

Amicus



Education & Training



Prospectus
2005/6



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 continues to be an important function of the union, especially in a world where employment and health & safety legislation change frequently, coupled with the ever-increasing demands on the workforce to become more flexible and productive in an uncertain labour market.

Derek Simpson
General Secretary



Education & training department objectives

**TODAY THE ONE CONSTANT AND PERMANENT FACTOR IS
THAT WE FACE CONTINUOUS AND SIGNIFICANT CHANGE.**



Amicus provides the training and education necessary to enable its workplace representatives to deal effectively with these changes and to be responsive to the needs of the members. This is achieved by ensuring that the training provided is:-

- relevant and current
- accessible to all
- of the highest quality
- accredited and certificated
- delivered in a professional but relaxed and informal manner
- delivered using the most effective educational techniques
- delivered by qualified tutors with a wealth of experience
- able to support progression through academic routes in further and higher education
- responsive to the needs of our members by delivering sector specific courses on request.



Mike McCartney
Head of Education

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A choice of venues



ESHER PLACE

The full range of courses can be attended residentially at the union's flagship education and conference centre – Esher Place, situated in Surrey.

Easy to get to with excellent access by public transport or by car.

The welcoming atmosphere at Esher Place is conducive to relaxed learning. Telephone, fax and internet access are available.

Bedrooms are en-suite with digital TV and tea/coffee making facilities.

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. An evening bar is available for use by delegates.

Excellent food and a wide choice.

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

The perfect learning environment.



WORTLEY HALL

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.

The Workers' stately home.

With its 500 year history Wortley Hall provides a warm welcome for Amicus course delegates. Set in beautiful surroundings the accommodation, meals and educational facilities are of a high quality.

Relaxing views and walks in the gardens.



REGIONAL OFFICES

A range of courses can be attended non-residentially at Amicus regional offices throughout the United Kingdom.

Training on your doorstep.

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

Daily commuting to your training venue.

How is the training delivered?



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.'



Accredited courses



NATIONALLY RECOGNISED

Training programmes are accredited by the National Open College Network (NOCN). 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 and 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 MEMBERS

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 OR WORTLEY HALL

If you would like to attend a residential course please complete the Amicus education 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

NON-RESIDENTIAL COURSES AT A REGIONAL OFFICE

To attend a non-residential course please complete the Amicus education enrolment form and send/fax to the appropriate regional office by referring to the training locations page.

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 allocated to you. *Seven weeks before 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 members – this includes course materials, meals, travel costs and *accommodation. Delegates will be reimbursed their travel expenses approximately 3 weeks after the course concludes.

* Applies to residential courses only

Course content, details and venues



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Key details

Course duration

4/5 days (depending on venue).

Course venue

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 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 process
- Understand the role and responsibilities of a shop steward within the workplace
- Develop interviewing techniques and prepare case work
- Effectively represent members in disciplinary and grievance procedures
- Develop an awareness of the key legal issues that affect the steward in the workplace
- Recruit and retain members within the workplace
- Appreciate the key legal issues regarding equal opportunities in the workplace.

Workplace representatives – stage 1

This course is designed to provide initial workplace representative skills enabling delegates to understand the role and responsibilities of the representative in the workplace.

Participants

The course is aimed at newly elected workplace representatives/shop stewards or those that have not previously attended any industrial relations training programmes.

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

- Describe the organisational structure of Amicus and explain how they can become involved in the process
- Understand the role and responsibilities of a shop steward within the workplace
- Develop interviewing techniques and prepare case work
- Effectively represent members in disciplinary and grievance procedures
- Develop an awareness of the key legal issues that affect the steward in the workplace
- Recruit and retain members within the workplace
- Appreciate the key legal issues regarding equal opportunities in the workplace.

Course duration

4/5 days (depending on venue)

Course venue

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

This course provides participants with the necessary experience to attend initially the Workplace representatives – stage 2 course paving the way for access to the rest of the Amicus education programme.

Workplace representatives – stage 2

This course is designed to provide workplace representatives with the necessary skills to enable delegates to participate fully in all negotiating forums within the workplace.

Participants

The course is aimed at all representatives/shop stewards who have attended the Workplace representatives – stage 1 course.

