

# 2017

**Courses for all South West  
UNISON Members**

MEMBERS



# Introduction

**Welcome to the 2017 edition of the South West members courses programme.**

Many UNISON members are unaware of the courses UNISON can offer and through this course programme we try to help get the message out to all of our members.

We try and select courses that will not only help in your work life but also in your personal life to develop skills and confidence and share your experiences with other UNISON members.

Courses are delivered by experienced tutors in a relaxed environment.

We try to be flexible about where and when we deliver and we base this on members requests as much as we are able. We have set some dates in the programme as requested by you as well having some courses where we ask you to express an interest and we compile a waiting list so that we can deliver a course when there is enough interest to run it.

It is always worth a call to see what other courses and workshops we run.

If you have any questions about learning in the workplace why not contact your local UNISON branch.

**Edna Warwick**

*Regional Learning and Development Organiser*

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## Learning through UNISON can help you develop your confidence, skills and knowledge

Our courses can help you

- become more active and involved around issues that concern you
- tackle change and uncertainty at work
- progress your career
- learn for fun and personal development

Our learning opportunities include the award-winning Return to Learn programme and Women's Lives Course, provided by UNISON, which is aimed at members who want to get back into learning. No previous qualifications are needed for any courses, and there are no costs to individual members.

As a Region we also offer a wide range of courses which include brushing up your formal English, Assertiveness, Confidence, CV and Interview Skills, Making the most of the internet and initiatives to support health and wellbeing.

Have a look at this booklet and if you are interested in any of our programme contact your local Union Learning Representative, Education Co-ordinator or a member of the Regional Education and Equalities Team.

# Short Workshops

Things get better when you **learn in UNISON**.

UNISON is offering members the following fully funded one day learning workshops as an introduction to UNISON learning. We have included some set dates but we can also arrange more where there is interest. Workshops last four to five hours and can potentially be delivered anywhere in the South West for UNISON members.

## Your skills, your future

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If you are feeling stuck in your current job and you want to progress, but don't feel you have the necessary skills, this workshop is for you. 'Your skills, your future' will help you to identify and explore the skills you have gained in your work or private life – you may be surprised at how skilled you already are! You will learn how to make the most of your existing skills, think about which of them may be transferrable and you will be given the tools to set about developing new skills. The workshop is designed to give you confidence and help you to develop and move forward in your work or in your private life.

**Venues and Dates:** Wareham – 15 March  
Taunton – 11 May  
Bristol – 15 June

## Facing change together

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Are things changing at work? This workshop will explore the idea of change and how it can affect you at work or at home. You will do some work in small groups to think about different ways of coping with change and the tutor will give you feedback, support and guidance throughout. You will look at different areas of your life that may be affected by change and be given tips to help you to deal with any changes you face. On this workshop you will also look at practical ways that you, as UNISON members, can help and support yourselves and each other during times of change or uncertainty. We are all affected by change at some time during our lives, so this course would be of benefit to anyone who would like to gain valuable advice on how best to deal with the changes we face.

## Making the most of the internet

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Do you have some experience of using a computer but would like some guidance to make the most of what the internet can offer? This workshop will give you tips and build your confidence so that you can really benefit from the information at your fingertips. You will be guided through different aspects of being online, from dealing with pop ups, to online safety and using social media like Twitter. The workshop is broken into two sections, the first where you will navigate and search the internet and look at things like 'email', 'favourites', 'pictures' and 'documents'; and the second where you will cover 'using the internet to save money' and 'doing a computer spring clean', amongst other things. The internet has revolutionised our lives in many ways but it isn't always easy to feel in control when you are online – this course will help to build your confidence and skills to really make the most of what is on offer.

## CV writing and interview skills

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Due to the constant pressure faced by the public sector are you in the position of having to apply for other jobs? Would you like the confidence to apply for other positions that have become available in your employer? Do you want to progress? If you can answer yes to these questions this course will help. It will provide valuable knowledge and will result in an increased level of confidence by helping you to:

- Present yourself well at an interview
- Answer the interviewer's questions appropriately
- Reflect on your performance in an interview
- Develop an interview specific plan with SMART actions

## Power to be you, build your confidence

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This is our new one day member workshop. It is a short confidence building session to help you to improve self-esteem and give you some ideas and tips for addressing confidence, assertiveness and speaking in a group. The workshop will raise awareness of other UNISON education and development opportunities, including longer confidence, assertiveness and public speaking courses.

