.co.uk](mailto:ncan@ncls.co.uk) or 01603 496623**

*You may also be interested in other training being offered in Norfolk by NCVO on growing and stabilising income in the voluntary sector. For more information visit <http://www.ncvo-vol.org.uk/training-events>*