



INVESTOR IN PEOPLE

# Amicus Education & Training

Prospectus 2007/8



*amicus*  
*the union*

[www.amicustheunion.org](http://www.amicustheunion.org)



The training of workplace representatives is a key function of the union in order to provide the support that the membership needs and expects. The Education & Training Department provides focussed training to ensure that representatives have the required confidence, attitude and skill set to deal with workplace issues.

Derek Simpson  
General Secretary

For Amicus to be an effective organisation, providing the best possible service to its members, it is essential that our workplace representatives have the correct information, knowledge, and up to date skills.

## Education & training department objectives

To provide an efficient high quality service to workplace representatives and the membership by:

- Delivering easily accessible nationally accredited short training courses for workplace representatives
- Continually assessing and reviewing training programmes to ensure they meet the needs of representatives
- Delivering sector specific training on request
- Providing links and pathways to enable representatives to access Further and Higher Education
- Providing bursaries to assist members in their career development
- Implementing a training needs analysis service to develop representatives' skills
- Providing excellent advice and guidance on all Health & Safety matters.

Mike McCartney  
Head of Education

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\*new courses for 2007



# A choice of venues

## Residential training



### **ESHER PLACE**

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

The full range of courses can be attended residentially at the union's flagship education and conference centre – Esher Place is easy to get to with excellent access by public transport or by car.

The welcoming atmosphere at Esher Place is conducive to relaxed learning. 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. Breakfast and evening meals are silver service whilst lunch is buffet style.

The training rooms are purpose built – light and spacious, equipped with the latest educational aids ensuring the perfect learning environment.



### **QUORN GRANGE**

**88 Wood Lane, Quorn, Loughborough LE12 8DB**

Set in beautiful gardens near Loughborough, Quorn Grange, the union's other premier learning facility, is the ideal learning environment.

Built in the 18th century with sympathetic enhancements in the 1990's, this original country house is set amidst beautifully manicured gardens and rolling rural Leicestershire countryside.

All 38 bedrooms are fully en-suite with TV, tea & coffee making facilities and direct dial telephones. Comfort, cleanliness and fine views of the magnificent gardens and the lush Soar Valley countryside, make sure all bedrooms are a pleasure to stay in.

Training facilities focus on comfort, they are attractive and well lit, all rooms host an extensive range of audio visual aids.



# A choice of venues

## Residential training

### **WORTLEY HALL**

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

Residential training is also delivered at Wortley Hall, near Sheffield – a stately home renovated and co-owned by the trade unions, labour party and co-operative movement.

With its 500 year history Wortley Hall, known as the Workers' stately home, provides a warm welcome for Amicus course delegates.

Set in beautiful surroundings the accommodation, meals and educational facilities are of a high quality.



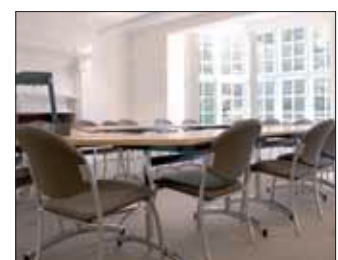
### **RUSKIN COLLEGE**

**Stoke House, Conference Centre, Old Headington, Oxford OX1 2HE**

A further venue has been added for 2007. Our students can enjoy the newly refurbished Grade II listed building, Stoke House.

Located in the delightful village of Old Headington which is just 3 miles from central Oxford, Stoke House can accommodate up to 12 delegates in single occupancy, ensuite study bedrooms.

There are two seminar rooms with up to date audio visual facilities and 2 break-out rooms. Set in pleasant gardens this venue is of excellent quality.



# A choice of venues

## Access to courses in the Republic of Ireland and Northern Ireland

**Amicus representatives from both the Republic and Northern Ireland are able to access all of the courses that are offered at our residential venues in Britain.**

Amicus Education also understands that there are different legislation issues in both the Republic and Northern Ireland and to address these needs we can provide a wide range of courses including :

- Workplace Representative training
- Health and Safety training
- Employment Rights training
- Equality and Diversity training
- Pensions

These courses can be arranged either in the regional office, residentially (local hotels) or by Sector.

In the Republic we currently work with partners such as the Irish Congress of Trade Unions ((ICTU) and skills net.

In Northern Ireland we have a partnership with the North West Institute.

All of these partnerships fall under a joint approach with Amicus. In the Republic, Amicus is working on a new project alongside the ICTU and FAS called Workplace Initiative for Employee Learning and Development (WIELD). This programme will include training in areas such as :

- IT skills
- Diversity and Equality
- Cultural Diversity
- Language skills
- Team Work
- Literacy & Numeracy

For further information contact the Belfast Office, or Dublin office for Republic of Ireland.(See page 47)

## Non-residential training at regional offices

### REGIONAL OFFICES

A range of courses can be attended non-residentially at Amicus regional offices throughout the United Kingdom. This allows daily commuting to a local training centre.

Each regional office has a fully equipped training room. Refreshments and lunch are provided.

Regional office locations are provided on page 47 of this prospectus.

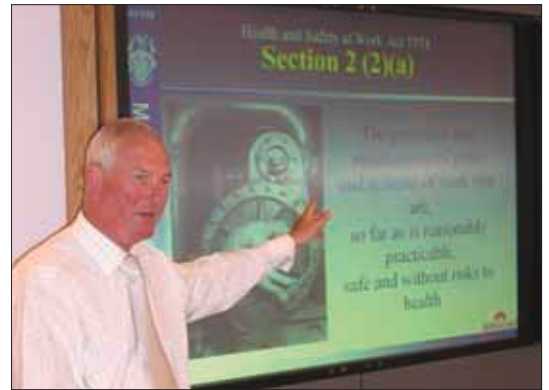


# How is the training delivered?

**EXPERIENCED AMICUS TUTORS DELIVER THE COURSES IN A PROFESSIONAL BUT RELAXED AND FRIENDLY MANNER**

**COMMENTS FROM DELEGATE FEEDBACK SURVEYS SAY IT ALL -**

- '...I felt completely at ease and relaxed'
- 'experienced tutors were very helpful and...'
- 'we were involved in the course right from the start...'
- '...very well equipped training rooms which...'
- '...the pace of the course was just right...'
- '...and I particularly liked the many group and syndicate activities'
- 'back at work the knowledge has proved invaluable...'
- '...now I feel part of a team and help is always there.'
- '...it was good to be with other reps who had similar issues...'
- '...accommodation and meals on residential courses were superb...really well looked after...'



## Accredited courses

### **NATIONALLY RECOGNISED**

Training programmes are accredited by the Open College Network (OCN). Successful completion of a course leads to the award of a certificate of unit credit. These nationally recognised credits can be used as a means of entry to gain further and higher education qualifications.

### **COURSE CERTIFICATION**

In addition the health & safety courses are accredited and certificated by the Institution of Occupational Safety and Health (IOSH) and recognised by the Royal Society for the Prevention of Accidents (RoSPA).



# Applying for a course

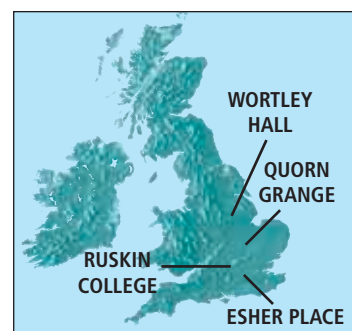
## **COURSES ARE FREE OF CHARGE TO AMICUS REPRESENTATIVES**

To be eligible for a course you must be a registered Amicus representative. If you are in any doubt then you should check with your regional office before completing your application form.



## **RESIDENTIAL COURSES AT ESHER PLACE, QUORN GRANGE, WORTLEY HALL, OR RUSKIN COLLEGE**

If you would like to attend a residential course please complete the Education Course Enrolment Form and send/fax to the Education Department at Amicus the union, Hayes Court, West Common Road, Hayes, Bromley BR2 7AU. Fax: 020 8315 8524. Alternatively, visit the Education section of the Amicus website – [www.amicustheunion.org.uk/education](http://www.amicustheunion.org.uk/education) – and complete the email application form. Please note this facility is only available for residential courses.



## **NON-RESIDENTIAL COURSES AT A REGIONAL OFFICE**

To attend a non-residential course please complete the Education Course Enrolment Form and send/fax to the appropriate regional office by referring to the training locations page (P. 47)

## **WHAT INFORMATION WILL I RECEIVE PRIOR TO ATTENDING THE COURSE?**

If your application has been successful we will write and confirm that a course place has been reserved for you. You then need to confirm your acceptance of this place within 4 weeks. \*Seven weeks prior to the course start date you will be sent joining instructions, a course programme, and directions to the course venue.

## **WHAT IF THE COURSE IS FULL?**

If the course event you have applied for is full you will automatically be given the next available date or placed on the waiting list.

