



# Education

[www.unitetheunion.org/education](http://www.unitetheunion.org/education)



# Our vision

## by the Joint General Secretaries of Unite the Union

Unite is a union establishing new traditions and structures relevant to the needs of our members who are currently experiencing life in the modern workplace. Unite is dedicated to serving the best interests of its members and will seek to improve their standard of living and the quality of their lives through effective relationships with employers and government.

Unite's vision is of a prosperous society in which employers and employees work together to build successful businesses and safe, healthy working environments. All those who contribute to their success receive the rewards, respect and recognition they deserve.



Derek Simpson

Tony Woodley

# Unite Education

Unite Education has at its core the delivery of our union's policies based on the three pillars of the Unite vision: organising, global solidarity and politics. This vision is reflected in our Education Programme where training our representatives is a key priority of the union. The development of workplace reps, safety reps, learning reps and equalities reps is essential in order to give the support that our membership needs and expects; and that, the union is committed to providing. Unite Education provides focused education to ensure that representatives have the required confidence, attitude and skill set to deal with workplace, national and international issues. This empowers our representatives to win in the workplace, successfully campaign, organise for growth and promote dignity and respect.

When it comes to education, Unite puts its money where its mouth is - providing accredited 'fit for purpose' education programmes that are easily accessible, cater for differing learning styles and are free to access all over the United Kingdom and Ireland.

So we hope that you take advantage of our courses and enjoy yourself.

Jim Mowatt  
Director of Education

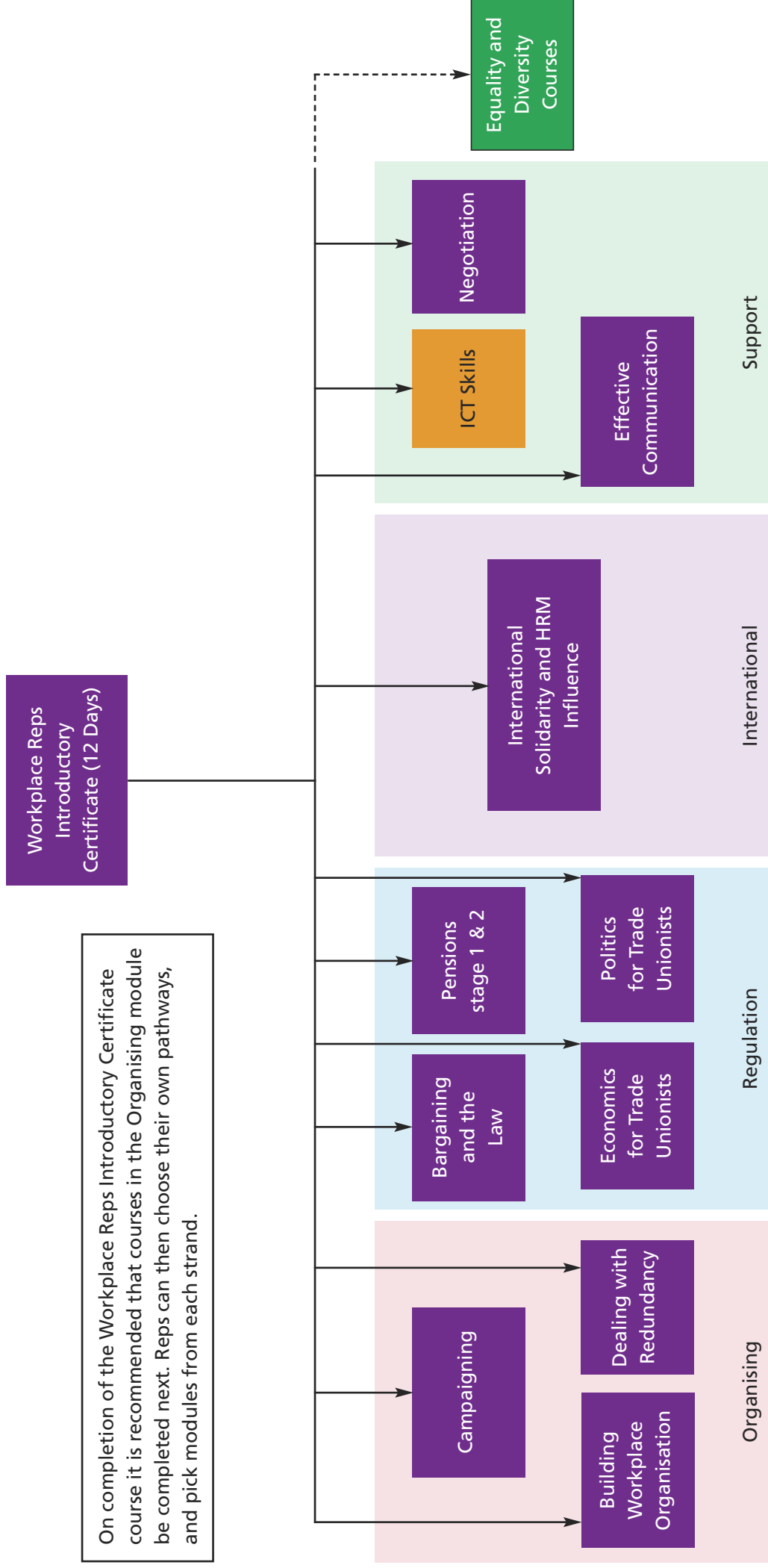
Les Bayliss  
Assistant General Secretary

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# Workplace Reps Course Progression Route



On completion of the Workplace Reps Introductory Certificate course it is recommended that courses in the Organising module be completed next. Reps can then choose their own pathways, and pick modules from each strand.

Further & Higher Education  
Degree in International Labour Studies & Trade Union Studies

# Workplace Reps Introductory Certificate



This course is designed to be the core initial training for Unite workplace reps. It covers the wide range of knowledge and skills needed by the new rep.

## Who should attend?

New workplace reps or reps who have not undertaken workplace rep training to date.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the roles and rights of a workplace rep, and the basics of employment law.
- Understand the structures of Unite and how you can use this for support in the workplace. You will also understand how you and your members can best both implement and change union policy.
- Work with the Unite team to get your workplace organised and understand why this is the best way to get changes in the workplace.
- Run grievance or disciplinary cases on behalf of unite members.
- Run a local campaign around an issue important to you and other members in your workplace.
- Network with other Unite activists in your sector and region.
- Take an integral part in running national, political and global campaigns in your workplace.

## Pre-course activities

Obtain copies of your workplace agreements e.g. facilities agreements, recognition agreements etc. Your senior rep can help you. Make a list of issues that are important to you and the members in your workplace. Register through your REDO for the Unite Moodle web-site.

## Duration

12 days

## Venues

All regional/country training centres.

## Accreditation and certification

On successful completion of this course you will be issued with a Unite certificate of attendance followed by a certificate of achievement of 24 credits at NVQ level 2 from NOCN.

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

## Key points

Aimed at:  
**New workplace reps or those reps who haven't attended recent training.**

Duration:  
**12 days**  
**Regional/Country venues**

## Key aims

To provide workplace reps with the confidence to:

- Understand the roles & rights of a workplace rep.
- Understand the structure of Unite.
- Develop the skills & confidence to organise your workplace.
- Develop the skills & confidence to support members in grievance & disciplinary situations.
- Learn how to work & campaign as part of the Unite team – locally, politically and globally.



# Building Workplace Organisation

## Key points

Aimed at:  
Workplace Reps who've completed the Workplace Reps Introductory Certificate course.

Duration:  
National venues - 4 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Motivate individuals to create a recruitment and organising culture in their workplace.
- Educate members to develop the concept of the collective.
- Use mapping techniques for recruitment and organising.
- Build strong negotiating teams.
- Develop leadership skills for workplace organisation.

This course offers reps the opportunity to gain an understanding of the Unite organising structures. It also provides an in depth knowledge of the organising tools available to become an effective workplace organiser.

## Who should attend?

Workplace reps who have completed the Workplace Reps Introductory Certificate course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Motivate individuals to create a recruitment and organising culture in their workplace.
- Educate members to develop the concept of the collective.
- Use mapping techniques for recruitment and organising.
- Build strong negotiating teams.
- Develop leadership skills for workplace organisation.

## Pre-course activities

Think about opportunities in your workplace for recruiting and retaining members.

## Duration

National venues - 4 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Campaigning



This course provides Workplace reps with an understanding of campaigning strategies. Unite's policies and the union's involvement in campaigns both in the UK and those of international importance are examined. Reps will develop their own campaigning skills through case studies and researching current Unite UK and international campaigns

## Who should attend?

Experienced reps who have completed the Workplace Reps Introductory Certificate course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand Unite policy issues.
- Evaluate the role of the European bargaining agenda and the union's campaign strategies across the European Union.
- Understand the strengths and weaknesses of argument developed in Unite's policy when campaigning on UK, European and global issues.
- Recognise the differences between campaigning and lobbying.
- Understand and evaluate the process of identifying, planning, managing and completing UK, international and local campaigns.

## Pre-course activities

Research and make notes on one issue that Unite is currently campaigning on behalf of the membership.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

## Key points

Aimed at:

Experienced Reps who've completed the Workplace Reps Introductory Certificate course.

Duration:

National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Understand Unite policy issues.
- Evaluate the role of the European bargaining agenda and the union's campaign strategies across the European Union.
- Recognise the differences between campaigning and lobbying.
- Understand and evaluate the process of identifying, planning, managing and completing UK, international & local campaigns.



# Dealing with Redundancy

## Key points

Aimed at:  
**Workplace Representatives in workplaces facing redundancies or Reps wanting to gain further knowledge of redundancy issues.**

Duration:  
**National venues - 3 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide Workplace reps with the confidence to:

- Challenge redundancies.
- Organise campaigns around redundancies.
- Negotiate effectively in redundancy situations.
- Represent members through the redundancy process and to internal appeal.
- Support members through redundancy utilising the learning agenda.

This course is designed to equip Workplace Representatives with the knowledge and skills to tackle redundancies in the workplace. It will give reps a better understanding of the redundancy process and enable them to organise effectively around this issue.

