

## ESSENTIAL READING - TRAINING PLANS

As we all move towards more digital based working, Citizens Advice training plans are now on a digital training platform called SKILLBOOK. The training is module based and the number of modules you will need to complete will depend on the role you apply for.

At your induction meeting, the training supervisor will discuss your training plan and approximate timings to complete each activity. The initial training can be completed at home before moving to training that requires you to be in-house. You will receive full support during your training and whilst you work towards the competences for your chosen role.

Please consider the following information BEFORE applying for a role:

- All volunteer roles require IT skills, including using the internet and inputting data onto a client database and Office 365 (Word, Excel, etc). You will receive training on our systems but we would expect you to be confident in using computer devices/packages.
- The training program is on a digital platform called Skillbook which can only be accessed via a username/password. You must have good basic digital skills to be able to work through the training modules and be confident in using digital platforms. We will provide training for you on the systems we use but we cannot provide general IT training.
- Each role description gives you an idea as to how long we would need you to commit to the volunteer role which includes your training. We can provide you with an estimate of how long each modules takes and would review this regularly. If, without good cause, the training is not progressing as would be expected, we would discuss options with you, including whether or not you can meet the competences required for your chosen role.

We explain the training as above to ensure that anyone who chooses to apply for a volunteer role with Citizens Advice is aware of the commitment needed and how in-depth the training is. We invest a considerable amount of time in supporting you through our training programme so that not only do we benefit from your time with us, but you will also gain a significant amount of knowledge and understanding in a wide range of advice subjects, that will enhance your skills and increase your confidence. If you do have any specific questions with regards to the training programme, you can read further information at

<https://www.citizensadvice.org.uk/about-us/support-us/volunteering>