## **WILL I GET PAID TIME OFF?**

Employment legislation entitles you to payment of wages etc. for training you undertake that is connected with your trade union 'duties' (negotiating, representing people etc). It is up to you to secure your paid release. However, if your employer has informed you that you won't receive paid release, you must raise the issue with your regional officer before you attend the course. **The Education department is not responsible for obtaining your paid release.**

## **WHAT ABOUT TRAVEL EXPENSES AND ACCOMMODATION COSTS ON RESIDENTIAL COURSES?**

All education courses are free of charge for Amicus union representatives – this includes course materials, meals, travel costs and \*accommodation. Where applicable, \*reasonable childcare costs will also be paid on residential courses. Delegates will be reimbursed their travel expenses approximately 3 weeks after the course concludes. (Please attach all receipts)

\*Applies to residential courses only

## Workplace representatives – stage 1

This course is designed to provide newly elected workplace representatives with an understanding of the role and responsibilities of an Amicus representative within their place of work. It will provide the delegates with the necessary skills and information required to perform their role successfully in that workplace and help them represent members more effectively.

### Participants

The course is specifically aimed at newly elected Amicus representatives or those who have not previously attended any industrial relations training programmes within a trade union organisation.

### Course presentation

Delivered in a relaxed and informal manner, the course comprises of brief lectures using various teaching aids and methods, syndicate work, role-play, group activities, and group report backs given by delegates.

### Course objectives

On completion of the course, delegates will be able to

- Describe the organisational structure of Amicus and explain how they can become involved in the democratic process
- Understand the role and responsibilities of an Amicus representative within the workplace
- Develop interviewing skills and techniques and prepare case work
- Effectively represent members in disciplinary and grievance procedures
- Develop an awareness of the key legal issues that affect the representative in the workplace today
- Organise and retain members within the workplace
- Appreciate the key legal issues regarding diversity and equality within the workplace.

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place, Quorn Grange, Wortley Hall, and Regional offices

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course provides participants with the necessary skills and experience to attend the Workplace Representatives – Stage 2 course which subsequently provides the necessary skills to access the rest of the Amicus education programme.

## Key details

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place, Quorn Grange, Wortley Hall, and Regional offices

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Describe the organisational structure of Amicus and explain how they can become involved in the democratic process
- Understand the role and responsibilities of an Amicus representative within the workplace
- Develop interviewing skills and techniques and prepare case work
- Effectively represent members in disciplinary and grievance procedures
- Develop an awareness of the key legal issues that affect the representative in the workplace today
- Organise and retain members within the workplace
- Appreciate the key legal issues regarding diversity and equality within the workplace.

## Key details

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place, Quorn Grange,  
Wortley Hall and  
Regional offices

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Evaluate the strengths and weaknesses of the union in a negotiating environment
- Gather and effectively prepare information for use at the negotiating table
- Understand the long term implications of differing strategies chosen and used by the course participants
- Plan a negotiating strategy as part of a team
- Look at how to finalise and close the deal
- Evaluate policies seeking to reduce proposed redundancies in the workplace
- Look briefly at the effects of the law covering redundancies and industrial action

## Workplace representatives – stage 2

This course is designed to provide workplace representatives with an understanding of the methods used when preparing for and taking part in negotiating. The course will also bestow the necessary skills to enable all delegates to participate fully in any negotiating forum within the workplace.

### Participants

The course is aimed at all Amicus representatives who have attended the Workplace Representatives Stage 1 course.

### Course presentation

The training is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods. It also involves syndicate work with a strong emphasis on a series of negotiating case studies and analysis.

### Course objectives

On completion of the course, delegates will be able to

- Evaluate the strengths and weaknesses of the union in a negotiating environment
- Gather and effectively prepare information for use at the negotiating table
- Understand the long term implications of differing strategies chosen and used by the course participants
- Plan a negotiating strategy as part of a team
- Look at how to finalise and close the deal
- Evaluate policies seeking to reduce proposed redundancies in the workplace
- Look briefly at the effects of the law covering redundancies and industrial action.

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place, Quorn Grange, Wortley Hall and Regional offices

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this course delegates can begin to access the rest of the Amicus education programme with an initial emphasis on improving skills and gaining a greater understanding of employment law issues and their implications on the workplace.

## Workplace representatives – stage 3

This course looks to develop the Amicus representative's skills by developing negotiating techniques and looking in more depth at issues that affect the delegates in the workplace. These topics include Europe and the changes in legislation, diversity and equality issues including equal pay, organising and managing campaigns and a view on current Amicus campaigns.

### Participants

This course is aimed at experienced Amicus representatives who have attended the Workplace Representatives Stage Two and Employment Law Stage 1.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of lectures delivered by both Amicus education officers and external specialists using various teaching aids and methods. It will also involve individual and syndicate work with a strong emphasis on case studies and group analysis.

### Course objectives

On completion of the course, delegates will be able to

- Critically evaluate the strengths and weaknesses of arguments developed in the negotiating forum
- Understand the role that Europe plays on the union's negotiating strategies
- Understand the issues relating to equal pay and its implications on the workforce in general
- Evaluate the process of identifying, planning and managing campaigns both locally and nationally.

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this course delegates can access Workplace Representatives Stage Four and other industrial relations courses that specialise in areas of individual interest.

## Key details

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Critically evaluate the strengths and weaknesses of arguments developed in the negotiating forum
- Understand the role that Europe plays on the union's negotiating strategies
- Understand the issues relating to equal pay and its implications on the workforce in general
- Evaluate the process of identifying, planning and managing campaigns both locally and nationally.

## Key details

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the strengths and weaknesses of arguments developed in the negotiating forum when campaigning on European and global issues
- Critically evaluate the role of the European bargaining agenda on the UK workforce and the unions campaign strategies across the European Union
- Gain a greater understanding on Amicus policy issues
- Understand the issues around International campaigning
- Critically evaluate the process of identifying, planning, managing and completing international campaigns.

## Workplace representatives – stage 4

This course looks to develop the Amicus representative's skills further by developing the delegate's expertise on the European bargaining agenda and its effects on the workplace. It will also look closely at Amicus policy issues and the union's involvement in campaigns of both UK and International importance. The representatives will also further develop their own investigatory and negotiating skills through involvement in case studies on current Amicus campaigns running in the UK and internationally.

### Participants

This course is aimed at experienced Amicus representatives who have attended the Workplace Representatives Stage Three, Employment Law Stages 1, 2 and 3 and Human Resource Management Stage 1 courses.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of lectures delivered by both Amicus education officers and external specialists using various teaching aids and methods. It will also involve individual and syndicate work with a strong emphasis on case studies, group analysis and strategy planning.

### Course objectives

On completion of the course, delegates will be able to

- Understand the strengths and weaknesses of arguments developed in the negotiating forum when campaigning on European and global issues
- Critically evaluate the role of the European bargaining agenda on the UK workforce and the unions campaign strategies across the European Union
- Gain a greater understanding on Amicus policy issues
- Understand the issues around international campaigning
- Critically evaluate the process of identifying, planning, managing and completing international campaigns.

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares delegates to attend further industrial relations courses or attend higher or further education courses delivered by our partners.

## Advocacy skills

This course is designed to provide Amicus workplace representative's with an understanding of advocacy and the representational skills needed in today's modern workplace.

### Participants

This course is aimed at experienced Amicus representatives who have attended the Workplace Representatives Stage 2 and Employment Law courses Stage 1 and 2.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures delivered by both Amicus education officers and external specialists using various teaching aids and methods. It will also involve syndicate work, role-play, group activities and presentations given by delegates. The course also includes a visit to a local Crown Court to see advocacy in action.

### Course objectives

On completion of the course, delegates will be able to

- Understand and deliver on the complexities of advocacy in the workplace
- Explain how the court and tribunal systems work
- Look at the union's approach to campaigning
- Understand how to use the media to promote both local and national campaigns
- Recognise the difference between lobbying and campaigning.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares delegates to attend further industrial relations courses through the Amicus education department or attend higher and further education courses delivered by our partners.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand and deliver on the complexities of advocacy in the workplace
- Explain how the court and tribunal systems work
- Look at the union's approach to campaigning
- Understand how to use the media to promote both local national campaigns
- Recognise the difference between lobbying and campaigning.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange.

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Explain the differences between Personnel Management and Human Resource Management
- Understand and describe how HRM techniques effect members in the workplace
- Identify strategy and relationships used in HRM
- Understand the issues around International campaigning
- Critically evaluate the process of identifying, planning, managing and completing international campaigns.

## Human resource management - stage 1

This course has been redesigned to provide workplace Representatives with the initial skills and knowledge to enable participants to understand modern employment history and the changing nature of human resources in the modern workplace. It will explore labour market and management trends.

**Participants**

This training programme is aimed at representatives who have completed workplace representative's stages 1 and 2 and those reps that have extended experience of negotiating in a changing work environment.

