



Application Form

Citizens Advice Direct is striving to be an Equal Opportunities organisation and welcomes applications from all people, regardless of gender, race, sexual orientation or disability.

Citizens Advice Direct offers free, confidential and impartial advice. Applicants must be willing to work within these principles and support the CAB Equal Opportunities Policy.

Before you complete the application please note the following information:-

- Training must be completed in full before a volunteer is able to deliver advice via the telephone.
- Volunteers are required to provide a minimum commitment of 6 hours per week for 6 months once they have completed the training.
- After 6 months completed service Volunteers are awarded a Certificate of Achievement
- You will be asked later in the application to provide which training option suits you best and days that you are available to volunteer.
- After 6 months continuous volunteering you will have access to further training and development, provided by Citizens Advice Direct or Citizens Advice Scotland.

Name: _____

Address: _____

Telephone number: _____

Where did you see the advertisement? _____

Are you over 18? Yes No

Training Options/Availability

Fast Track – Two weeks condensed training, Monday – Friday, 10am – 4pm.

Evening Training – One evening a week, 6pm – 8pm for 12 weeks

Saturday Training – Every Saturday 10am – 2pm for 10 weeks



Charity registered in Scotland - No SC034473.
Advice Direct Scotland trading as Citizens Advice Direct is a Limited Company by Guarantee - No 225689.
Registered
Office: 2nd Floor, 88 Bell Street, Glasgow G1 1LQ.



Please say why you want to join Citizens Advice Direct?

We recognise that trainees will come from all walks of life, with a wide range of experiences. Please give details of your work background or any other experiences?

Please describe any skills you have which you think may be relevant to advice work. All sorts of skills and previous work experience are relevant. Some examples could be dealing with the public, using the phone, filing, interviewing.

Please tell us about your education or training. You do not need formal qualifications to be an advice worker, but we are interested in any education you have attained, e.g. evening classes or training courses.





Please advise us of your availability by completing the table below, (tick the boxes which suit). We are open until 8pm however we understand that those applicants working full-time may not be available until after 5pm, therefore, please advise of suitability between 4pm & 8pm.

Operating Times	0900-1300	1300 – 1600	1600- 2000
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
	1000-1400		
Saturday			

Citizens Advice Direct is registered under the Data Protection Act to hold personal information. We hold information regarding all applicants to the organisation. By signing below you are agreeing to Citizens Advice Direct holding your personal details. This information is confidential and will remain within the bureau premises.

Signature _____

Date: _____

Please return this form by

Post to: Operations Manager
Citizens Advice Direct
88 Bell St
2nd Floor
Glasgow
G1 1LQ

Or email: recruitment@citizensadvisedirect.org.uk

We ask all applicants to come for an informal interview. You will be contacted as soon as this can be arranged.



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Citizens Advice Direct Equal Opportunities Monitoring Form

The CAB service is committed to its policy of Equal Opportunities and encourages applications from all sections of the community. This means that no applicants will receive less favourable treatment on account of age, creed, gender, race, sexuality or disability.

To help us pursue our policy, we would be pleased if you would complete the following questions by marking **X** in the appropriate box and return the form with your application.

POST

Female

Male

Race

Age

Employment Status

Black African Carribean

18 – 24

Employed/Self Employed

Black Asian

25 – 34

Student

Asian Chinese

35 – 44

Unwaged

White

45 – 54

Retired

Other

55 – 64

Carer

65 +

Do you have a disability?

YES/NO

Are you registered blind?

YES/NO

Do you have responsibility for the care of dependants?

YES/NO

This information will be used solely for monitoring purposes. It will be treated as confidential and will be separated on receipt.

Whether you choose to complete this section or not, your application will not be adversely affected.