Course presentation

Training is delivered in a relaxed and informal manner comprising of brief lectures and syndicate work with the 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 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 at the effects of the law covering industrial action.

Course duration

5 days

Course venue

Esher Place and Wortley Hall

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

On completion of this course delegates should progress on the Amicus education programme with an initial emphasis on Employment law.

Key details

Course duration

5 days

Course venue

Esher Place and Wortley Hall

Maximum number of delegates

15 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 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 at the effects of the law covering industrial action.

Key details

Course duration

5 days

Course venue

Esher Place and Wortley Hall

Maximum number of delegates

15 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
- Discuss with MEPs how to implement Amicus policy within the European and international forum
- Evaluate the process of negotiating a workplace training and development strategy.

Workplace representatives – stage 3

This course looks at a wide range of issues covering Europe, globalisation, changes in legislation, bullying and harassment and the development of negotiating techniques for workplace representatives.

Participants

The course is aimed at experienced workplace representatives/shop stewards who have attended the Workplace representatives – stage 2, Employment law and Human resource management 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, alongside syndicate work with the emphasis on negotiating 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
- Discuss with MEPs how to implement Amicus policy within the European and international forum
- Evaluate the process of negotiating a workplace training and development strategy.

Course duration

5 days

Course venue

Esher Place and Wortley Hall

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

Advocacy skills

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

Participants

The training programme is aimed at reps who have completed Workplace representatives – stage 1 & 2 courses, or for those who have extended experience of negotiating in a changing workplace environment.

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

- 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 differences between lobbying and campaigning
- Look at the political perspective nationally, at a European level and on an international level
- Produce a campaigning document on a relevant issue that affects the Union.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

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

- 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 differences between lobbying and campaigning
- Look at the political perspective nationally, at a European level and on an international level
- Produce a campaigning document on a relevant issue that affects the Union.

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

- Represent members in dealing with changing labour market issues
- Identify how flexibility relates to our members interests
- Explain the differences between HR and Personnel Management
- Understand different aspects of team working and the effect on members
- Understand how human resource management techniques affect productivity
- Identify strategy and relationships used in human resource management
- Understand the Union's policy towards human resource management.

Human resource management

This course is designed to provide workplace representative with the initial skills to enable delegates to understand the changes that take place in the working environment. It will look at current management trends in the labour market and how they affect our members.

Participants

The training programme is aimed at representatives who have completed Workplace representatives – stage 1 & 2 courses, or for those reps who have extended experience of negotiating in a changing workplace environment.

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

- Represent members in dealing with changing labour market issues
- Identify how flexibility relates to our members interests
- Explain the differences between HR and Personnel Management
- Understand different aspects of team working and the effect on members
- Understand how human resource management techniques affect productivity
- Identify strategy and relationships used in human resource management
- Understand the Union's policy towards human resource management.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

This course prepares delegates to attend courses in further and higher education. Ruskin College and Northern College, for example, both offer a Diploma in Trade Union Studies which can lead to exemptions in studying for a degree.

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 or those who have not had comparable training should attend this course. The training is designed to advance the 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, Wortley Hall and Regional offices

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

Successful completion of this course entitles delegates to attend Managing safely. Various other courses, such as Communication and development skills, are also available in this portfolio for safety representatives.

Key details

Course duration

5 days

Course venue

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 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 and Wortley Hall

Maximum number of delegates

15 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 and Wortley Hall

Maximum number of delegates

15 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 National Open College Network (NOCN).

Further training

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

The course is aimed mainly at safety representatives.

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 and 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 and 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

Esher Place

Maximum number of delegates

20 Delegates

Accreditation

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

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

Esher Place

Maximum number

of delegates

20 Delegates

Key objectives

On completion of the course, delegates will be able to

- Review health and 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 and 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

Maximum number of delegates

15 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 equal opportunities
- Apply discrimination law
- Deal with equality issues individually
- Deal with equality issues within the place of work
- Learn interviewing skills
- Develop policies and practice.

Equal opportunities

This course is designed to provide information on all the issues around equal opportunities including the legislation that covers discrimination and peoples' perspectives of equality. The course will help representatives in identifying what are harassment, discrimination and bullying and how to deal with these issues effectively.