**Course presentation**

The course is delivered in a relaxed and informal manner comprising of lectures delivered by both Amicus education officers and external specialists using various teaching aids and methods. It will also involve individual and syndicate work with a strong emphasis on case studies, group analysis and strategy planning

**Course objectives**

On completion of the course, delegates will be able to

- Explain the differences between Personnel Management and Human Resource Management
- Understand and describe how HRM techniques effect members in the workplace
- Identify strategy and relationships used in HRM
- Understand the issues around international campaigning
- Critically evaluate the process of identifying, planning, managing and completing international campaigns

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

**Further training**

This course prepares delegates to attend the Human Resource Management Stage 2 and further industrial relations courses or attend higher or further education courses delivered by our partners.

## Human resource management – stage 2

This course builds on the skills and knowledge from the workplace reps Stages 1, 2 and 3. It will enable delegates to understand the strategy of HRM and to participate fully in the integration of initiatives or new programmes that are introduced into workplaces by modern human resource management.

### Participants

This course is aimed at workplace representatives who have successfully completed up to a Workplace reps Stage 3 and Human resource Stage 1 course.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of lectures delivered by Amicus education officers using various teaching aids and methods. It will also involve syndicate work, role play, group activities and presentations given by delegates.

### Course objectives

At the end of the course students will be able to:

- Understand and describe the Investors in People initiative
- Explain the role of Human resource management in strategic business planning
- Identify the opportunities and practise skills in negotiating with human resource practitioners
- Represent members effectively within a HRM culture
- Identify how flexible work practices relate to union members needs

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares delegates to attend further industrial relations courses or attend higher or further education courses delivered by our partners.

## Key details

### Course duration

5 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand and describe the Investors in People initiative
- Explain the role of Human resource management in strategic business planning
- Identify the opportunities and practise skills in negotiating with human resource practitioners
- Represent members effectively within a HRM culture
- Identify how flexible work practices relate to union members needs.

## Key details

### Course duration

5 days

### Course venue

Ruskin College and Regional Offices

### Maximum number of delegates

12 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Develop a framework to deliver awareness of the benefits of learning
- Identify members' learning and training needs
- Demonstrate knowledge and awareness of available learning opportunities
- Provide a relevant advice and signposting service to members
- Identify appropriate sources of information and advice
- Advocate the learning aspirations of the members
- Identify sources from other union representatives to create wider access for learning opportunities.

## Lifelong learning – stage 1

### Scoping Lifelong Learning in the workplace

This course is designed to provide initial workplace learning representatives with skills to enable them to raise the profile of learning and create access for members to learning opportunities.

### Participants

The course is aimed at newly elected learning representatives.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, role-play, group activities and presentations given by delegates.

### Course objectives

On completion of the course, delegates will be able to

- Develop a framework to deliver awareness of the benefits of learning
- Identify members' learning and training needs
- Demonstrate knowledge and awareness of available learning opportunities
- Provide a relevant advice and signposting service to members
- Identify appropriate sources of information and advice
- Advocate the learning aspirations of the members
- Identify sources from other union representatives to create wider access for learning opportunities.

### Course duration

5 days

### Course venue

Nationally at Ruskin College; in Regional offices when arranged by Regional Learning Organisers

### Maximum number of delegates

12 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares participants to attend Lifelong learning stage 2 - Developing Lifelong Learning.

## Lifelong learning – stage 2

### Developing Lifelong Learning

This course will provide experienced workplace learning representatives with skills to raise the profile of the learning agenda, create access for the union membership to learning opportunities and work with partners to plan, organise and deliver learning.

### Participants

The course is aimed at experienced learning representatives who wish to extend their knowledge of the wider learning agenda.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, role-play, group activities and presentations given by delegates.

### Course objectives

On completion of the course, delegates will be able to:

- Develop partnerships to plan, organise and deliver learning opportunities
- Represent members on learning issues with their employers
- Support Amicus Officers to negotiate learning agreements
- Identify, record and evaluate learning information
- Work with employers to establish the learning agenda in the workplace
- Negotiate with employers on learning and skills as part of the bargaining process

### Course duration

5 days

### Course venue

Nationally at Ruskin College; in Regional offices when arranged by Regional Learning Organisers

### Maximum number of delegates

12 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course provides a suitable platform for learning representatives to study in further and higher education.

## Key details

### Course duration

5 days

### Course venue

Ruskin College and Regional Offices

### Maximum number of delegates

12 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Develop partnerships to plan, organise and deliver learning opportunities
- Represent members on learning issues with their employers
- Develop learning agreements
- Support Amicus Officers to negotiate Learning Agreements with the company
- Identify, record and evaluate learning information
- Work with employers to establish the learning agenda in the workplace
- Negotiate with employers on learning and skills as part of the bargaining process.

## Key details

**Course duration**  
3 days

**Course venue**  
Esher Place and Quorn Grange.

**Maximum number of delegates**  
16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Motivate individuals to create a recruitment and organising culture in the workplace and union branch
- Help to identify organising issues in the workplace, which can be used to recruit new members and activists
- Update and develop skills and knowledge required to organise potential members
- Develop a team approach to organising and to plan their organising and recruitment work.

## Organising the workplace

This course offers delegates the opportunity to gain an understanding of Amicus organising structures within the regions. It also provides an in depth knowledge of the organising tools available to become an effective organiser within their own workplace.

### Participants

The course is aimed at representatives who have completed Workplace representatives – stage 1 & 2 courses.

### Course presentation

Delivered in a relaxed and informal manner, the course comprises of brief lectures, syndicate work, role-play, group activities, and presentations given by delegates.

### Course objectives

On completion of the course, delegates will be able to

- Motivate individuals to create a recruitment and organising culture in the workplace and union branch
- Help to identify organising issues in the workplace, which can be used to recruit new members and activists
- Update and develop skills and knowledge required to organise potential members
- Develop a team approach to organising and to plan their organising and recruitment work.

### Course duration

3 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares delegates to attend further Amicus industrial relations/developmental courses or to attend higher or further education courses.

## Working safely/Risk assessment

This course is designed for union safety representatives and is in three parts: the rights and roles of a rep and union approaches, basic health & safety practice, and thirdly an understanding is gained about a range of risk assessments, accident investigation and workplace inspections.

### Participants

Newly appointed safety representatives, and those who have had no formal comparable technical health & safety training should definitely attend this course. The training is designed to advance the technical health & safety knowledge of delegates considerably.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures using PowerPoint. Group exercises are undertaken using relevant forms for risk assessment and workplace inspections.

### Course objectives

On completion of the course, delegates will be able to

- Carry out safety rep functions effectively with a knowledge of their roles
- Describe their rights as a safety rep under legislation
- Understand and use union inspection notices
- 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
- Understand Amicus affiliations to the TUC, Hazards etc.

### Course duration

5 days

### Course venue

Esher Place, Quorn Grange, Wortley Hall and Regional offices

### Maximum number of delegates

16 Delegates

### Accreditation

Working safely is accredited by IOSH and RoSPA accredits Risk assessment. Both these components of the course are also accredited by the Open College Network (OCN), as is the Rights and roles of a safety rep module.

### Further training

Successful completion of this course entitles delegates to attend Managing safely. Also all other courses in the Amicus portfolio relevant to safety representatives are applicable.

## Key details

### Course duration

5 days

### Course venue

Esher Place, Quorn Grange, Wortley Hall and Regional offices

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Carry out safety rep functions effectively with a knowledge of their roles
- Describe their rights as a safety rep under legislation
- Understand and use union inspection notices
- 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
- Understand Amicus affiliations to the TUC, Hazards etc.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place, Quorn Grange,  
Wortley Hall and Belfast

**Maximum number  
of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the principles of accident prevention and carry out an investigation
- Appreciate the legal system relating to health and safety, including criminal and civil law
- Understand the legal requirement of risk assessment and the hierarchy of controls
- Understand reactive and active monitoring, and have the tools to evaluate this
- Understand the legal requirement and best practice for common hazards such as fire, chemicals, noise, electricity etc.
- Carry out health monitoring such as body mapping
- Locate and research health & safety material
- Relate union policy to health and safety management.

## Managing safely

This course is designed to provide safety representatives with advanced technical knowledge of health and safety practices. The training programme also includes the views of the union on health and safety issues.

**Participants**

The course is aimed at safety representatives who have previously attended the Working safely/Risk assessment course. Other senior workplace representatives may wish to attend, providing they fulfil this prerequisite.

**Course presentation**

Managing safely is delivered to reps in a traditional trade union fraternal style. The course is presented in modules and includes group exercises for delegates to encourage inclusive learning. These exercises, also provide delegates with the opportunity to present researched material in an informal atmosphere.

**Course objectives**

On completion of the course, delegates will be able to

- Understand the principles of accident prevention and carry out an investigation
- Appreciate the legal system relating to health and safety, including criminal and civil law
- Understand the legal requirement of risk assessment and the hierarchy of controls
- Understand reactive and active monitoring, and have the tools to evaluate this
- Understand the legal requirement and best practice for common hazards such as fire, chemicals, noise, electricity etc.
- Carry out health monitoring such as body mapping
- Locate and research health & safety material
- Relate union policy to health and safety management.