## Who should attend?

Workplace representatives who have completed the Workplace Reps Introductory Certificate course and are facing redundancies.

## Learning outcomes

On completion of the course Workplace reps should be able to:

- Develop a good understanding of the law surrounding redundancy.
- Gain in confidence, skills and knowledge to fight redundancies and lessen the impact on members.
- Play a full and effective part in redundancy consultation processes.
- Organise effective campaigns around redundancies.
- Represent members going through redundancy.
- Support members through the redundancy process.

## Pre-course activities

Study any redundancy agreements within your workplace or organisation and bring copies with you to the course.

## Duration

National venues - 3 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Bargaining and the Law



This course provides reps with an understanding of how the law affects members and the Union when organising, bargaining with employers to improve Terms and Conditions and dealing with Grievance and Disciplinary procedures. It will also give an overview of how European led Legislation has influenced UK employment law and how to campaign effectively to get the law changed.

## Who should attend?

The course is aimed at all representatives who've completed the Workplace Reps Introductory Certificate Course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand legal provisions affecting members within the workplace.
- Understand the legal basis of the Employment contract.
- Understand the importance and legal basis of grievance and disciplinary procedures within the workplace.
- Develop an understanding of how Europe has influenced UK Law and equalities.
- Understand the importance of campaigning and organising to influence changes in Employment Law.

## Pre-course activities

Study and bring to the course your contract of employment, any grievance and disciplinary agreements and a copy of your work handbook.

## Duration

5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

National training centres/regional country training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

## Key points

Aimed at:

**Workplace reps who've completed the Workplace Reps Introductory Certificate course.**

Duration:

**National venues - 5 days  
Regional/Country venues –  
check the course dates list  
or contact your regional  
education office.**

## Key aims

To provide workplace reps with the confidence to:

- Understand legal provisions affecting members at work.
- Understand the importance and legal basis of the Employment contract.
- Understand the legal basis of grievance and disciplinary procedures within the workplace.
- Develop an understanding of how Europe has influenced UK Law and equalities.
- Understand the importance of campaigning and organising to influence changes in Employment Law.



# Economics for Trade Unionists

## Key points

Aimed at:  
Workplace Reps who've completed the Workplace Reps Introductory Certificate course.

Duration:  
National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Have an understanding of economic policy and its effect on the private and public sectors, pensions and employment law.
- Describe how European legislation impacts on UK government economic policy.
- Understand how economic policy effects the union's political structures.
- Understand how multinationals operate in a global economy and what impact this has on members.

This course develops workplace rep's knowledge of government economic policies and European economic policies. Reps also examine the impact these policies have on members and the general public.

## Who should attend?

Workplace reps who have completed the Workplace Reps Introductory Certificate course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the Monetarist and Keynesian economic models.
- Have an understanding of government economic policy and its effect on the private and public sectors, Pensions and employment law.
- Describe how European legislation impacts on UK government economic policy.
- Understand how economic policy effects the union's political structures.
- Understand how multinationals operate in a global economy and what impact this has on members and the general population.

## Pre-course activities

Think about the impact current economic policy has on your members.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Pensions - stage 1



This course is designed to provide an understanding of pensions to enable workplace representatives to develop their representational skills in basic pension provision.

## Who should attend?

Workplace reps who have completed the Workplace Reps Introductory Certificate course or those reps who are actively involved in their pension schemes at work.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the different types of occupational and non-occupational schemes available to workers.
- Describe the key differences between defined benefit and defined contribution pension schemes.
- Demonstrate an understanding of the state pension scheme.
- Show an understanding of the failings of the private sector in pension provision.
- Understand how occupational pension schemes are set up and managed.
- Develop a basic understanding of trust law.
- Understand the role of the trustee.
- Understand the role of trade unions in pension provision.

## Pre-course activities

Find out the types of pension scheme provision in your workplace.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course you should consider applying to attend the Pensions – stage 2 course.

## Key points

Aimed at:

**Workplace Reps who've completed the Workplace Reps Introductory Certificate course or those reps who are actively involved in their pension schemes at work.**

Duration:

**National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Understand the different types of occupational and non-occupational schemes available to workers.
- Demonstrate an understanding of the state pension scheme.
- Understand how occupational pension schemes are set up and managed.
- Understand the role of the trustee.
- Understand the role of trade unions in pension provision.



## Pensions - stage 2

### Key points

Aimed at:  
Workplace Reps who've completed Pensions – stage 1 or are trustees or are thinking about becoming a pension trustee.

Duration:  
National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

### Key aims

To provide workplace reps with the confidence to:

- Understand current issues affecting pension provision.
- Have an understanding of various investment strategies for pension funds and the long term impact these have on the funds finances.
- Understand the pensions disputes resolution process.
- Negotiate effectively on pensions issues.
- Understand the campaigning role of the union in pension provision.

Stage 2 of the pensions course looks at trustee decision making, the role of the actuary, fund investment strategies, negotiating pension issues and pension disputes resolution.

### Who should attend?

Workplace reps who have completed Pensions – stage 1 or are trustees or are thinking about becoming a pension trustee.

### Learning outcomes

On completion of the course workplace reps should be able to:

- Understand current issues affecting pension provision.
- Understand the trustee decision making process.
- Give an overview of the role of the actuary.
- Have an understanding of various investment strategies for pension funds and the long term impact these have on the funds finances.
- Negotiate effectively on pensions issues.
- Understand the pensions disputes resolution process.
- Understand the campaigning role of the union in pension provision.

### Pre-course activities

Bring to the course copies of the pension schemes in your workplace.

### Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

### Venues

All regional/country and national training centres.

### Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

### Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Politics for Trade Unionists



This course provides Workplace reps with an understanding of the UK and European Union political systems and the need for Unite to have political influence and the impact this has on the membership.

## Who should attend?

Experienced reps who have completed the Workplace Reps Introductory Certificate course and, ideally, the organising suite of courses.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand why the Labour Party was formed and why there is an historical link between the trade union movement and the Labour Party.
- Understand how the country is governed and why unions like Unite need political organisation.
- Gain an understanding of local government, how it works and how Unite can have an influence on local politics.
- Develop an understanding of the European Union and its implications for politics in Britain.
- Understand the influence of globalisation on politics and how trade unions need to respond.

## Pre-course activities

None required.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

## Key points

Aimed at:

Reps who've completed the Workplace Reps Introductory Certificate course and ideally the organising suite of courses.

Duration:

National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Understand the link between the trade union movement and the Labour Party.
- Understand how the country is governed and why Unite needs political organisation.
- Gain an understanding of local government, how it works and how Unite can have an influence on local politics.
- Understand the influence of globalisation on politics and how trade unions need to respond.



# International Solidarity and HRM Influence

## Key points

Aimed at:

Experienced Reps who've completed the Workplace Reps Introductory Certificate course and ideally the organising suite of courses.

Duration:

National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Understand the modern history of employment.
- Identify the strategy and relationships used in globalised workplaces.
- Understand the impact International Trade Union organisation has on the challenges of globalisation and multinationals.
- Describe Unite's partnerships with trade unions in other countries.
- Look at how governments operate in a multinational globalised environment.

This course enables Workplace reps to understand the significance of International Solidarity and the human resource influence in the bargaining agenda. It will explore labour market and management trends in an international and comparative perspective.

## Who should attend?

Experienced reps who have completed the Workplace Reps Introductory Certificate course and, ideally, the organising suite of courses.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the modern history of employment.
- Identify the strategy and relationships used in globalised workplaces.
- Understand the impact International Trade Union organisation has on the challenges of globalisation and multinationals.
- Describe Unite's partnerships with trade unions in other countries.
- Look at how governments operate in a multinational globalised environment.

## Pre-course activities

None required.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/county and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Effective Communication



This course helps reps to enhance their verbal and non-verbal communication and presentation skills, as well as establishing an understanding of the importance of team working.

## Who should attend?

Reps who have completed the Workplace Reps Introductory Certificate course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Identify effective methods of communication.
- Describe, understand and overcome the barriers to good communication.
- Use effective listening skills.
- Understand interviewing techniques and questioning styles.
- Understand the importance of good written communications including letters, emails and report writing.
- Use presentational skills to provide information to an audience.
- Understand the dynamics of team working and good team communication.
- Understand the future of communications and new technologies in the workplace.

## Pre-course activities

None required.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

## Key points

Aimed at:

Reps who've completed the Workplace Reps Introductory Certificate course.

Duration:

National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Identify effective methods of communication.
- Describe, understand and overcome barriers to good communication.
- Understand interviewing techniques and questioning styles.
- Understand the importance of good written communications and report writing.
- Understand the dynamics of team working and good communication within teams.



# Negotiation

## Key points

Aimed at:  
Experienced Reps who've completed the Workplace Reps Introductory Certificate course and who negotiate regularly.

Duration:  
National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Understand the principles of negotiation and how to get to 'yes'.
- Plan a negotiating strategy as part of the union team.
- Research and prepare information for use in negotiation.
- Understand the long term implications of differing strategies when collective bargaining.
- Finalise and close the negotiation.

Aimed at Workplace reps who negotiate and bargain with their employers - this course provides reps with the skills to select, prepare and use the best negotiating and bargaining strategies when taking part in workplace negotiation.

## Who should attend?

Experienced reps who have completed the Workplace Reps Introductory Certificate course, particularly those who negotiate regularly in the workplace.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the principles of negotiation and how to get to 'yes'.
- Plan a negotiating strategy as part of the union team.
- Research and prepare information for use in negotiation.
- Describe the phases of negotiation.
- Understand the long term implications of differing strategies when collective bargaining.
- Finalise and close the negotiation.