Participants

The course is aimed at experienced representatives, although there are no entry requirements for any delegates.

Course presentation

Delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, role-play, group activities and discussions lead 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 equal opportunities
- 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

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

Discrimination and disability

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

Participants

The course is aimed at members/workplace reps with some experience and/or interest in disability in the workplace.

Course presentation

The course is delivered in a relaxed and informal manner comprising of brief lectures, syndicate work, role-play, and group activities taught in conjunction with Amicus disability champions.

Course objectives

On completion of the course, delegates will be able to

- Understand the disability discrimination act
- Understand reasonable adjustments
- 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

15 Delegates

Accreditation

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

Further training

On completion of this course participants may wish to attend other courses in the section on equal opportunities.

Key details

Course duration

3 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Key objectives

On completion of the course, delegates will be able to

- Understand the disability discrimination act
- Understand reasonable adjustments
- 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.

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

- Examine what leadership and power means for black 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 on positions of leadership around trade union activity.

Developing leadership – black members

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 workers and trade unionism.

Participants

This course is designed for black members/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, 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 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 on positions of leadership around trade union activity.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

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 and Wortley Hall

Maximum number of delegates

15 Delegates

Accreditation

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

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 and Wortley Hall

Maximum number of delegates

15 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

15 Delegates

Key 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
- Organise their own workplace.

Organising works for women

The course offers the opportunity for women 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 training programme is aimed at women members/workplace representatives.

Course presentation

Training 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

- Practise assertiveness skills
- Acquire personal development skills
- Develop leadership skills
- Negotiate from a women's perspective
- Organise their own workplace.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

This course supports the industrial relations training 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 under 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.

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

6 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

Key details

Course duration

6 days

Course venue

Esher Place

Maximum number of delegates

15 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

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Key objectives

On completion of the course, delegates will be able to

- Understand the legal provisions affecting members within the workplace
- Explain the legal rights of employees in unfair dismissal and redundancy situations
- 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 steward within Amicus' legal structure
- Understand the role of employment tribunals in employment law.

Employment law – stage 1

This course provides students with an understanding of how the law affects people in the workplace.

Participants

The course is aimed at representatives/shop stewards who have attended both Workplace representatives – stage 1 and 2 courses.

Course presentation

The course is delivered in a relaxed and informal manner comprising of a series of lectures, delivered by both Amicus education officers and lawyers combined with group case studies 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
- Explain the legal rights of employees in unfair dismissal and redundancy situations
- 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 steward within Amicus' legal structure
- Understand the role of employment tribunals in employment law.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

On completion of this course representatives should attend the Employment law – stage 2 course.

Employment law – stage 2

Brief introduction

On this course delegates develop an understanding of how legislation affects the rights of people in the workplace.

Participants

The course is aimed at workplace representatives/shop stewards who have attended Employment law – stage1.

Course presentation

The course is delivered in a relaxed and informal manner comprising of a series of informal lectures, delivered by both Amicus education officers and lawyers combined with group case studies.

Course objectives

On completion of the course, delegates will be able to

- Understand the importance of collective legislation to trade union organisations
- Understand the impact of the European Union on UK employment rights
- Demonstrate the importance of legislation with regard to industrial action
- Demonstrate an informed knowledge of the law
- Understand the role of employment tribunals in employment law
- Evaluate the law regarding disability within company policies.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

On completion of this course representatives may attend all other courses within the Amicus curriculum.

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

- Understand the importance of collective legislation to trade union organisations
- Understand the impact of the European Union on UK employment rights
- Demonstrate the importance of legislation with regard to industrial action
- Demonstrate an informed knowledge of the law
- Understand the role of employment tribunals in employment law
- Evaluate the law regarding disability within company policies.

Key details

Course duration

2/3 days (depending on venue)

Course venue

Esher Place and
Regional offices

**Maximum number
of delegates**

15 Delegates

Key objectives

On completion of the course, delegates will be able to

- Understand the financial systems within the role of the branch
- Understand the new administrative structure within the merged union
- Develop and hone meeting skills
- Video conference the administrative centre at Hayes Court.

Branch officers

This course will enable new and experienced branch officers to effectively manage their branches and also to understand the internal Amicus organisation.