**Course duration**

5 days

**Course venue**

Esher Place, Quorn Grange, Wortley Hall and Belfast

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of the IOSH Managing safely certificate, subject to completing an assessment. This includes a project completed in the workplace. In addition the course is accredited by the Open College Network (OCN).

**Further training**

Managing safely is a prestigious course, and following on from this, reps can attend the TUC level 3 course in occupational health & safety. Other suitable Amicus courses are Organising for health and safety and Stress, harassment and bullying.

## Organising for health and safety

This training programme allows delegates to gain an understanding of Amicus structures as well as an in depth knowledge of the role and rights of a union safety representative. The course also provides a sound understanding of relevant European directives, and how to organise the workplace to improve standards and communicate effectively with employers.

### Participants

This course is aimed at safety representatives who have attended Working safely/Risk assessment and wish to enhance their knowledge relating to negotiation and communication skills together with their rights and roles.

### Course presentation

Delivered in a relaxed and informal manner the course comprises brief lectures, syndicate work, role-play, group activities and presentations given by delegates.

### Course objectives

On completion of the course, delegates will be able to

- Review health & safety organisation and consider how it can be improved
- Learn about the structure of Amicus
- Communicate with employers effectively
- Understand the consultation directive
- Find out more about their rights and functions as a health and safety representative and look at how the law interprets their rights
- Understand employers' legal and moral responsibilities
- Develop a local plan of action around improved health & safety at work and how to set up committee structures
- Develop and practise a number of key trade union skills
- Feel more confident about their role as a health and safety rep, and be able to handle health and safety issues with members and local management.

### Course duration

5 days

### Course venue

Quorn Grange and Belfast

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

All courses in the Amicus portfolio, which are relevant to safety representatives giving them the ability to carry out their role confidently and effectively.

## Key details

### Course duration

5 days

### Course venue

Quorn Grange and Belfast

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Review health & safety organisation and consider how it can be improved
- Learn about the structure of Amicus
- Communicate with employers effectively
- Understand the consultation directive
- Find out more about their rights and functions as a health and safety representative and look at how the law interprets their rights
- Understand employers' legal and moral responsibilities
- Develop a local plan of action around improved health & safety at work and how to set up committee structures
- Develop and practise a number of key trade union skills
- Feel more confident about their role as a health and safety rep, and be able to handle health and safety issues with members and local management.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place and Belfast

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Comprehend the value of conducting investigations
- Conduct a 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 and members
- Recommend meaningful interventions to prevent a recurrence
- Understand the benefits of a no-blame culture.

## 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 is also designed to deliver a comprehensive understanding of the benefit of investigations.

**Participants**

The course is aimed at active and experienced safety representatives who have achieved the Managing safely standard and who have a desire to become involved in investigation.

**Course presentation**

The course is separated into linked modules based around the investigation of a factual incident. It also includes syndicate studies and projects, again related to actual investigations.

**Course objectives**

On completion of the course, delegates will 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.

**Course duration**

5 days

**Course venue**

Esher Place and Belfast

**Maximum number of delegates**

16 Delegates

**Accreditation**

The course is accredited by the Open College Network (OCN). Successful completion of the course leads to the award of a certificate of unit credit by the OCN.

**Further training**

Any of the suite of Amicus health & safety courses and also Stress, harassment and bullying would be applicable.

## Stress management

This course has been developed for experienced safety representatives to further develop their skills and knowledge of stress management systems in the workplace. It will enable delegates to develop and influence effective workplace policies.

### Participants

This programme is aimed at experienced safety representatives and workplace representatives who have successfully completed Working and Managing safely programmes. Completion of the Stress, harassment and bullying course would also be an advantage.

### Course presentation

The course is delivered in a relaxed informal manner using PowerPoint presentations, brief lectures, group discussions, group and individual exercises, case studies and best practise models.

### Course objectives

On completion of the course, delegates will be able to

- Identify and understand the impacts of stress in the workplace
- Identify and describe preventative measures for stress reduction
- Identify legal implications relating to health & safety and common law
- Understand risk assessments and associated controls in relation to stress
- Understand and compile an organisational plan and toolkit
- Identify and describe the benefits of an integrated support network, (including helpline, consultancy, one to one sessions, and awareness training)
- Describe the practical application of using advanced communication techniques when dealing with stress
- Recognise 'critical' points of incidents in the workplace
- Identify and understand personal stressors and symptoms
- Create a personal action plan for dealing with stress.

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the OCN and also a RoSPA certificate.

### Further training

This course supports the health & safety training provided by the Amicus education department.

## Key details

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Identify and understand the impacts of stress in the workplace
- Identify and describe preventative measures for stress reduction
- Identify legal implications relating to health & safety and common law
- Understand risk assessments and associated controls in relation to stress
- Understand and compile an organisational plan and toolkit
- Identify and describe the benefits of an integrated support network, (including helpline, consultancy, one to one sessions, and awareness training)
- Describe the practical application of using advanced communication techniques when dealing with stress
- Recognise 'critical' points of incidents in the workplace
- Identify and understand personal stressors and symptoms
- Create a personal action plan for dealing with stress.

## Key details

**Course duration**

3 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Carry out safety representative functions effectively with a good knowledge of their role
- Understand the problems with existing legislation and practices in relation to gender sensitivity
- Understand the need for policies and procedures relevant to women's health & safety
- Examine their organisation's approach to health & safety – in particular to women's issues
- Deal with members queries with confidence
- Know where to access information and resources
- Understand Amicus affiliations to the TUC, Hazards etc.

## Women's health and safety

This course is designed for women safety representatives. It addresses the rights and roles of a safety representative, and union approaches for gender sensitivity covering topics which are specific to the health and safety of women in the workplace and in society.

**Participants**

The course is open to experienced and newly appointed women representatives. The training is designed to advance knowledge and awareness in a specific area.

**Course presentation**

The course is delivered in a relaxed and informal manner comprising of brief lectures using PowerPoint presentations. Group activities are undertaken using questionnaires and case studies.

**Course objectives**

On completion of the course, delegates will be able to

- Carry out safety representative functions effectively with a good knowledge of their role
- Understand the problems with existing legislation and practices in relation to gender sensitivity
- Understand the need for policies and procedures relevant to women's health & safety
- Examine their organisation's approach to health & safety - in particular to women's issues
- Deal with members queries with confidence
- Know where to access information and resources
- Understand Amicus affiliations to the TUC, Hazards etc.

**Course duration**

3 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

**Further training**

Various other courses such as Working safely, Managing safely, Communication and development skills and Women's Week, which are available in this portfolio for safety representatives.

## Foundation in Environmental Management

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

### Participants

The course is aimed at safety representatives who have attended the Managing Safely course and workplace reps who have completed up to Stage 3 Workplace reps course and have had no formal comparable technical environmental training.

### Course presentation

Delivered in a relaxed and informal manner; the course comprises of brief lectures using various teaching aids and methods; syndicate work and group activities encouraging inclusive learning and the development of investigative skills.

### Course objectives

On completion of the course, delegates will 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 Amicus representatives in environmental issues in the workplace, union and society
- Explain the evolving workplace environmental strategies, management systems and economic instruments that influence environmental behaviour
- Understand how environmental behaviour influences improvements in workplace health and safety
- Distinguish tools used for assessment and interpretation of environmental performance.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

At the beginning of 2007 accreditation of this new course is being sought through the IEMA (Institute of Environmental Management & Assessment) and the Open College Network (OCN). Once accreditation is granted, successful completion of the course is proposed to lead towards the IEMA Foundation Certificate in Environmental Management and OCN Credits.

### Further training

This course supports the H&S training provided by the Amicus education department. This course prepares delegates to attend courses in further and higher education.

## Key details

### Course duration

5 Days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Basic H&S law applicable to working at height
- 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 Amicus representatives in environmental issues in the workplace, union and society
- Explain the evolving workplace environmental strategies, management systems and economic instruments that influence environmental behaviour
- Understand how environmental behaviour influences improvements in workplace H&S and industrial relations
- Distinguish tools used for assessment and interpretation of environmental performance

## Key details

**Course duration**  
2 days

**Course venue**  
Quorn Grange

**Maximum number of delegates**  
16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Basic health & safety law applicable to working at height
- Basic risk assessment principles and implementation of risk control systems, involving written procedures
- The safe use of scaffold - when to use it and other risk control systems to work at height
- How to use ladders safely.

## 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.

### Participants

This course is aimed at all safety representatives who have previously attended the Working safely/Risk assessment course who need the knowledge to deal with this issue in the workplace.

### Course presentation

The course is presented in a relaxed and informal manner comprising of brief lectures, group activities, and case studies.