## Pre-course activities

Think about a negotiation you have been involved in either at work or in your personal life, and be prepared to share this experience on the course.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

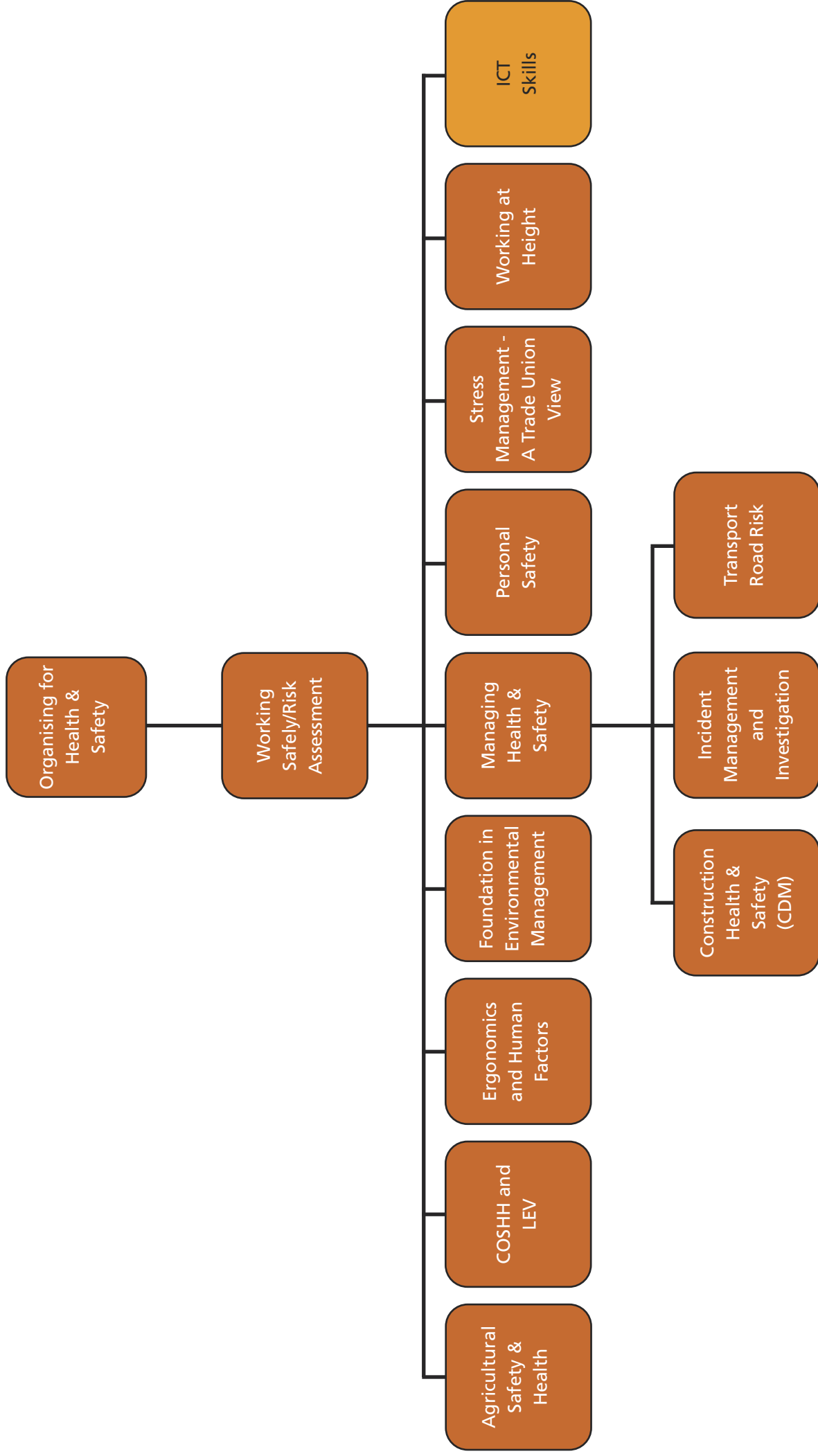
This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression route at the start of this section.

# Safety Reps Course Progression Route





# Organising for Health & Safety

## Key points

Aimed at:  
New safety reps or safety reps who haven't attended any H&S courses so far.

Duration:  
5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide safety reps with the confidence to:

- Understand your rights and roles as a safety rep.
- Review health & safety organisation and make improvements.
- Understand the structure of Unite.
- Communicate with employers effectively.
- Understand employers' legal and moral responsibilities.
- Negotiate H&S principals and how to set up committee structures.
- Handle health and safety issues with members and the employer.

This is the starter course for all new safety reps or those safety reps that have had no health & safety training so far. The course covers the union's structure, the role and rights of a safety representative, UK and European Health & Safety law, organising the workplace to improve health & safety and effective communication.

## Who should attend?

New safety reps or safety reps that have had no health & safety training so far.

## Learning outcomes

On completion of the course safety reps should be able to:

- Understand your rights and role as a health and safety representative and the law which applies to those functions.
- Review health & safety organisation and how it can be improved.
- Understand the structure of Unite.
- Communicate with employers effectively.
- Understand employers' legal and moral responsibilities.
- Learn how to negotiate health and safety principals and how to set up committee structures.
- Handle health and safety issues with members and local management.
- Explore workplace standards and how to use the law for improvements.
- Develop and practise a number of key trade union and H&S skills.

## Pre-course activities

Make a list of issues that you deal with in your workplace.

## Duration

5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course the next step in your Health & Safety training is the IOSH accredited Working Safely/Risk Assessment course as shown in the Safety Reps Course Progression route at the start of this section.

# Working Safely/Risk Assessment



This is the second in a suite of courses aimed at Unite safety representatives. The course is designed to give reps the technical knowledge and tools to carry out their roles effectively. It covers basic health & safety practice, a good range of various risk assessments, accident investigation and workplace inspections.

## Who should attend?

Safety reps who have completed the Organising for Health & Safety course.

## Learning outcomes

On completion of the course safety reps should be able to:

- Understand the concepts of good health and safety practice.
- Understand different types of hazards.
- Examine their organisation's risk assessments and evaluate them.
- Understand the different types of, and laws regarding, risk assessment.
- Carry out an accident investigation using standard techniques.
- Carry out workplace inspections and have the tools to do so.
- Understand and use union inspection notices.
- Understand Unite affiliations to various organisations such as the TUC, Hazards etc.

## Pre-course activities

It would be beneficial if you have an understanding of hazards in your workplace, and looked at various risk assessments used by your company.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

On successful completion of this course you will be issued with certificates from the Institution of Occupational Safety and Health (IOSH) and the Royal Society for the Prevention of Accidents (RoSPA). You will also receive a certificate of unit credit from the Open College Network (OCN).

## Progression route

Following this course the next step in your Health & Safety training is the Managing Health & Safety course accredited by IOSH, as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:  
Safety reps who've completed Organising for Health & Safety.

Duration:  
National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide safety reps with the confidence to:

- Understand good health and safety practice.
- Understand different types of hazards.
- Understand the law relating to risk assessment.
- Examine their organisation's risk assessments and evaluate them.
- Carry out an accident investigation using standard techniques.
- Carry out workplace inspections.



# Agricultural Safety & Health

## Key points

Aimed at:  
Experienced safety reps  
who've completed Working  
Safely/Risk Assessment and  
work in agriculture.

Duration:  
5 days  
National venues

## Key aims

To provide workplace reps  
with the confidence to:

- Understand COSHH regulations.
- Understand different types of hazards.
- Understand the law relating to agricultural health and safety.
- Examine their organisation's safety systems and evaluate them.
- Develop flexible risk assessment systems.
- Carry out workplace inspections.

Farming is an industry which continues to suffer high levels of fatalities, injury and ill health. So this specialist course is aimed at Unite safety representatives who work in Agriculture/Horticulture and is designed to give reps the knowledge and tools to carry out their roles effectively within their specific environment.

## Who should attend?

Experienced safety reps who have completed the Working Safely/Risk Assessment course.

## Learning outcomes

On completion of the course reps should be able to:

- Understand the concepts of good health and safety practice in Farming and Agriculture.
- Understand the COSHH regulations and the side effects of pesticides and fertilisers.
- Examine their organisation's approach to health and safety.
- Understand the laws and hazards relating to lone working, fatigue and exposure to animals.
- Develop flexible risk assessment systems that will reduce accidents.
- Carry out workplace inspections and have the tools to do so.

## Pre-course activities

Each delegate will be required to prepare and bring one example of good practice and one example of bad practice to outline on the first day of the course.

## Duration

5 days

## Venues

National training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

# COSHH and LEV



This course is designed to consolidate safety representatives' understanding of how substances hazardous to health should be managed in the workplace to achieve both a safe working environment and legal compliance.

## Who should attend?

Experienced safety reps who have completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course reps should be able to:

- Put the course content within the wider context of the need for good occupational health and hygiene.
- Appreciate that substances hazardous to health may also present other hazards.
- Explain how substances hazardous to health cause harm to human beings, particularly from inhalation.
- Describe in legal and practical terms how the risks involved must be managed and what role the health and safety rep should play.
- Understand the basics of toxicology and how workplace exposure limits work.

## Pre-course activities

Pick out one substance hazardous to health from your workplace which has a material safety data sheet and one which does not. Bring a copy of the sheet to the course. Jot down some key points to explain the harm from these two substances and how they are controlled in your workplace.

## Duration

National venues - 2 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:

Experienced safety reps who've completed Working Safely/Risk Assessment.

Duration:

National venues – 2 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide workplace reps with the confidence to:

- Explain how substances hazardous to health cause harm to human beings, particularly from inhalation.
- Represent members on the practical health and safety issues arising from the regulations.
- Carry out the health and safety rep's role in your workplace to ensure adequate control of exposure from hazardous substances.



# Ergonomics and Human Factors

## Key points

Aimed at:  
Experienced safety reps  
who've completed Working  
Safely/Risk Assessment.

Duration:  
5 days  
National venues

## Key aims

To provide safety reps with  
the confidence to:

- Apply ergonomic /human factors principles to the design of work, work equipment and the workplace.
- Understand the legal, economic and human benefits of their application.
- Recognise how, why and where specific hazards may occur in the workplace as a result of ergonomic deficiencies and to address them using ergonomic methods.
- Apply concepts relevant to their own workplace from the fields of Ergonomics/Human Factors, Safety Culture, and Behavioural Safety.