Participants

The course is aimed at existing and potential branch officers.

Course presentation

The course is delivered in a relaxed and informal manner comprising of presentations delivered by both education officers and members of the Amicus administration and finance team.

Course objectives

On completion of the course, delegates will be able to

- Understand the financial systems within the role of the branch
- Understand the new administrative structure within the merged union
- Develop and hone meeting skills
- Video conference the administrative centre at Hayes Court.

Course duration

2/3 days (depending on venue)

Course venue

Esher Place and Regional offices

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

Trade union view of company accounts

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

Participants

The training is aimed at all experienced and senior workplace representatives/shop stewards 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

- Their rights to information
- The different types of companies and legal requirements
- The different sections of an annual report and accounts
- Corporate governance
- Sources of company information and how to use the accounts for negotiating purposes.

Course duration

3 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

This course is ideal preparation for participants to attend Workplace representatives – stage 3, Employment law – stages 1 and 2, and Trade unions and the economy.

Key details

Course duration

3 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Key objectives

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

- Their rights to information
- The different types of companies and legal requirements
- The different sections of an annual report and accounts
- Corporate governance
- Sources of company information and how to use the accounts for negotiating purposes.

Key details

Course duration

3 days

Course venue

Esher Place

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.

Trade unions and the economy

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

Participants

The training programme is intended for all workplace representatives/shop stewards and senior 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 political structure of the union
- Consumerism.

Course duration

3 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

The course is ideal preparation for Workplace representatives – stages 2 and 3, Employment law – stages 1 and 2, Trade union view of company accounts, and further education and higher education economic courses.

Pensions – stage 1

The course is designed to provide an understanding of pensions to enable shop stewards/representatives to develop their representational skills in basic pension provision.

Participants

All workplace representatives and those actively involved in company pension schemes.

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 how occupational pension schemes are set up and managed
- Understand the role of the trustees
- 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 the award of a certificate of unit credit by the National Open College Network (NOCN).

Further training

The course prepares participants to attend Pensions – stage 2, Trade unions and the economy, and Trade union view of company accounts.

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 how occupational pension schemes are set up and managed
- Understand the role of the trustees
- Understand the role of trade unions in pension provision.

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 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.

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 attended Pensions – stage 1.

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

15 Delegates

Accreditation

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

Further training

The course prepares participants to attend Trade unions and the economy, and Trade union view of company accounts.

Lifelong learning – stage 1

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

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

This course prepares participants to attend Lifelong learning – stage 2.

Key details

Course duration

5 days

Course venue

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 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.

Key details

Course duration

5 days

Course venue

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 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
- 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.

Lifelong learning – stage 2

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
- Develop 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

Esher Place, Wortley Hall and Regional offices

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

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 Wortley Hall

Maximum number of delegates

15 Delegates

Accreditation

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

Further training

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

Key details

Course duration

5 days

Course venue

Esher Place and Wortley Hall

Maximum number of delegates

15 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'.

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

- 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
- Create, edit, copy, move, print and delete files and format discs
- Use Microsoft Word to create and edit a letter and a memo
- Use Microsoft Excel to create and edit a spreadsheet and produce a graph
- Use Microsoft PowerPoint to create and present a slide show
- Use Microsoft Outlook to send and receive an email
- Use Internet Explorer to access the world wide web
- Understand the relevant regulations relating to computer usage.

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), Outlook (email) and Internet Explorer.

Participants

The course is aimed at representatives who have had minimal exposure to, or no formal instruction on, working with the 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 lap top 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
- Create, edit, copy, move, print and delete files and format discs
- Use Microsoft Word to create and edit a letter and a memo
- Use Microsoft Excel to create and edit a spreadsheet and produce a graph
- Use Microsoft PowerPoint to create and present a slide show
- Use Microsoft Outlook to send and receive an email
- Use Internet Explorer to access the world wide web
- Understand the relevant regulations relating to computer usage.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

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, PowerPoint, Outlook and Internet Explorer.

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.

