[News story: Civil news: training sessions to help with online applications](#)

Support is available for providers who need help making civil applications. There are two main options:

- live training events

- visits to LAA offices

How do I book training?

Live training sessions are listed on Eventbrite. Topics covered include:

Sessions are currently running until late February 2019.

You can book now using this link:

[Eventbrite provider training modules](#)

If you have any questions about training then email Digital.Assist@justice.gov.uk

How do I book a visit?

You are welcome to contact us to enquire about visits to help us improve the way we work together.

Visits are organised by the Provider Engagement Working Group (PEWG). This group meets monthly and has representatives from offices across the Legal Aid Agency.

There are three main aims:

1. provide support

2. build and maintain positive relationships

3. reduce avoidable contact

Successes from provider visits to date include:

- introducing providers to the bulk upload facility for bills

- increasing the number of providers signed up to the paperless pilot for Escape Cases

- raising awareness about the role of a caseworker and the application process

If you would like to ask about a visit or have questions about the work of the Provider Engagement Working Group then email BIT@justice.gov.uk

Further information

[Eventbrite provider training modules](#)

Digital.Assist@justice.gov.uk – to email training questions

BIT@justice.gov.uk – to email PEWG questions