### Course objectives

On completion of the course, delegates will gain an understanding of

- Basic health & safety law applicable to working at height
- Basic risk assessment principles and implementation of risk control systems, involving written procedures
- The safe use of scaffold - when to use it and other risk control systems to work at height
- How to use ladders safely.

### Course duration

2 days

### Course venue

Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

All courses in the Amicus portfolio, which are relevant to safety representatives, Managing safely would be an ideal technical course to attend.

## Equality & diversity at work

This course is designed to provide a comprehensive overview of issues and information relating to equality in the workplace. The course content includes current discrimination legislation, collective bargaining issues, identifying and combating discrimination and case handling skills. The course will help representatives gain the confidence and knowledge needed to effectively address equality issues in their workplace.

### Participants

The course is specifically aimed at experienced Amicus representatives who have completed their Workplace Representatives Stage One and Two.

### Course presentation

Delivered in a relaxed and informal manner, the course comprises of brief lectures using various teaching aids and methods, syndicate work, role-play, group activities, and discussions led by the tutor and group.

### Course objectives

On completion of the course, delegates will be able to

- Recognise equality issues within the workplace
- Identify discrimination, harassment and bullying
- Challenge their own perceptions of equality and diversity
- Apply discrimination law
- Deal with equality issues individually
- Deal with equality issues within the place of work
- Learn interviewing skills
- Develop policies and practice.

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place and Regional offices

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this programme delegates may apply for other courses covered within the equality and diversity strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Key details

### Course duration

4/5 days (depending on venue)

### Course venue

Esher Place and Regional offices

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Recognise equality issues within the workplace
- Identify discrimination, harassment and bullying
- Challenge their own perceptions of equality and diversity
- Apply discrimination law
- Deal with equality issues individually
- Deal with equality issues within the place of work
- Learn interviewing skills
- Develop policies and practice.

## Key details

**Course duration**  
3 days

**Course venue**  
Esher Place

**Maximum number of delegates**  
16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the disability discrimination act
- Understand reasonable adjustments to the workplace
- Understand the wide range of impairments that people face in the workplace
- Sweep away many of the myths, fears and preconceptions that employers often have about disabled people
- Make workplaces truly enabling environments for workers and potential workers.

## Discrimination and disability

This course is designed for Amicus representatives with a particular interest in disability discrimination and disability in the workplace.

### Participants

The course is aimed at experienced Amicus representatives who have completed then Equality at Work course and other Amicus industrial relations training. Delegates should have a basic understanding of computer skills to participate successfully on this course.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods, syndicate work, role-play, group activities taught in conjunction with Amicus disability champion training through the internet.

### Course objectives

On completion of the course, delegates will be able to

- Understand the disability discrimination act
- Understand reasonable adjustments to the workplace
- Understand the wide range of impairments that people face in the workplace
- Sweep away many of the myths, fears and preconceptions that employers often have about disabled people
- Make workplaces truly enabling environments for workers and potential workers

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this programme delegates may apply for other courses covered within the equality and diversity strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Leadership for black and ethnic minority representatives

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

### Participants

The course is designed for black and ethnic minority workplace representatives of Amicus who want to become more involved in the union and want to have a more effective say in union affairs.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods, syndicate work, role-play, group activities, tutor and delegate led discussion and presentations given by delegates.

### Course objectives

On completion of the course, delegates will be able to

- Examine what leadership and power means for black and ethnic minority workers
- Explore 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
- Identify and build on existing strengths
- Develop skills and knowledge required to take positions of leadership around trade union activity.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this programme delegates may apply for other courses covered within the equality and diversity strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Examine what leadership and power means for black and ethnic minority workers
- Explore 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
- Identify and build on existing strengths
- Develop skills and knowledge required to take positions of leadership around trade union activity.

## Key details

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Have an understanding of the law relating to sexual orientation and civil partnership
- Be able to challenge homophobic behaviour in the workplace
- Develop leadership skills
- Organise in their own workplace
- Learn Negotiating skills for equal opportunities
- Understand the unions LGBT structure and how they can get more involved.

## Leadership for lesbian, gay, bisexual and transgender members

This course is designed to provide LGBT members with an understanding of the law and the issues that affect LGBT people in the workplace. The course is designed to develop knowledge, skills and confidence, which will enable participants to play a more active role within the Amicus LGBT structure and the union movement as a whole.

### Participants

The course is aimed at existing Amicus LGBT activists who are looking to become Amicus workplace reps in the future and would like to become more involved in the union and learn about their rights at work.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods, syndicate work, group activities and tutor and delegate led discussion.

### Course objectives

On completion of the course, delegates will be able to

- Have an understanding of the law relating to sexual orientation and civil partnership
- Be able to challenge homophobic behaviour in the workplace
- Develop leadership skills
- Organise in their own workplace
- Learn Negotiating skills for equal opportunities
- Understand the unions LGBT structure and how they can get more involved.

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Further training

On completion of this programme delegates may apply for other courses covered within the equality and diversity strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Stress, harassment and bullying

This course is designed to provide representatives with an understanding of the issues surrounding stress, harassment and bullying in the workplace. It will enable delegates to develop and influence effective stress policies.

### Participants

This course is targeted at experienced representatives, although there are no entry requirements for any participants.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, group activities and discussions led by the delegates and the tutor.

### Course objectives

On completion of the course, delegates will be able to

- Describe what stress is
- Understand the internal and external causes of stress
- Understand the signs and symptoms of stress
- Understand the relationship between workplace stress, harassment and bullying
- Identify stress reduction techniques and understand an effective stress policy.

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course supports the industrial relations training provided by the Amicus education department.

## Key details

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Describe what stress is
- Understand the internal and external causes of stress
- Understand the signs and symptoms of stress
- Understand the relationship between workplace stress, harassment and bullying
- Identify stress reduction techniques and understand an effective stress policy.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Practice assertiveness skills
- Acquire personal development skills
- Develop leadership skills
- Negotiate from a women's perspective
- Understand current issues affecting women in the workplace.

## Women's Week

This course is designed to provide a comprehensive overview of issues and information relating to women at work. The course will provide the delegates with the opportunity to share experiences and problems and to develop knowledge, skills and confidence, which will enable them to play a more active role in the union.

**Participants**

The course is specifically aimed at Amicus representatives who have completed their Workplace Representatives Stage 1 and the Equality and Diversity at Work course, or women activists who are looking to become Amicus workplace representatives.

**Course presentation**

Delivered in a relaxed and informal manner, the course comprises of brief lectures using various teaching aids and methods, syndicate work, role-play, group activities, and discussions led by the tutor and group.

**Course objectives**

On completion of the course, delegates will be able to

- Practise assertiveness skills
- Acquire personal development skills
- Develop leadership skills
- Negotiate from a women's perspective
- Understand current issues affecting women in the workplace.

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

**Further training**

On completion of this programme delegates may apply for other courses covered within the equality and diversity strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Employment law – stage 1

This course is designed to provide workplace representatives with an understanding of how the law affects members in the workplace by providing an overview of the legislation involved in individual law.

### Participants

The course is aimed at all Amicus representatives who have attended the Workplace Representatives Stage 1 and 2 courses.

### Course presentation

The training is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods. These are delivered by Solicitors retained by the union for our legal work and Amicus education officers who provide support and assistance throughout the week. The course also involves syndicate work and a visit to a local Employment Tribunal.

### Course objectives

On completion of the course, delegates will be able to

- Understand the legal provisions affecting members within the workplace
- Understand the importance of Discipline and Grievance procedures within the workplace
- Have an understanding of Health and Safety Law in the workplace
- Understand the importance of personal injury law to the member and the role of the representative
- Understand the role of Employment Tribunals in employment law.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this course delegates can attend the Employment Law Stage two course or continue to improve their skills in other areas of interest covered within the Amicus education programme.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the legal provisions affecting members within the workplace
- Understand the importance of Discipline and Grievance procedures within the workplace
- Have an understanding of Health and Safety Law in the workplace
- Understand the importance of personal injury law to the member and the role of the representative
- Understand the role of Employment Tribunals in employment law.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the importance of collective legislation to trade union organisations
- Demonstrate the importance of legislation with regard to industrial action
- Demonstrate an informed knowledge of the law
- Understand the impact of the European Union on UK employment rights.

## Employment law – stage 2

This course is designed to provide workplace representatives with an understanding of how the law affects members in the workplace by providing an overview of the legislation that affects their rights.

**Participants**

The course is aimed at all Amicus representatives who have completed up to Workplace representatives stage 2 and Employment Law stage 1 courses.

**Course presentation**

The training is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods, there will also be workshops involving case studies and group work. The sessions will be delivered by Solicitors retained by the union for our legal work and Amicus education officers who provide support and assistance throughout the week.

**Course objectives**

On completion of the course, delegates will be able to

- Understand the importance of collective legislation to trade union organisations
- Demonstrate the importance of legislation with regard to industrial action
- Demonstrate an informed knowledge of the law
- Understand the impact of the European Union on UK employment rights.