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

- Use file management techniques and create shortcuts
- Select a default printer and check printing status
- Use Word to – set tabs, bullets, margins, page layout, line spacing, insert headers and footers, create/alter tables, merge documents and print labels/envelopes
- Use Excel to – create and edit formulas, use autosum, set page layout, insert headers and footers, modify charts and copy/group worksheets
- Use PowerPoint to – create new presentations from existing slides, transfer slides between presentations, animate slides, use different slide views and print handouts/speaker notes
- Use Outlook to – insert files into an email, set the out of office assistant, set and amend calendar functions, create/amend appointments and create/amend a contacts list
- Use Internet Explorer to – download and print files, use search engines and apply filters, and create favourites and history folders.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

Accreditation

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

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

15 Delegates

Key objectives

On completion of the course, delegates will be able to

- Use file management techniques and create shortcuts
- Select a default printer and check printing status
- Use Word to – set tabs, bullets, margins, page layout, line spacing, insert headers and footers, create/alter tables, merge documents and print labels/envelopes
- Use Excel to – create and edit formulas, use autosum, set page layout, insert headers and footers, modify charts and copy/group worksheets
- Use PowerPoint to – create new presentations from existing slides, transfer slides between presentations, animate slides, use different slide views and print handouts/speaker notes
- Use Outlook to – insert files into an email, set the out of office assistant, set and amend calendar functions, create/amend appointments and create/amend a contacts list
- Use Internet Explorer to – download and print files, use search engines and apply filters, and create favourites and history folders.

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

- Use advanced functions of Word – templates, password protection, macros, watermarks, text flow/wrapping, position/size graphics
- Use advanced functions of Excel – statistical/IF/date and time/financial cell functions, ranges, templates, macros, workbook properties
- Use advanced functions of Outlook – customising toolbars and outlook today, mail templates, printout styles, e-mail file sharing, archiving
- Use advanced functions of PowerPoint – importing text, inserting pictures/objects/charts/graphs into slides, text wrapping, tri-pane view, text adjustment in slide/outline view, publishing a presentation on the web.

Computer skills – stage 3

Designed to follow on from Computer skills – stage 2, this course provides delegates with experience of some of the advanced functions available using Windows and Microsoft applications software – Word, Excel, PowerPoint, Outlook and Internet Explorer.

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 to a more advanced level.

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 advanced functions of Word – templates, password protection, macros, watermarks, text flow/wrapping, position/size graphics
- Use advanced functions of Excel – statistical/IF/date and time/financial cell functions, ranges, templates, macros, workbook properties
- Use advanced functions of Outlook – customising toolbars and outlook today, mail templates, printout styles, e-mail file sharing, archiving
- Use advanced functions of PowerPoint – importing text, inserting pictures/objects/charts/graphs into slides, text wrapping, tri-pane view, text adjustment in slide/outline view, publishing a presentation on the web.