This course is designed to develop safety representatives' knowledge and skills in ergonomics/human factors principles and their application to the design of work, work equipment and the workplace.

## Who should attend?

Experienced safety reps who have completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course safety reps should be able to:

- Understand the importance of ergonomics in present-day workplaces.
- Show how and why ergonomic principles can improve the design of work, work equipment, workplaces and products.
- Apply ergonomic principles to the creation of safer, healthier and more efficient activities in the workplace eg to working time and shift-work, driving, manual handling tasks, use of display screen equipment and the general work environment.
- Recognise how, why and where specific hazards may occur in the workplace as a result of ergonomic deficiencies and to address them using ergonomic methods.
- Apply concepts relevant to their own workplace from the fields of Ergonomics/Human Factors, Safety Culture, and Behavioural Safety.

## Pre-course activities

Describe an everyday object which you have experienced difficulty in using. Explain why you experienced this difficulty and suggest ways in which the design of the object can be improved.

## Duration

5 days

## Venues

National training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework. On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

# Foundation in Environmental Management



This course offers delegates the opportunity to gain an appreciation of environmental issues and how improvements can be made in workplace health and safety, energy conservation, resources efficiency, waste minimisation and sustainability.

## Who should attend?

Safety reps who've completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course reps should be able to:

- Identify the principal environmental issues and their relevance to business and the wider community.
- Appreciate the principles and benefits of waste minimisation, energy conservation and resource efficiency.
- Understand the role of Environmental regulators and other principal stakeholders.
- Recognise key pieces of UK environmental legislation and their potential impact on business and the community.
- Appreciate the role and function of Unite representatives in environmental issues in the workplace, union and society.
- Understand how environmental behaviour influences improvements in workplace health and safety.
- Identify tools used for assessment and interpretation of environmental performance.

## Pre-course activities

Compile a short list of things your company could do to save energy. Bring to the course any relevant policies your employer has on the environment.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with an IEMA Foundation Certificate in Environmental Management and OCN Credits.

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:

**Safety reps who've completed Working Safely/Risk Assessment.**

Duration:

**National venues – 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Identify the principal environmental issues and their relevance to business and the wider community.
- Appreciate the principles and benefits of waste minimisation, energy conservation and resource efficiency.
- Appreciate the role and function of Unite representatives in environmental issues in the workplace, union and society.
- Understand how environmental behaviour influences improvements in workplace health and safety.



# Managing Health & Safety

## Key points

Aimed at:

Safety reps that have completed Working Safely/Risk Assessment.

Duration:

5 days

National venues

## Key aims

To provide safety reps with the confidence to:

- Understand company and management, legal, moral H&S responsibilities.
- Understand Hazard identification and risk assessment techniques.
- Appreciate the legal system in relation to criminal and civil law.
- Comprehend the principals behind accident investigation.
- Understand how companies measure health and safety performance.
- Relate to a union approach for H&S management.
- Have an idea of requirements needed to protect the environment.

This course is designed to provide advanced technical knowledge of health and safety practices, and how they are managed. This will give reps the knowledge to ensure good health and safety organisational techniques are used in their workplaces.

## Who should attend?

Safety reps that have completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course safety reps should be able to:

- Understand their companies and managers responsibilities.
- Understand the concepts of moral, legal and financial obligations.
- Have an understanding of how to systematically identify hazards such as fire, chemicals, noise, electricity etc.
- Understand the principals of assessing and controlling risk.
- Appreciate the legal system relating to health and safety, including criminal and civil law.
- Comprehend the principals behind accident investigation.
- Understand how companies measure their health and safety performance, regards audits and accident statistics.
- Locate and research health & safety material.
- Relate to a union approach for health and safety management.
- Have an idea of requirements needed to protect the environment.

## Pre-course activities

Read and understand your company's health and safety policy.

## Duration

5 days

## Venues

National training centres.

## Accreditation and certification

On successful completion of this course you will be issued with a certificate from the Institution of Occupational Safety and Health (IOSH). The course is also accredited through the Passport to Progress framework and you will also receive a certificate of unit credit by the Open College Network (OCN).

## Progression route

Completion of this course enables you to choose from a range of safety & environment specific courses which are indicated in the Safety Reps Course Progression route at the start of this section.

# Personal Safety



This course addresses a range of personal safety issues including lone working, violence in the workplace and general Health & Safety issues; Personal Protective Equipment (PPE), risk management and the effects of stress on health and personal safety.

## Who should attend?

Safety reps who have completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course reps should be able to:

- Understand Health & Safety legislation on PPE and where PPE fits into risk management control hierarchy.
- Deal with workplace Health & Safety issues relating to PPE.
- Evaluate workplace personal safety risk assessments.
- Recognise the risks involved in lone working.
- Evaluate the risk to members in a potentially violent working environment.
- Support members exposed to violence at work and help develop a policy.
- Develop and practise key trade union Health & Safety skills.

## Pre-course activities

Look at the personal safety risk assessments in your workplace and if possible bring copies to the course.

## Duration

National venues - 5 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:

**Safety reps who've completed Working Safely/Risk Assessment.**

Duration:

**National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Deal with workplace Health & Safety issues relating to PPE.
- Evaluate workplace personal safety risk assessments.
- Recognise the risks involved in lone working.
- Evaluate the risk to members in a potentially violent working environment.
- Support members exposed to violence at work and help develop a policy.



# Stress Management - A Trade Union View

## Key points

Aimed at:  
Experienced safety reps  
who've completed Working  
Safely/Risk Assessment.

Duration:  
National venues - 3 days  
Regional/Country venues –  
check the course dates list  
or contact your regional  
education office.

## Key aims

To provide safety reps with  
the confidence to:

- Recognise the underlying causes of stress, and the signs and symptoms of stress processes at individual, group and organisational levels.
- Develop the skills and knowledge required to promote effective stress management policies in the workplace.
- Create a safety rep's action plan for dealing with stress.

This course, for experienced safety reps develops the skills and knowledge required to promote effective stress management policies in the workplace.

## Who should attend?

Experienced safety reps who have completed Working Safely/Risk Assessment.

## Learning outcomes

On completion of the course safety reps should be able to:

- Explain why stress is a problem in modern workplaces.
- Recognise the underlying causes of stress, and the signs and symptoms of stress processes at individual, group and organisational levels.
- Understand the HSE stress management standards.
- Understand legal requirements and preventative measures.
- Understand your organisation's duties and whether they're doing enough.
- Create a safety rep's action plan.

## Pre-course activities

Write a list of 10 reasons why stress is a problem in modern workplaces and bring this to the course.

## Duration

National venues - 3 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

# Working at Height



This course is designed to develop safety representatives' knowledge of working safely at height and the implementation of risk control systems. This will enable them to effectively represent members required to work at height.

## Who should attend?

Safety reps who've completed the Working Safely/Risk Assessment course.

## Learning outcomes

On completion of the course safety reps should be able to:

- Understand Health & Safety law applicable to working at height.
- Identify risk assessment principles and implementation of risk control systems, involving written procedures.
- Identify safety procedures when using scaffold - when to use it and other risk control systems to work at height.
- Understand the safety requirements associated with ladders.

## Pre-course activities

Identify all the methods and safety procedures for working at height in your workplace.

## Duration

National venues - 3 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:

**Safety reps who've completed Working Safely/Risk Assessment.**

Duration:

**National venues - 3 days  
Regional/Country venues –  
check the course dates list  
or contact your regional  
education office.**

## Key aims

To provide safety reps with the confidence to:

- Understand health & safety law applicable to working at height.
- Identify risk assessment principles and implementation of risk control systems, involving written procedures.
- Identify safety procedures when using scaffold - when to use it and other risk control systems to work at height.
- Understand the safety requirements associated with ladders.



# Construction Health & Safety (CDM)

## Key points

Aimed at:  
Experienced safety reps  
who've completed Managing  
Health & Safety.

Duration:  
National venues - 2 days  
Regional/Country venues –  
check the course dates list  
or contact your regional  
education office.

## Key aims

To provide safety reps with  
the confidence to:

- Explain the scope of construction work, as defined by the regulations.
- Represent members on the practical health and safety issues occurring on sites covered by the regulations.
- Assess the effectiveness of the safety management system in use on a construction project.

This course is designed to develop safety representatives' knowledge of the Construction (Design and Management) Regulations 2007 and to enable them to use the knowledge to assist in achieving safe working on construction projects and jobs.

## Who should attend?

Experienced safety reps who have completed Managing Health & Safety.

## Learning outcomes

On completion of the course safety reps should be able to:

- Represent members on site welfare matters and on the practical health and safety duties required on sites.
- Assess the Health & Safety management of a construction project, and be able to debate any shortcomings.
- Understand the duties which apply to: clients, designers, coordinators, members employed by contracting firms and the self-employed.
- Recognise the important things which apply at the design, pre-construction, construction and post construction stages of a project.
- Understand which duties apply to non/notifiable projects.

## Pre-course activities

If practical, obtain a copy of a contractor's H&S policy and also find out the latest annual construction statistics for fatalities.

## Duration

National venues - 2 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

# Incident Management and Investigation



This challenging course is intended to equip experienced safety representatives with specific skills in the field of incident management and investigation. The programme also provides a comprehensive understanding of the benefit of investigations.

## Who should attend?

Experienced safety reps who have completed Managing Health & Safety.

## Learning outcomes

On completion of the course safety reps should be able to:

- Comprehend the value of conducting investigations.
- Conduct a full and meaningful investigation.
- Understand the employers' legal obligations.
- Develop a local framework of workplace investigative procedures.
- Feel more confident when dealing with HSE inspectors, police and solicitors.
- Communicate more effectively with employers.
- Recommend meaningful interventions to prevent a recurrence.
- Understand the benefits of a no-blame culture.

## Pre-course activities

Look at how your company investigates accidents and the documents they use for that purpose.

## Duration

5 days

## Venues

National training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

## Key points

Aimed at:

Experienced safety reps who've completed Managing Health & Safety.