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

**Further training**

On completion of this course delegates can attend the Employment Law Stage three course or continue to improve their skills in other areas of interest covered within the Amicus education programme.

## Employment law – stage 3

This course is designed to provide workplace representatives with a comprehensive understanding of discrimination law and how it affects individuals, groups and the workplace.

### Participants

The course is aimed at all Amicus representatives who have completed up to a Workplace reps Stage 2 and Employment Law stage 2 courses.

### Course presentation

The training is delivered in a relaxed and informal manner comprising of brief lectures using various teaching aids and methods, there will also be workshops involving case studies and group work. The sessions will be delivered by Solicitors retained by the union for our legal work and Amicus education officers who provide support and assistance throughout the week.

### Course objectives

On completion of the course, delegates will be able to

- Understand discrimination law
- Evaluate the representatives role in equality issues within the workplace
- Understand the impact of discrimination law on the employer
- Demonstrate an understanding of equality legislation for both the individual and the collective.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

On completion of this course delegates can attend further industrial relations courses to improve their skills in other areas of interest covered within the Amicus education programme.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand discrimination law
- Evaluate the representatives role in equality issues within the workplace
- Understand the impact of discrimination law on the employer
- Demonstrate an understanding of equality legislation for both the individual and the collective.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will gain an understanding of

- Rights to information
- Different types of companies and legal requirements
- Different sections of an annual report and accounts
- Corporate governance
- Sources of company information and how to use the accounts for negotiating purposes
- The basic structure of a company and how to deal with corporate failure and insolvency.

## Trade union view of understanding company accounts and company law

This course is designed for workplace representatives and pensions reps/trustees to develop their knowledge of company accounts, to enable them to negotiate and understand their use with regard to the Information and Consultation Directive and the Freedom of Information Act.

**Participants**

The course is aimed at workplace reps who have completed up to Workplace representatives Stage 2 course and pensions representatives interested in gaining knowledge of this subject.

**Course presentation**

The course is presented in a relaxed and informal manner, comprising of brief lectures, group activities, and role play by the delegates.

**Course objectives**

On completion of the course, delegates will gain an understanding of

- Rights to information
- Different types of companies and legal requirements
- Different sections of an annual report and accounts
- Corporate governance
- Sources of company information and how to use the accounts for negotiating purposes
- An understanding of the basic structure of a company and how to deal with corporate failure and insolvency.

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

15 Delegates

**Accreditation**

Successful completion of the course leads to 1 credit at level 1/2 on the AMICUS framework programme, certificated by the Open College Network.

**Further training**

The course is ideal preparation for participants to attend, Workplace representatives Stage 3, Employment law and Trade unions and the economy.

## Trade unions and the economy

This course is designed for workplace representatives to develop their knowledge of government economic policies and the impact those policies have on trade union members.

### Participants

All workplace representatives.

### Course presentation

The course is presented in a relaxed and informal manner, comprising of brief lectures, group activity, and role play by the delegates.

### Course objectives

On completion of the course, delegates will gain an understanding of

- The Monetarist and Keynesian economic models
- Government economic policy and its effect on, manufacturing, public policy, pensions, and employment law
- European legislative effect on government economic policy
- The union's political structure
- Consumerism.

### Course duration

4 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

15 Delegates

### Accreditation

Successful completion of the course leads to 1 credit at level 1/2 on the AMICUS framework programme, certified by the Open College Network.

### Further training

The course is ideal preparation for the following courses: Workplace representatives Stage 2 and 3, Employment law Stage 1 and 2, Understanding company accounts, and further education and higher education economic courses.

## Key details

### Course duration

4 days

### Course venue

Esher Place and Quorn Grange

### Maximum number of delegates

15 Delegates

## Key objectives

On completion of the course, delegates will gain an understanding of

- The Monetarist and Keynesian economic models
- Government economic policy and its effect on, manufacturing, public policy, pensions, and employment law
- European legislative effect on government economic policy
- The political structure of the union
- Consumerism.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

15 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Show an understanding of 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
- Show an understanding of how occupational pension schemes are set up and managed
- Develop a basic understanding of trust law
- Understand the role of the trustees
- Understand the role of trade unions in pension provision.

## Pensions – stage 1

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

**Participants**

Workplace reps and those interested in being pensions reps.

**Course presentation**

The course is delivered in a relaxed and informal manner comprising of lectures, syndicate work, group activities, and presentations given by delegates.

**Course objectives**

On completion of the course, delegates will be able to

- Show an understanding of 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
- Show an understanding of 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.

**Course duration**

5 days

**Course venue**

Esher Place

**Maximum number of delegates**

15 Delegates

**Accreditation**

Successful completion of the course leads to two credits at level 2/3 on the Amicus framework programme certified by the Open College Network (OCN)

**Further training**

The course prepares participants to attend Pensions Stage 2, Trade unions and the economy and Understanding company accounts.

## Pensions – stage 2

The course is designed to build on the information given on Pensions – stage 1 and looks at trustee decision making, the role of the actuary, fund investment strategies and pension disputes resolution.

### Participants

The course is aimed at those individuals who have completed Pensions – stage 1 and are looking to be trustees of company pension schemes.

### Course presentation

The course is delivered in a relaxed and informal manner comprising of lectures by guest specialist speakers, syndicate work and group activities.

### Course objectives

On completion of the course, delegates will have an

- Understanding of current issues affecting pension provision
- Understanding of the trustee decision making process
- Overview of the role of the actuary
- Overview of various investment strategies for pension funds and the long term impact these have on the funds finances
- Understanding of the pensions disputes resolution process
- Understanding of the campaigning role of the union in pension provision.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

The course prepares participants to attend Trade unions and the economy, and Understanding company accounts and company law.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will have an

- Understanding of current issues affecting pension provision
- Understanding of the trustee decision making process
- Overview of the role of the actuary
- Overview of various investment strategies for pension funds and the long term impact these have on the funds finances
- Understanding of the pensions disputes resolution process
- Understanding of the campaigning role of the union in pension provision.

## Key details

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand how to plan and prioritise tasks
- Identify their responsibilities and manage their effort to achieve objectives
- Identify the benefits of a productive team
- Identify team dynamics and factors that keep teams motivated and performing
- Explain the communication process and what contributes to effective communication
- Describe, understand and overcome the barriers to effective communication
- Recognise and practise how to give and receive constructive and meaningful feedback
- Understand the Belbin team roles and understand 'learning styles'.

## Communication and development skills

This course is designed to assist representatives to organise their time, duties, and responsibilities in the workplace. The training will also enhance their verbal and non-verbal communication and presentation skills, as well as establishing an understanding of the important and positive effect working in a team can offer.

**Participants**

This course is targeted at experienced representatives, however there are no entry requirements for any participants.

**Course presentation**

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, group activities and discussions led by the delegates and the tutor.

**Course objectives**

On completion of the course, delegates will be able to

- Understand how to plan and prioritise tasks
- Identify their responsibilities and manage their effort to achieve objectives
- Identify the benefits of a productive team
- Identify team dynamics and factors that keep teams motivated and performing
- Explain the communication process and what contributes to effective communication
- Describe, understand and overcome the barriers to effective communication
- Recognise and practise how to give and receive constructive and meaningful feedback
- Understand the Belbin team roles and understand 'learning styles'.

**Course duration**

5 days

**Course venue**

Esher Place and Quorn Grange

**Maximum number of delegates**

16 Delegates

**Accreditation**

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

**Further training**

This course supports the industrial relations training provided by the Amicus education department.

## Mentoring and coaching

This course has been developed for experienced senior representatives to further develop their knowledge and skills in personal development activities. It will enable delegates to influence effective workplace policies.

### Participants

This programme is aimed at experienced representatives who have an interest in personal development in others or have been assigned a role of mentor or coach in their workplace.

### Course presentation

The course is delivered in a relaxed informal manner using PowerPoint presentations, brief lectures, group discussions, group and individual exercises, case studies and best practise models.

### Course objectives

On completion of the course, delegates will be able to

- Describe how a mentoring programme compliments an organisation's training programme
- Understand and describe the role and qualities of an effective mentor
- Understand and describe the process, objectives, and boundaries of a mentoring relationship
- Understand the difference between a mentor and a coach
- Describe the coaching process
- Identify and describe the barriers to coaching and how to overcome them.

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course supports the industrial relations training provided by the Amicus education department.

## Key details

### Course duration

3 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Describe how a mentoring programme compliments an organisation's training programme
- Understand and describe the role and qualities of an effective mentor
- Understand and describe the process, objectives, and boundaries of a mentoring relationship
- Understand the difference between a mentor and a coach
- Describe the coaching process
- Identify and describe the barriers to coaching and how to overcome them.

## Key details

### Course duration

3 days

### Course venue

Quorn Grange

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Identify and describe assertive behaviour
- Demonstrate self empowerment and empowerment techniques for others
- Understand and describe the differences of personal influence and personal concern
- Recognise and practise effective communication techniques including verbal/non verbal and listening skills
- Understand personal values and the value of others
- Understand and explain the differences of aggressive, passive and assertive behaviours.