Course duration

5 days

Course venue

Esher Place

Maximum number of delegates

15 Delegates

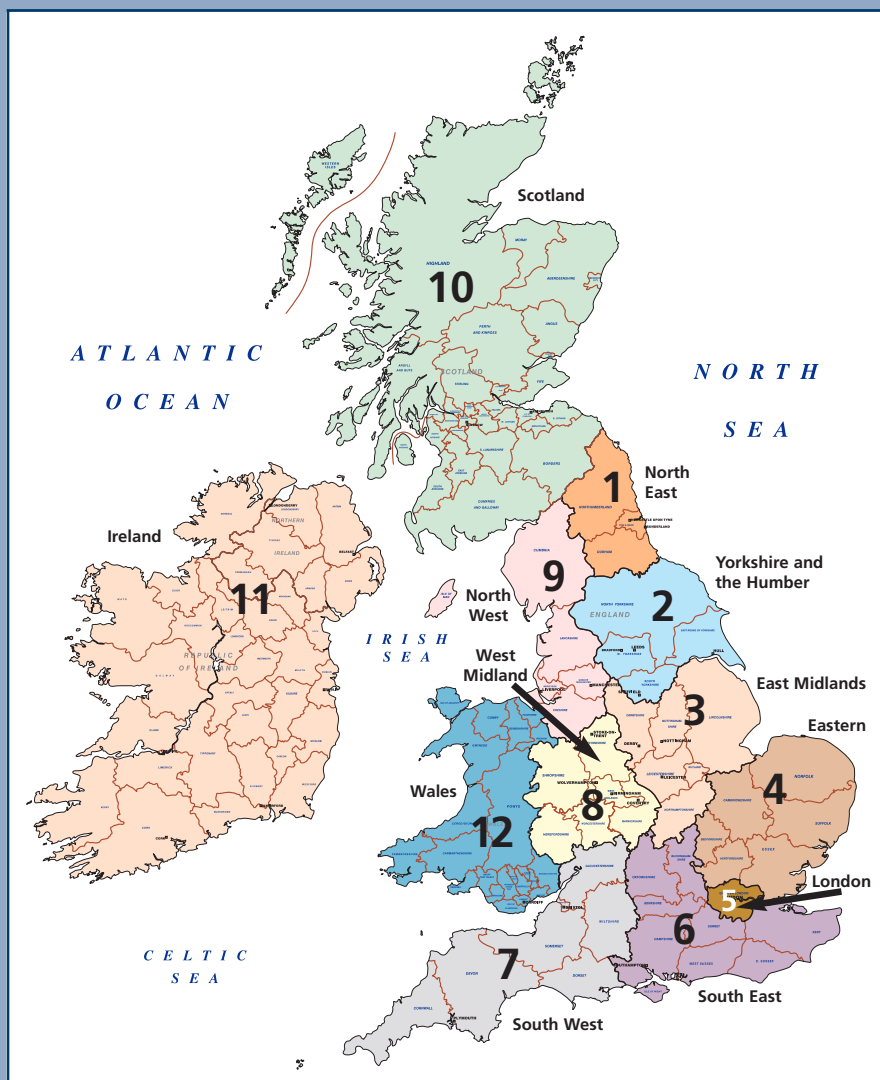
Accreditation

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

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.

Training locations



BELFAST – REGION 11

Unit 1, Citylink Business Park
8 Albert Street, Belfast BT12 4HB
Tel: 028 9024 5785 Fax: 028 9024 5939

BRISTOL – REGION 7

11 Belgrave Road Clifton, Bristol BS8 2AA
Tel: 0117 973 4039 Fax: 0117 946 6069

DERBY – REGION 3

210 Osmaston Road, Derby DE23 8JX
Tel: 01332 346617 Fax: 01332 202764

GLASGOW – REGION 10

John Smith House, 145-165 West Regent Street, Glasgow G2 4RZ
Tel: 0141 248 7131 Fax: 0141 221 3898

MANCHESTER & SOUTHPORT – REGION 9

Parkgates, Bury New Road
Prestwich, Manchester M25 0JW
Tel: 0161 798 8976 Fax: 0161 798 9721

NEEDHAM MARKET – REGION 4

Unit 6, Maitland Road, Lion Barn Business Park, Needham Market
Ipswich, Suffolk IP6 8NW
Tel: 01449 723 387 Fax: 01449 723 389

NEWCASTLE – REGION 1

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

PLYMOUTH – REGION 7

52 Stuart Road, Plymouth, Devon PL3 4EE
Tel: 01752 663 114 Fax: 01752 229 489

SHEFFIELD – REGION 2

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

SOUTHAMPTON – REGION 6

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

SWANSEA – REGION 12

North Hill, 7 St. James Crescent,
Swansea SA1 6DZ
Tel: 01792 470434 Fax: 01792 478 249

WAKEFIELD – REGION 2

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

WEST BROMWICH, COVENTRY & STOKE – REGION 8

Terry Duffy House, Thomas St, West
Bromwich B70 6NN
Tel: 0121 569 8989 Fax: 0121 569 8970

For **RESIDENTIAL COURSES** at **ESHER PLACE** or **WORTLEY HALL** send your completed application form to the Education Department at Amicus the union, Hayes Court, West Common Road, Hayes, Bromley BR2 7AU.

Tel: 020 8462 7755 ext 379/499

Fax: 020 8315 8524

Email: education@amicustheunion.org

For **NON-RESIDENTIAL COURSES** send your completed application form to the appropriate regional office.



Education Department – Hayes Court, West Common Road, Hayes, Bromley BR2 7AU.

Tel: 020 8462 7755 **Fax:** 020 8315 8524 **Email:** education@amicustheunion.org