Duration:

5 days

National venues

## Key aims

To provide safety reps with the confidence to:

- Comprehend the value of conducting investigations.
- Conduct a full and meaningful investigation.
- Understand the employer's legal obligations.
- Develop a local framework of workplace investigative procedures.
- Feel more confident when dealing with HSE inspectors, police and solicitors.
- Communicate more effectively with employers.
- Recommend meaningful interventions to prevent a recurrence.
- Understand the benefits of a no-blame culture.



# Transport Road Risk

## Key points

Aimed at:  
Experienced safety reps who've completed Managing Health & Safety and either work in the transport industry or drive for a large proportion of their work.

Duration:  
5 days  
National venues

## Key aims

To provide workplace reps with the confidence to:

- Understand good health and safety practice within the industry.
- Understand different types of traffic hazards.
- Understand the law relating to road traffic.
- Examine their organisation's risk control systems.
- Raise awareness of the effects of fatigue and pressure of work.

This specialist course covers health & safety practice in the transport industry and includes a detailed insight into the causes of traffic accidents and how they can be prevented. In addition a range of ideas and information is provided to assist reps in the areas of the law and hazard identification and control.

## Who should attend?

Experienced safety reps who have completed Managing Health & Safety and either work in the transport industry or drive for a large proportion of their work.

## Learning outcomes

On completion of the course reps should be able to:

- Understand the concepts of good health and safety practice within the transport industry.
- Understand how costly accidents can be avoided.
- Leave with improved driving skills.
- Understand the relationship between traffic law and Health & Safety legislation.
- Understand the vocational support offered by the police and fire brigade.
- Work with their employers to improve road and transport safety.

## Pre-course activities

Please purchase and read the current edition of the Highway Code, which should be brought with you to the course.

## Duration

5 days

## Venues

National training centres.

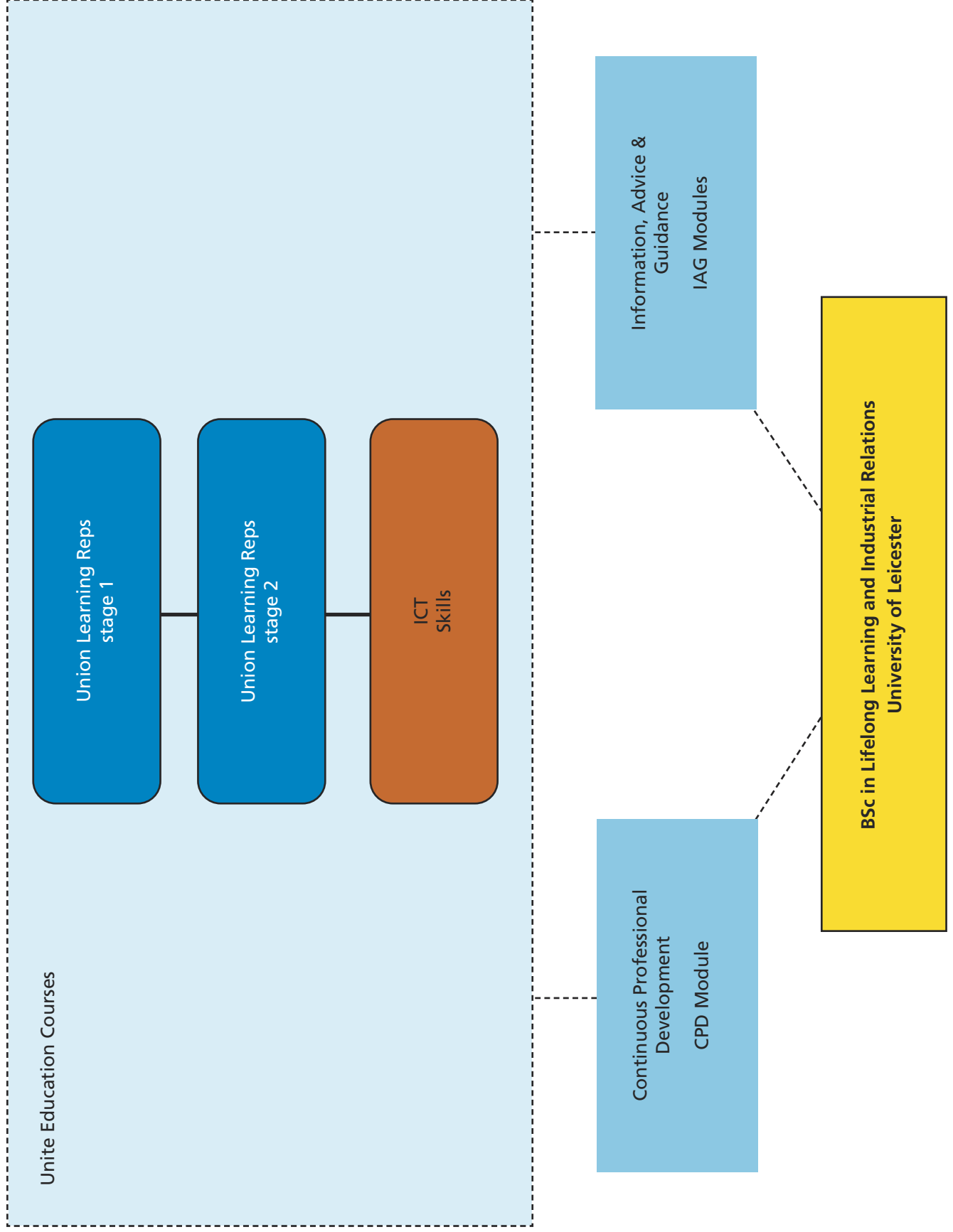
## Accreditation and certification

This course is accredited through the Passport to Progress framework. On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Safety Reps Course Progression route at the start of this section.

# Union Learning Reps Course Progression Route





# Union Learning Reps - stage 1

## Key points

Aimed at:  
New ULRs or those ULRs who have not attended ULR training to date.

Duration:  
5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide ULRs with the confidence to:

- Undertake the role of a competent ULR.
- Promote learning & skills.
- Facilitate quality learning opportunities.
- Organise in the workplace around learning issues.

This course is designed to be the core initial training for all Unite Union Learning Reps (ULRs). It helps them develop the basic knowledge and skills needed as a new rep working with colleagues in the workplace. The course forms a solid foundation for the new ULR to develop their skills and their own personal development.

## Who should attend?

New Learning reps or ULRs who have not undertaken training to date.

## Learning outcomes

On completion of the course ULRs should be able to:

- Understand the role of the ULR and the legal framework for ULRs.
- Understand the structures of Unite and how you can use these for support in the workplace.
- Understand how you and your members can both implement and develop union policy.
- Understand learning needs and barriers to learning.
- Work with facilities, learning and recognition agreements.
- Interview & support members with learning issues.

## Pre-course activities

Obtain copies of your workplace facilities agreements and recognition agreements. Your senior rep can help you. Make a list of learning issues that are important to you and the members in your workplace.

## Duration

5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with an award of 9 credits at NVQ level 2 from the Open College Network (OCN).

## Progression route

Following this course you should apply to undertake the Unite ULR stage 2 course. This will develop your skills to work with the company and learning providers, and help you to develop learning resources in and around the workplace.

# Union Learning Reps - stage 2



This course continues the core essential training for all Unite Union Learning Reps (ULRs). It helps them to further develop the knowledge and skills needed as a ULR in the workplace – working with management, learning providers and other organisations. The course completes the foundation for the ULR and prepares the ULR to develop more specialised skills and knowledge.

## Who should attend?

ULRs who have undertaken Union Learning Reps stage 1 training.

## Learning outcomes

On completion of the course ULRs should be able to:

- Understand the structures of Unite and how you can use these for support in the workplace.
- Discuss learning issues with managers.
- Take an active part in meetings.
- Work with local and national education providers.
- Work with other trade unions.
- Work with the Unite team to get your workplace organised.
- Network with other Unite activists in your sector and region.
- Take part in running national, political and global campaigns in your workplace.

## Pre-course activities

Obtain copies of your workplace learning, facilities, and recognition agreements. Make a list of learning issues that are important to you and the members in your workplace, sector & region.

## Duration

5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework. On successful completion of this course you will be issued with an award of 12 credits at NVQ level 2 from the OCN. In addition to the credit gained in the stage 1 course, this will have produced enough credit for a Certificate at NVQ level 2.

## Progression route

Following this we would recommend that you look at your possibilities for developing specialist skills. See the progression route at the front of this section.

## Key points

Aimed at:  
ULRs who have attended ULR stage 1 training.

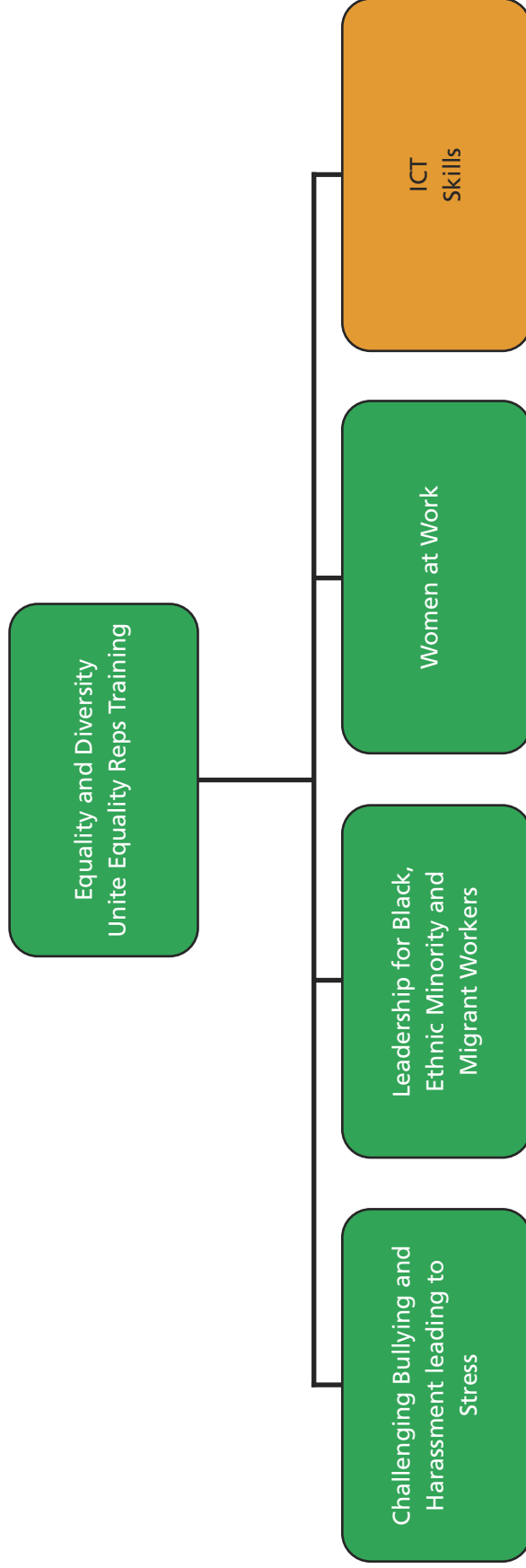
Duration:  
5 days  
Regional/Country venues –  
check the course dates list  
or contact your regional  
education office.