## Assertive and empathetic skills

This course has been designed to assist workplace representatives influence and control their relationships with employers and members to promote a harmonious workplace. This training will assist in increasing students self esteem, learn empowerment for themselves and for others as well as how to utilise interpersonal development skills to affect changes in behaviour and explore some of the techniques used in counselling.

### Participants

This course is aimed at all workplace representatives. However previous attendance on the Communication and development skills course would be an advantage to participants.

### Course presentation

The course is delivered in a relaxed informal manner, utilising powerpoint presentations, brief lectures, group activities, individual exercises, case studies, with additional tutor support if required.

### Course objectives

At the end of the course the student will be able to:

- Identify and describe assertive behaviour
- Demonstrate self empowerment and empowerment techniques for others
- Understand and describe the differences of personal influence and personal concern
- Recognise and practise effective communication techniques including verbal/non verbal and listening skills
- Understand personal values and the values of others
- Understand and explain the differences of aggressive, passive and assertive behaviours.

### Course duration

3 days

### Course venue

Quorn Grange

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course helps to prepare Amicus workplace representatives for the Mentoring and coaching course offered with the personal development strand or any other industrial relations training offered through the Amicus education department that specialise in areas of individual interest.

## Understanding politics

This course is designed for workplace representatives, councillors, and prospective parliamentary candidates interested in developing their knowledge of and understanding why trade unions need political influence.

### Participants

All workplace representatives who have an interest in becoming a councillor or prospective parliamentary candidate.

### Course presentation

The course is presented in a relaxed and informal manner, comprising of brief lectures, group activity, and role-play by the delegates.

### Course objectives

On completion of the course, delegates will be able to

- Understand how the country is governed and why trade unions need political organisation
- Develop an understanding of how the Labour Party was formed and why there is an historical link between the trade union movement and the Labour Party
- Understand local government and how it works
- Develop an understanding of the European Union and its political impact on Britain
- Understand globalisation and how trade unions need to respond.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN)

### Further training

Trade unions and the economy.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand how the country is governed and why trade unions need political organisation.
- Develop an understanding of how the Labour Party was formed and why there is an historical link between the trade union movement and the Labour Party.
- Understand local government and how it works
- Develop an understanding of the European Union and its political impact on Britain
- Understand globalisation and how trade unions need to respond.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the function of the main component parts of a PC and use the mouse and keyboard correctly
- Power up, start, access, shutdown and exit the PC correctly; understand drive mappings
- Use **Word** to create, edit and format a document; use the spell check, grammar check and thesaurus; apply borders; change the page setup; create autotext entries
- Use **Excel** to create, edit and print a simple spreadsheet; use the autofill; copy, move, paste information; add additional columns and rows
- Use **PowerPoint** to create a presentation based on a design template, using the layout options; format, edit, save a presentation; add clip art images
- Use **Yahoo** to create, send, reply, forward, print, file and delete email messages
- Use **Explorer** to access the world wide web; carry out effective searches using Boolean operators; be virus aware.

## Computer skills – stage 1

This course is designed to provide both an initial introduction to the PC and an introduction to using Windows based Microsoft software – Word (word processing), Excel (spreadsheets), PowerPoint (presentations), Internet Explorer and Yahoo (email).

### Participants

The course is aimed at representatives who have had minimal exposure to, or no formal instruction on working with a personal computer and Windows based software.

### Course presentation

This introductory course is structured to allow participants to 'learn by doing' – applying their skills to practical tasks using Windows on laptop computers.

### Course objectives

On completion of the course, delegates will be able to

- Understand the function of the main component parts of a PC and use the mouse and keyboard correctly
- Power up, start, access, shutdown and exit the PC correctly; understand drive mappings
- Use **Word** to create, edit and format a document; use the spell check, grammar check and thesaurus; apply borders; change the page setup; create autotext entries
- Use **Excel** to create, edit and print a simple spreadsheet; use the autofill; copy, move, paste information; add additional columns and rows
- Use **PowerPoint** to create a presentation based on a design template, using the layout options; format, edit, save a presentation; add clip art images
- Use **Yahoo** to create, send, reply, forward, print, file and delete email messages
- Use **Explorer** to access the world wide web; carry out effective searches using Boolean operators; be virus aware.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares participants to attend the Computer skills Stage 2 training programme.

## Computer skills – stage 2

Designed to build on the skills acquired by delegates during Computer skills Stage 1, this course provides further experience of using Windows and Microsoft applications software – Word, Excel, Internet Explorer and Yahoo.

### Participants

The course is intended for representatives who have had attended Computer skills Stage 1, or who have comparable skills and knowledge, and who now wish to develop their computer skills further. Anyone who wishes to book on to this course who has not attended the Stage 1 Amicus course, will be asked to complete a pre-course assessment.

### Course presentation

Delivery of this course follows in the same vein as that of stage 1, structured to allow participants to 'learn by doing' – applying their skills to practical tasks using lap top computers.

### Course objectives

On completion of the course, delegates will be able to

- Understand the implications of the Computer Misuse Act and the Data Protection Act
- Select, move and copy files; change the default printer, retrieve and delete items in the recycle bin; work with Task Manager
- Use **Word** to create a document including tabulation, left and hanging indents, bullets and numbering; create and format a table
- Use **Excel** to create custom lists, formulae, charts; add headers and footers; work with page setup; set up a print range
- Use **Yahoo** to set up an autosignature; create a holiday response; manage attachments; create, edit, delete contacts; create a distribution list; work in calendar to create, edit and delete appointments
- Use **Explorer** to create favourites, use the links bar and utilise the history folder. Be aware of copyright issues and plagiarism.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course prepares participants to attend the Computer skills Stage 3 training programme.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand the implications of the Computer Misuse Act and the Data Protection Act
- Select, move and copy files; change the default printer, retrieve and delete items in the recycle bin; work with Task Manager
- Use **Word** to create a document including tabulation, left and hanging indents, bullets and numbering; create and format a table
- Use **Excel** to create custom lists, formulae, charts; add headers and footers; work with page setup; set up a print range
- Use **Yahoo** to set up an autosignature; create a holiday response; manage attachments; create, edit, delete contacts; create a distribution list; work in calendar to create, edit and delete appointments
- Use **Explorer** to create favourites, use the links bar and utilise the history folder. Be aware of copyright issues and plagiarism.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Use **Word** to create styles, a table of contents, Word templates, headers and footers, page breaks, section breaks and columns; create a mail merge; add desktop publishing effects
- Use **Excel** to add absolute referencing; include statistical functions; create, edit and delete named ranges; define, apply and remove styles; link data in spreadsheets; apply conditional formatting; create a template; freeze and hide rows in a spreadsheet
- Use **PowerPoint** to add a chart; use the slide master; create a diagram, a summary slide; develop a custom show; add animation and transition; create notes pages
- Plan for a presentation by considering the three basic principles – *prepare, rehearse, present*

## Computer skills – stage 3

Designed to follow on from Computer skills Stage 2, this course will teach delegates some of the more advanced functions available using Microsoft applications software – Word, Excel and PowerPoint.

### Participants

The course is intended for representatives who have had attended Computer skills Stage 2, or who have comparable skills and knowledge, and who now wish to develop their computer skills further. Anyone who wishes to book on to this course, who has not attended the Stage 2 Amicus course, will be asked to complete a pre-course assessment.

### Course presentation

The delivery techniques used on this course are identical to those used on Stages 1 and 2, structured to allow participants to 'learn by doing' – applying their skills to practical tasks using lap top computers.

### Course objectives

On completion of the course, delegates will be able to

- Use **Word** to create styles, a table of contents, Word templates, headers and footers, page breaks, section breaks and columns; create a mail merge; add desktop publishing effects
- Use **Excel** to add absolute referencing; include statistical functions; create, edit and delete named ranges; define, apply and remove styles; link data in spreadsheets; apply conditional formatting; create a template; freeze and hide rows in a spreadsheet
- Use **PowerPoint** to add a chart; use the slide master; create a diagram, a summary slide; develop a custom show; add animation and transition; create notes pages
- Plan for a presentation by considering the three basic principles – *prepare, rehearse, present*

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

Having successfully completed the suite of three computing courses delegates could attend vendor specific computer/software training programmes. The computer courses also support the full range of training programmes provided by the Amicus education department.

## Young members

This course is designed to introduce Amicus and the trade union movement to young members. The programme promotes the union and encourages delegates to become actively involved within the organisation.

### Participants

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

### Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, role-play, group activities and tutor and group led discussions. A visit to the Houses of Parliament is included and also a three day outward-bound excursion to promote team working at Coleg Harlech in Wales.

### Course objectives

On completion of the course, delegates will be able to

- Understand how to get more involved in Amicus
- Understand what Amicus can do for them
- Understand how important politics is to young people
- Identify how Amicus 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.