## Key aims

To provide ULRs with the confidence to:

- Undertake the role of a competent ULR.
- Facilitate a quality learning agreement.
- Organise in the workplace around learning issues.
- Network with other ULRs & reps.
- Negotiate with managers around learning issues.

# Equality Reps Course Progression Route



# Equality and Diversity - Unite Equality Reps Training



Designed to give reps the confidence and knowledge to address equality and diversity issues, the course provides a comprehensive overview of equality in the workplace.

## Who should attend?

Workplace reps who have completed the Workplace Reps Introductory Certificate course and also Equality reps.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Recognise equality issues within the workplace.
- Know what constitutes discrimination, harassment and bullying.
- Challenge their perception of equality & diversity.
- Understand the key points of new equalities legislation, measures and legal decisions.
- Decide how best to support workers in response to new equalities legislation.
- Use interviewing techniques to deal with individual and workplace equality issues.
- Develop equality policies and practice.

## Pre-course activities

Research and bring to the course your workplace equality policies.

## Duration

National venues - 5 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Equality Reps Course Progression route at the start of this section.

## Key points

Aimed at:

**Workplace reps who have completed the Workplace Reps Introductory Certificate course and also Equality reps.**

Duration:

**National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Recognise equality issues within the workplace.
- Know what constitutes discrimination, harassment and bullying.
- Develop equality policies and practice.
- Understand the key points of new equalities legislation, measures and legal decisions.
- Decide how best to support workers in response to new equalities legislation.



# Challenging Bullying and Harassment leading to Stress

## Key points

Aimed at:

Workplace reps who have completed the Workplace Reps Introductory Certificate course and also Equality reps who've completed the Equality & Diversity course.

Duration:

3 days

National venues

## Key aims

To provide workplace reps with the confidence to:

- Understand the relationship between stress, bullying and harassment.
- Challenge harassment and bullying in the workplace.
- Recognise the signs and symptoms of stress.
- Develop and negotiate policies and procedures to tackle stress, bullying and harassment.
- Identify stress reduction techniques and understand an effective stress policy.

From this course workplace and equality reps will understand the issues and challenges arising from bullying, harassment & stress in the workplace. It will enable delegates to develop, influence and negotiate effective policies and procedures.

## Who should attend?

Workplace reps who have completed the Workplace Reps Introductory Certificate course and also Equality reps who've completed the Equality & Diversity course.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Understand the relationship between stress, bullying and harassment.
- Challenge harassment and bullying in the workplace.
- Recognise the signs and symptoms of stress.
- Develop and negotiate policies and procedures to tackle stress, bullying and harassment.
- Identify stress reduction techniques and understand an effective stress policy.

## Pre-course activities

Bring to the course your workplace stress, harassment and bullying policies.

## Duration

3 days

## Venues

National training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps & Equality Reps Course Progression routes.

# Leadership for Black, Ethnic Minority and Migrant Worker Reps



This course provides a dynamic and lively opportunity to become engaged in group discussions, activities and case studies that explore the meaning of leadership for black, ethnic minority and migrant workers in trade unionism.

## Who should attend?

Black, ethnic minority and migrant worker reps who have completed the Workplace Reps Introductory Certificate course and want to have a more effective voice in the union.

## Learning outcomes

On completion of the course workplace reps should be able to:

- Examine what leadership and empowerment means to black, ethnic minority and migrant workers.
- Identify internal limits that may act as barriers to taking up leadership roles and plan to overcome these.
- Identify external barriers to taking up leadership roles and develop strategies to tackle them.
- Gain in confidence and build on existing strengths and communication skills.
- Develop the skills and knowledge required to take up positions of leadership around trade union activities.

## Pre-course activities

None required.

## Duration

National venues - 5 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps Course Progression routes.

## Key points

Aimed at:

**Black, ethnic minority and migrant worker reps who have completed the Workplace Reps Introductory Certificate course.**

Duration:

**National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Examine what leadership and empowerment means to black, ethnic minority and migrant workers.
- Identify external barriers to taking up leadership roles and develop strategies to tackle them.
- Build on existing strengths and communication skills.
- Develop the skills and knowledge required to take up positions of leadership around trade union activities.



# Women at Work

## Key points

Aimed at:  
Women reps that have ideally completed the Equality and Diversity course or women activists who are looking to become Unite reps.

Duration:  
National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.

## Key aims

To provide women reps and activists with the confidence to:

- Practice assertiveness skills.
- Develop leadership skills.
- Understand a range of issues affecting women workers internationally.
- Recognise the importance of international links between women workers and their representative organisations.
- Negotiate from a women's perspective and understand current issues affecting women.

This course provides a comprehensive overview of issues and information in the UK and internationally relating to women at work. Delegates will share experiences and problems, and develop their knowledge, skills and confidence to enable them to play a more active role in the union.

## Who should attend?

Women reps that have ideally completed the Equality and Diversity course or women activists who are looking to become Unite reps.

## Learning outcomes

On completion of the course women reps and activists should be able to:

- Practice assertiveness skills.
- Acquire personal development skills.
- Develop leadership skills.
- Understand a range of issues affecting women workers Internationally.
- Recognise the importance of international links between women workers and their representative organisations.
- Understand ways of making and strengthening international links.
- Negotiate from a women's perspective and understand current issues affecting women.

## Pre-course activities

Think of, and be prepared to share, issues that are currently affecting women members in your workplace.

## Duration

National venues - 5 days.

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps and Equality Reps Course Progression routes.

# ICT Skills for Reps



This course gives delegates the confidence to use Windows based Microsoft Office software – Word, Excel, PowerPoint, Internet Explorer and Outlook.

## Who should attend?

Representatives who have some basic skills on a PC/laptop and who wish to develop their computer skills further. Applicants should have completed the core training course/s for their area of representation first as indicated in the course progression routes.

## Learning outcomes

On completion of the course reps should be able to:

- Create, save and amend a simple Word document.
- Carry out file management.
- Create, save and amend an Excel spreadsheet.
- Create and present a PowerPoint presentation.
- Send and receive emails in the correct format.
- Use Internet Explorer to search the internet for specific information.
- Understand the methods for keeping the information on the computer secure using antivirus, firewall and spyware software, etc.

## Pre-course activities

Find out about your employers computer usage policy.

## Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

## Venues

All regional/country and national training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

Following this course there is a choice of training programmes available as shown in the Workplace Reps, Safety Reps, Learning Reps and Equality Reps Course Progression routes.

## Key points

Aimed at:

**Reps who have some basic skills on a PC/laptop and who wish to develop their computer skills further.**

Duration:

**National venues - 5 days  
Regional/Country venues – check the course dates list or contact your regional education office.**

## Key aims

To provide workplace reps with the confidence to:

- Create, save and amend a simple Word document.
- Create, save and amend an Excel spreadsheet.
- Create and present a PowerPoint presentation.
- Send and receive emails in the correct format.
- Use Internet Explorer to search the internet for specific information.



# Planning your Retirement

## Key points

Aimed at:  
**Members and their spouses or partners who are nearing retirement.**

Duration:  
**5 days**  
National venues

## Key aims

To provide members nearing retirement with the confidence to:

- Understand health issues and maintain a healthy lifestyle.
- Understand legal issues and rights both approaching and during retirement.
- Gain an understanding of pensions and finance in retirement.
- Develop an appreciation of lifestyle change in retirement.

This course provides members who are approaching retirement with an understanding of the issues they will face when they retire and gives them guidance.

## Who should attend?

Members and their spouses or partners who are nearing retirement.

## Learning outcomes

On completion of the course delegates should be able to:

- Understand health issues and maintain a healthy lifestyle.
- Understand legal issues and rights both approaching and during retirement.
- Gain an understanding of pensions and finance in retirement.
- Develop an appreciation of lifestyle change in retirement.

## Pre-course activities

Think about the type of lifestyle you would want when you retire.

## Duration

5 days

## Venues

National training centres.

# Young Members and Union Activities



This course is designed to introduce trade unionism to young members. The programme promotes the three pillars of the union – organising, globalisation and political - and encourages delegates to become actively involved within Unite.

## Who should attend?

The course is aimed at new young members up to and including the age of 27, who have very little knowledge of the trade union movement and politics.

## Learning outcomes

On completion of the course young members should be able to:

- Become more involved in Unite.
- Understand the union's policies on organising, globalisation and politics.
- Understand how important politics is to young people.
- Identify how Unite can influence government.
- Describe their basic rights at work.
- Improve their communication skills.
- Network and team build with other young members.
- Improve their self esteem and confidence.

## Pre-course activities

It would be beneficial to the course, if you could provide an overview of the union structure within your company and how you feel that you could become more involved and conduct your own research into the history of Unite the union.

## Duration

5 days

## Venues

National training centres.

## Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

## Progression route

It is hoped that following this course young members will take a more active part in the union and go on to become a rep progressing through the representatives' training courses.

## Key points

Aimed at:

Young members up to and including the age of 27 who want to take a more active role in Unite.