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

### Accreditation

Successful completion of the course leads to the award of a certificate of unit credit by the Open College Network (OCN).

### Further training

This course is an initial taster for training provided by the Amicus education department.

## Key details

### Course duration

5 days

### Course venue

Esher Place

### Maximum number of delegates

16 Delegates

## Key objectives

On completion of the course, delegates will be able to

- Understand how to get more involved in Amicus
- Understand what Amicus can do for them
- Understand how important politics is to young people
- Identify how Amicus 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.

## Key details

**Course duration**

3 days

**Course venue**

Esher Place

**Maximum number of delegates**

12 plus spouse, or partner

## Key objectives

On completion of the course delegates will be able to :

- Understand health issues
- Understand legal issues and rights both approaching and during retirement
- Gain an understanding of pension and finance in retirement
- Develop an appreciation of lifestyle change in retirement

## Pre-retirement

This course is designed to provide members who are approaching retirement with an understanding of the issues they will face when they retire.

**Participants**

Members and their spouses or partners who are approaching retirement.

**Course presentation**

This course is delivered in a relaxed informal manner comprising of presentations and some group activities.

**Course objectives**

On completion of the course, delegates will be able to:

- Understand health issues
- Understand legal issues and rights both approaching and during retirement
- Gain an understanding of pension and finance in retirement
- Develop an appreciation of lifestyle change in retirement

**Course duration**

3 days

**Course venue**

Esher Place

**Maximum number of delegates**

12 plus spouse, or partner

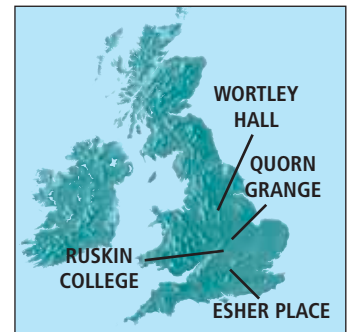
**Accreditation**

There is no accreditation with this course as it is intended to be informal, and designed to give participants an overview of retirement.

## RESIDENTIAL TRAINING

To attend a residential course at Esher Place, Quorn Grange, Wortley Hall, or Ruskin College, send/fax your completed Education Course Enrolment Form to: Amicus Education Dept, Hayes Court, West Common Road, Hayes, Bromley BR2 7AU. Fax: 020 8315 8524

- Esher Place, 30 Esher Place Avenue Esher, KT10 8PZ
- Quorn Grange, 88 Wood Lane, Quorn Leicestershire, LE12 8DB
- Wortley Hall, Wortley, Sheffield South Yorkshire, S35 7DB
- Ruskin College, Stoke House, Conference Centre, Old Headington, Oxford OX1 2HE



## REGIONAL NON-RESIDENTIAL TRAINING

To attend a regional non-residential course send/fax your completed Education Course Enrolment Form directly to the appropriate regional office where the course is scheduled.

### ABERDEEN – REGION 10

83 Crown Street  
Aberdeen AB11 6EX  
Tel: 01224 588771  
Fax: 01224 588775

Glasgow G2 4RZ  
Tel: 0141 248 7131  
Fax: 0141 221 3898

### LONDON – REGION 5

33-37 Moreland Street  
London EC1V 8HA  
Tel: 020 7780 4000  
Fax: 020 7780 4142

### LUTON – REGION 4

396-398 Dunstable Road  
Luton, Bedfordshire LU4 8JT  
Tel: 01582 576271  
Fax: 01582 580031

### MAIDSTONE – REGION 6

6-8 Albion Place  
Maidstone, Kent ME14 5DY  
Tel: 01622 606760  
Fax: 01622 670898

### MANCHESTER & SOUTHPORT – REGION 9

Parkgates, Bury New Road  
Prestwich, Manchester M25 0JW  
Tel: 0161 798 8976  
Fax: 0161 798 9109

### MOLD – REGION 12

43-47 High Street  
Mold, Flintshire CH7 1BQ  
Tel: 01352 755711  
Fax: 01352 757787

### NEEDHAM MARKET – REGION 4

Unit 6 Maitland Road  
Lion Barn Business Park  
Needham Market  
Ipswich, Suffolk IP6 8NW  
Tel: 01449 723387  
Fax: 01449 723389

### NEWCASTLE – REGION 1

3 Park Drive, Forest Hall  
Newcastle Upon Tyne NE12 9JN  
Tel: 0191 266 7116  
Fax: 0191 215 0547

### BANGOR – REGION 12

270 High Street  
Bangor, Gwynedd LL57 1PD  
Tel: 01248 362098  
Fax: 01248 371323

### BELFAST – REGION 11

26-34 Antrim Road  
Belfast BT15 2AA  
Tel: 028 907 47871  
Fax: 028 907 48052

### BRISTOL – REGION 7

Eden Office Park  
63 Macrae Road  
Ham Green  
Bristol BS20 0DD  
Tel: 01275 3700 00  
Fax: 01275 3700 37

### DERBY – REGION 3

Unit 2, Pride Point  
Pride Park, Derby DE24 8BX  
Tel: 01332 346617  
Fax: 01332 202764

### DUBLIN – REGION 11

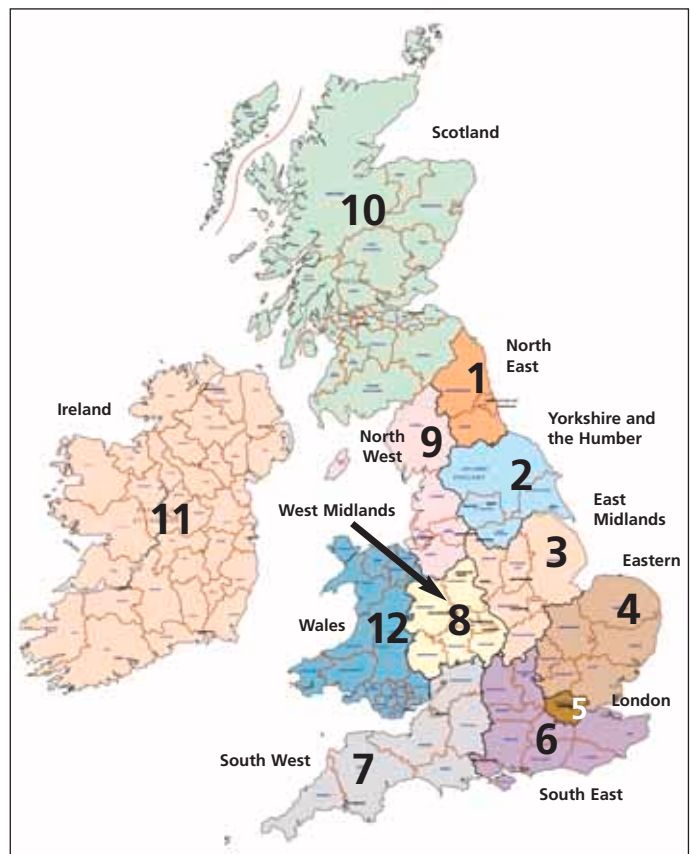
5 Whitefriars  
Aungier Street, Dublin 2  
Tel: 00 3531 478 4141/4750129  
Fax: 003531475 0131

### DUNDEE – REGION 10

17 South Tay Street  
Dundee DD1 1NR  
Tel: 01382 226268  
Fax: 01382 203955

### GLASGOW – REGION 10

John Smith House  
145-165 West Regent Street



### PLYMOUTH – REGION 7

Envoy House  
61 Longbridge Road  
Plymouth  
Devon PL6 8LU  
Tel: 01752 675970  
Fax: 01752 675989

### SWANSEA – REGION 12

North Hill  
7 St James Crescent  
Swansea SA1 6DZ  
Tel: 01792 470434  
Fax: 01792 478249

### SHEFFIELD – REGION 2

Sovereign Court  
300 Barrow Road  
Sheffield  
South Yorkshire S9 1JQ  
Tel: 0114 243 5672  
Fax: 0114 244 7490

### WAKEFIELD – REGION 2

Citrine House  
Borough Road  
Wakefield  
West Yorkshire WF1 3AZ  
Tel: 01924 371765  
Fax: 01924 290327

### SOUTHAMPTON – REGION 6

Hatch Lodge,  
27 High Street, West End  
Southampton, Hants SO30 3AA  
Tel: 023 8047 4688  
Fax: 023 8047 7402

### WEST BROMWICH, COVENTRY & STOKE – REGION 8

Terry Duffy House  
Thomas Street  
West Bromwich B70 6NT  
Tel: 0121 569 8900  
Fax: 0121 569 8910



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# Education & Training



INVESTOR IN PEOPLE

## Education Department

Hayes Court, West Common Road, Hayes Bromley BR2 7AU.

Telephone: 020 8462 7755 • Fax: 020 8315 8524

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

[www.amicustheunion.org](http://www.amicustheunion.org)