Duration:

5 days

National venues

## Key aims

To provide young members with the confidence to:

- Become more involved in Unite.
- Understand the union's policies on organising, globalisation and politics.
- Understand how important politics is to young people.
- Identify how Unite can influence government .
- Describe their basic rights at work.
- Improve their communication, networking and team building skills with other young members.
- Improve their self esteem and confidence.

## Additional Courses

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Additional Unite Education courses may be scheduled at some training venues. These courses cater for specific needs and regional/country variations and are in addition to the core courses detailed in the prospectus. Dates for these courses can be found on the website [www.unitetheunion.org/education](http://www.unitetheunion.org/education) and may also be listed with the core course dates. Contact your regional education office for information on these courses.

## Sector and Company/Organisation Training

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Do you have particular negotiating issues in your sector, company or organisation?

The versatility of Unite Education enables training to be developed to assist the skills and knowledge of our reps facing specific issues in a sector, company or organisation. This is in addition to the core courses available.

Once these issues have been identified the appropriate training programme will be developed quickly and effectively.

Delivery methods are designed to meet the needs of the intended delegates.



Specific courses have been delivered, for example, to reps in:

Sainsbury's	Rail Sector
RSPCA	Finance Sector
Royal Sun Alliance	Health Sector
Aylesford News Print	Voluntary and Not for Profit sector
Honda	Local Authorities

To enquire about or arrange sector or company/organisation training over and above the generic courses provided by the education department please contact:

Jim Mowatt  
Director of Education  
Unite the union  
128 Theobolds Road  
Holborn  
London  
WC1X 8TN  
Tel: 020 7611 2619  
Email: [jim.mowatt@unitetheunion.org](mailto:jim.mowatt@unitetheunion.org)

# How are the courses delivered?

The training is delivered to suit a range of learning styles in a relaxed and friendly manner by tutors from a trade union background with a wealth of experience. Delegate and tutor interaction is a key aspect in all our courses. Comprehensive training materials are issued to each delegate and training is delivered in a range of styles including tutor led, syndicate groups, role play, discussion groups and internet research:



## What you say about our courses

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"The Workplace Reps Introductory Certificate 12 day course was really valuable with a lot of information. We found that although we were all from very different sectors & backgrounds we kept finding we had more & more issues in common. The workplace reports got us into the habit of preparing & working with our members. Since then we have all kept in touch & still support each other & it's led to a more effective use of our skills & time for the union."

***Ona, Health Sector Rep – North East***

"The courses are really worthwhile to reps. All the information is explained and put forward well by the tutors. I took back to my company a lot of good ideas to help the members."

***Ian, Workplace Rep & Safety rep – GMM Luton***



"If you haven't been in education for a long time, don't worry, you will gain experience from other reps on the course. It's a very social experience as well as being educational."

***Helen, Workplace Rep – NHS Knowsley***

"A great opportunity to gain knowledge and also share experiences with reps from different backgrounds and industries."

***Margaret, Workplace Rep – NHS Knowsley***

"An absolutely invaluable experience. The knowledge and skills I have gained has made me a more confident and practical workplace rep."

***Linda, Workplace Rep – NHS, Knowsley***

"The courses are very good because you are away from your workplace in a dedicated educational environment which is ideal for learning."

***A.D. James, Safety rep – AMEC***





"This is my first Unite course which is very interesting and helpful. I have received a lot of very good information which I can use back at work."

**Andrzej, Safety rep – Kerry Foods**

"It's a breath of fresh air to come on a union course, a great way to learn and understand problems faced in other sectors, also the networking with other ULRs after the course."

**J-D, Learning Rep - Southampton PCT**

"Education is the life blood of advancement. The ULR courses have definitely helped me to promote lifelong learning in the workplace."

**John, ULR – National Blood Service**



"This is my first Women's Week course. I was made to feel very welcome, I have made many friends during this week and my confidence to tackle union issues has been nurtured through this experience."

**Ruby, Workplace Rep – Migrant Domestic Workers.**

"The course has given me so much confidence I now feel as though I can hold my own in many different workplace situations."

**Karen Findlay, Workplace Rep – Metro WYPTE**



# Training Venues and Course Administration

Unite education policy is such that our training is free to reps and members and is arranged to be as accessible as possible. All the core courses are delivered at over 40 venues regionally and in Ireland, Wales and Scotland - enabling daily travel to these venues. Each region/country has a main education office that enquiries or applications should be directed to for all the courses and venues in that region. A map giving the locations of the main training office for each region/country is included in the brochure.

Advance training for experienced reps and sector/companies specific training is normally arranged at the Union's national/residential venues - the Eastbourne Centre, Esher Place and Wortley Hall. These three venues are conducive to relaxed learning. The training rooms are purpose built – light and spacious, equipped with the latest educational aids ensuring the perfect learning environment. Bedrooms are en-suite with digital TV and tea/coffee making facilities. Telephone, fax and internet access are available. All accommodation is non-smoking. A wide selection of meals is provided catering for different tastes and cultures.



Wortley Hall, Wortley, Sheffield, South Yorkshire S35 7DB



Esher Place, 30 Esher Place Avenue, Esher, Surrey KT10 8PZ



Eastbourne Centre, Grandparade, Eastbourne, East Sussex, BN21 4DN

# Regional/Country Education Offices

Courses scheduled in your region/country are administered by the regional/country education office. Courses in the Republic of Ireland are arranged by the Ireland Education office and those in Guernsey and Jersey by the South West Regional Education office.

Application forms and enquiries relating to courses scheduled in your region or country should be directed to your regional/country education office below.

The online regional/countries application form is automatically directed to the correct education office.

## **NORTH WEST**

**Helen Osgood**  
Unite the Union  
Merchants Quay  
Salford Quays  
Salford M50 3SG

T: 0161 848 0909  
F: 0161 872 6068  
E: helen.osgood@unitetheunion.org

## **SCOTLAND**

**Jim Aitken**  
Unite the Union  
290 Bath Street  
Glasgow G2 4LD

T: 0141 332 7321  
F: 0141 332 6157  
E: james.aitken@unitetheunion.org

## **NORTH EAST YORKSHIRE & HUMBER**

**Mick Bond**  
Unite the Union  
55 Call Lane  
Leeds LS1 7BW

T: 0113 236 4830  
F: 0113 236 4831  
E: michael.bond@unitetheunion.org

## **IRELAND**

**(including the Republic of Ireland)**

**Richie Browne**  
Unite the Union  
26/34 Antrim Road  
Belfast BT15 2AA

T: 02890 232 381  
F: 02890 240 133  
E: richie.browne@unitetheunion.org

## **WALES**

**Glyn Conolly**  
Unite the Union  
1 Cathedral Road  
Cardiff CF11 9SD

T: 02920 394521  
F: 02920 390684  
E: glyn.conolly@unitetheunion.org

## **WEST MIDLANDS**

**Shelagh Mousley**  
Unite the Union  
9-17 Victoria Street  
West Bromwich B70 8HX

T: 0121 553 6051  
F: 0121 553 7846  
E: Robert.sissons@unitetheunion.org



## **EAST MIDLANDS**

**Sharon Mellors**  
Unite the Union  
Unit 2, Pride Point Drive  
Pride Park  
Derby DE24 8BX

T: 01332 548400  
F: 01332 548440  
E: sharon.mellors@unitetheunion.org

## **LONDON AND EASTERN**

**George Foulkes**  
Unite the Union  
Woodberry  
218 Green Lanes  
Finsbury Park  
London N4 2HB

Tel: 020 8800 4281  
Fax: 020 8802 8388  
E: george.foulkes@unitetheunion.org

## **SOUTH EAST**

**Mick O'Sullivan**  
Unite the Union  
128 Theobalds Road  
Holborn  
London WC1X 8TN

Tel: 020 7611 2629  
Fax: 020 7611 2780  
E: mick.o'sullivan@unitetheunion.org

## **SOUTH WEST (including Jersey & Guernsey)**

**Kenny Barron**  
Unite the Union  
Victoria Street  
Bristol BS1 6AY

T: 0117 938 9220  
F: 0117 923 0560  
E: kenny.barron@unitetheunion.org

# National Education Office

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Courses scheduled at the Eastbourne Centre, Esher Place and Wortley Hall are administered by the National Education Office. Course application forms and enquiries relating to these courses should be directed to:

## **National Education Office**

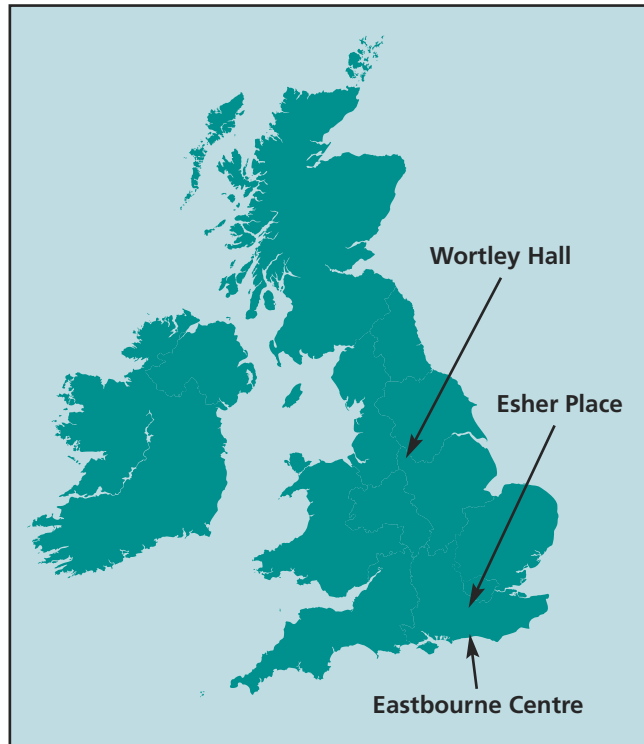
Unite - The Union  
Hayes Court  
West Common Road  
Bromley  
Kent  
BR2 7AU

Tel: 0208 462 7755

Fax: 0208 315 8234

Email: [education@unitetheunion.org](mailto:education@unitetheunion.org)

The online national application form is automatically directed to this education office.



# Applying for a course – Frequently Asked Questions

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## **Am I eligible?**

All registered workplace representatives can apply for a course and those members who have been a member for at least 6 months. For most courses there are pre-requisite requirements which must be met as our training programmes are modular and sequential. For example you wouldn't be accepted on a Bargaining and the Law course without attending the Workplace Reps Introductory Certificate course first unless there were extenuating/special circumstances.

## **Am I entitled to paid time off to attend a reps training course?**

'Yes' – Legislation and the ACAS Code of Practice states that employees who are officials or lay representatives of an independent trade union recognised by their employer are to be permitted reasonable time off during working hours to undergo training relevant to the carrying out of their trade union duties. These duties must be concerned with:

- negotiations with the employer about matters which fall within section 178(2) TULR(C)A (Trade Union Labour Relations Consolidation Act 1992) and for which the union is recognised to any extent for the purposes of collective bargaining by the employer; or
- any other functions on behalf of employees of the employer which are related to matters falling within section 178(2) TULR(C)A and which the employer has agreed the union may perform.

An employer who permits time off for officials to attend training relevant to their duties at the workplace must pay them for the time off taken. The employer must pay either the amount that the officials or Union Learning Representatives would have earned had they worked during the time off taken or, where earnings vary with the work done, an amount calculated by reference to the average hourly earnings for the work that they are employed to do. There is no statutory requirement to pay for time off where training is undertaken at a time when the official would not otherwise have been at work, but staff who work part time will be entitled to be paid if staff who work full time would be entitled to be paid. In all cases, the amount of time off must be reasonable.

## **What if my employer refuses to give me paid time off?**

If your employer is questioning or refusing your right to paid time off for trade union training please contact your regional officer. Loss of earnings to attend a Unite training course will only be paid in exceptional circumstances as decided by the Director of Education.

## **How do I apply for a course?**

Once you have chosen your course, venue and dates you can apply for a course by completing a paper application form (enclosed at the back of the prospectus) and faxing/posting to the relevant office, by telephoning the relevant office or completing the online application form at [www.unitetheunion.com/courseapp](http://www.unitetheunion.com/courseapp)

## **How do I know I've been accepted on a course?**

We will write and confirm that a course place has been reserved for you. An alternative date will be offered if your chosen date is oversubscribed. You then need to confirm your acceptance of this place within 4 weeks. Prior to the course start date you will be sent joining instructions, a course programme, directions to the course venue and information on the pre-course activities if applicable.

### **Are there any pre-course activities I'll be expected to do?**

Some of the courses require you to gather information before attending. This is explained on each relevant course page in this prospectus and is detailed in the course joining instructions delegates receive confirming their course place.

### **Can I bring my partner with me on a residential course?**

We regret that partners are not permitted to attend residential courses, unless they are providing carer support for a disability.

### **What expenses will the union pay?**

#### **Travel costs**

If you opt to travel **by car** to the training venue you are entitled to claim 40p per mile. Parking fees will be paid if there is no parking at the venue, all receipts will need to be provided.

You can obtain a **rail warrant** in advance of your journey if you prefer, or if you wish the Education Dept will arrange for rail tickets to be organised and sent to your home.

**Air travel**, where it is the most economic form of travel, can be pre-booked by the education department in advance of the course.

Claims for **Taxi fares** will only be paid if they are sanctioned by the Head of Dept and if there are mitigating circumstances, receipts must be provided, otherwise payment maybe withheld.

#### **Meal allowance**

Where lunch is not provided at some regional/country training venues you can claim a meal allowance of £5 per day. On national courses all meals and accommodation are provided free of charge and a packed lunch is provided on your day of departure.

### **How do I claim for expenses?**

Delegates will complete an expense form during the course and hand them with all receipts attached to the tutor. These forms **MUST** be fully completed for the duration of the course, typically, these take 3 weeks to process and then you will receive a payment by cheque or the money can be paid directly into your bank account.

### **What about attending trade union training (such as a TUC course) which isn't organised/arranged by Unite?**

Only under exceptional circumstances, which must be agreed by the Director of Education, will course fees and expenses be reimbursed for attending non Unite arranged trade union courses.

# Internet Access - Unite Education

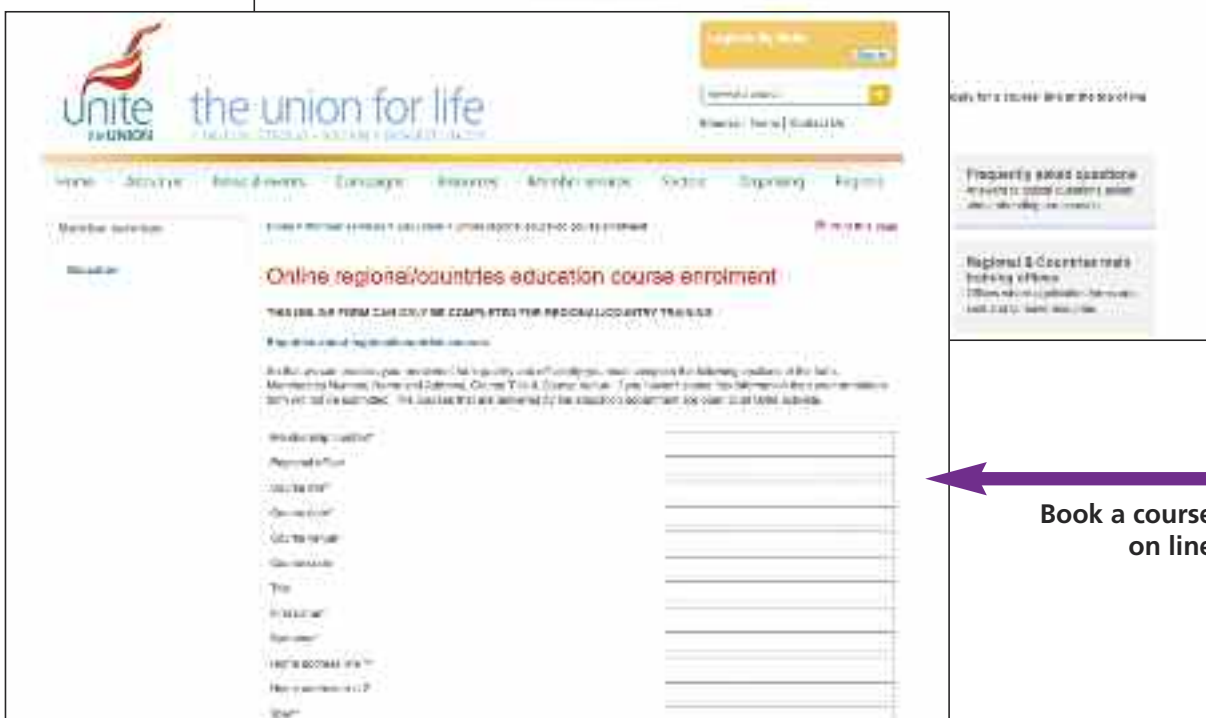
Why not visit the education pages on the Unite website at [www.unite-theunion.org/education](http://www.unite-theunion.org/education). The site contains more detail on the courses, up to date course dates and much more information on the other activities of the department. You can view details of all courses and book a course on line. You can also email Unite Education from these web pages.



View the department's activities



Get the latest course dates



Book a course on line

# Accreditation and Certification

Unite Education ensures that not only do delegates receive the necessary skills, knowledge and union policy when attending a course but that they are rewarded by gaining certificates which are nationally recognised through the Passport to Progress framework.

Our flagship Workplace Reps Introductory Certificate course is accredited through the National Open College Network (NOCN). It is a nationally recognised NVQ Level 2 Certificate of Achievement of 24 credits within the Qualifications and Credit Framework.



Through the National Open College Network (NOCN) our courses are accredited by each regional/country education office forming partnership agreements with local colleges.



Agreements are also in place for reps to attend Further and Higher Education programmes in industrial and labour relations.

Two of our core Health & Safety courses are also accredited by the Institute of Safety & Health (IOSH) and one course by the Royal Society for the Prevention of Accidents (RoSPA).



# Further and Higher Education

Unite Education provides pathways, links and bursaries for reps who are keen to progress their trade union & learning skills studies, having completed our range of courses. Partnerships with further and higher education providers have been set up to achieve this.

**The Northern College In partnership with UNITE the Union**

Progression routes for trade unionists engaged on UNITE the Union education programmes




At Northern College we provide a friendly environment where, even if you did not do well at school, you will find it easy to learn. You will receive individual support and have access to ICT, including e-mail and the internet, and a fully equipped Library and Learning Resource Centre. Residential and non-residential places are available, and a free Children's Centre is provided on campus.

**We offer you**

- A nine-month diploma course starting in September (you can use this qualification to go to university)
- Full time bursaries (grants) available
- A range of 3 - 5 day residential short courses
- Individual support in a friendly environment
- Residential & non-residential courses



Northern College, Welford Castle, Stroud Road, Stroud, Glos, GL5 3QZ  
Telephone 01226 776010, www.northern.ac.uk

**University of Leicester**

## The Leading Edge

Tailored Education for Business Needs

**Case Study**  
Unite in Learning  
Using the Union and the Centre for Labour Market Studies



**Business Profile**  
The University of Leicester is a leading research and teaching institution in the UK, with a strong reputation for its research and teaching in the areas of Business and Social Sciences.

**Challenge**  
The University of Leicester was approached by the University of Leicester to provide a tailored education for business needs. The University of Leicester was approached by the University of Leicester to provide a tailored education for business needs.

**Solution**  
The University of Leicester has developed a tailored education for business needs. The University of Leicester has developed a tailored education for business needs.

**Outcomes**  
The University of Leicester has developed a tailored education for business needs. The University of Leicester has developed a tailored education for business needs.



**THE UNIVERSITY OF THE YEAR 2010** [www.unite.ac.uk/learning/](http://www.unite.ac.uk/learning/)

# Notes

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[www.unitetheunion.org/education](http://www.unitetheunion.org/education)