**Venues and dates:** Taunton – 8 March  
Bristol – 17 May  
Wareham – 8 June

## Understanding Equality and diversity in your workplace

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Do you believe in fairness at work? Of course everyone does but what does that mean in practice? UNISON, our employers and the law all recognise that everyone has an equal right to be treated with respect and dignity at work but that doesn't mean treating everyone as if they were all the same. The language of equality and diversity seems to be changing all the time leaving many members feeling confused. This course will provide members with some information about the legal framework of equality and discrimination law and also explore the importance of diversity at work in creating a culture which values individual differences for the benefit of the organisation.

## Cultural health issues

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Different Black and Minority Ethnic (BME) groups suffer specific health conditions such as sickle-cell anaemia and thalassaemia as well as a greater likelihood of experiencing other health problems. The statistics show that 1 in 4 black men will be diagnosed with prostate cancer at some point in their life and that black men are 3 times more likely to get prostate cancer than white men at the same age. Some people of Asian origin are at increased risk of developing conditions such as acute glaucoma. However, many experience barriers to accessing appropriate health care. The Mental Health Foundation says many black people don't trust health services. "lots of people won't use health services until they're very unwell because they're frightened of what will happen. This means they're more likely to be in worse health by the time they do seek help." Increasingly stringent sickness absence management policies are often used to trigger formal procedures leading to unfavourable treatment of BME members. Members attending this workshop will have some understanding of:-

- the range of health issues experienced by Black members,
- cultural issues such as dietary needs and festivals
- racial discrimination in the workplace
- how to access support and negotiate change to a workplace policy.

***Where dates aren't specified the above courses will be run based on requests received from members. If you are interested in these courses please complete a course booking form and send it to The Education and Equalities Team, [unisonsweducation@unison.co.uk](mailto:unisonsweducation@unison.co.uk)***

# UNISON/Open University workshops

UNISON works in partnership with The Open University. The purpose of the partnership was set up to increase participation in education amongst workers delivering public sector services. Many members have accessed Open University courses and training. The courses are delivered by experienced Open University Lecturers and receive excellent feedback from members who attend the courses. The courses are arranged via your local branch and the Regional Learning and Development Organiser. These courses will be delivered based on members' requests. If you are interested in these courses please complete a course booking form and send to the Education and Equalities Team [unisonsweducation@unison.co.uk](mailto:unisonsweducation@unison.co.uk)

## Dementia Awareness

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This workshop will help you understand what is meant by the term dementia – types and causes. How having dementia affects the way a person behaves and functions, that there is more to a person than the dementia and that it is possible to live well.

## Mental Health Awareness

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This workshop aims to provide an introduction to mental health in the UK. It enables learners to understand the main mental health problems that people face and gain an insight into the experience of having mental distress. We will look at some of the misconceptions associated with mental health; you will be able to take a revised awareness into the workplace.

## Managing classroom behaviour

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This workshop is aimed at members working in schools. The aim is to help you begin to understand student behaviour and how your response may aid or escalate a situation. Useful techniques will be shared to provide some practical guidance to help you manage behaviour.

## Return to Learn (R2L)

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This course is specially designed for adults who have been away from learning for a long time and would now like to take up new learning opportunities in a supportive environment.

### What you will gain from R2L

This course is designed to offer you an interesting and challenging way of developing your skills in an educational setting. The skills that you develop will be relevant and helpful in different parts of your life. For example, the writing skills unit will help you in writing reports for work, letters to official organisations, job applications or writing for your own personal enjoyment.

### Times and Timings

The course will last about six to eight months and is designed to fit around the other demands on your time. R2L is a mixture of traditional 'face-to-face' group study with a tutor and of 'distance learning'. This means that you will have regular (usually fortnightly) group meetings with your tutor and you will also be required to do some work on your own and in your own time. In between the meetings you will have the possibility of telephone contact with your tutor and if you have access to the internet you will be able to get further support online.

### Are there any exams and do I get a qualification?

No exams, but we do use an assessment procedure to certify students' achievements. Anyone completing assignments will get a certificate which can be used to demonstrate successful study.

For more information and an application form either contact the Education Team on 01823 285314, e-mail [unisonsweducation@unison.co.uk](mailto:unisonsweducation@unison.co.uk) or go to the regional website at <http://www.unisonsouthwest.org.uk/get-involved/education-training.ashx>

**Venue and Dates:** Plymouth – April  
Cornwall - September

**Fee:** This course is fully funded for UNISON members and all costs and expenses will be paid for by UNISON including workbooks, travel and the residential. UNISON will help with childcare or dependent care costs



# Making a Difference – Residential Weekend

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## Who is it for?

The new weekend residential course from UNISON is designed for students who have attended Return to Learn or Women's Lives.

## What will I learn?

During the weekend you will:

- consider what it means to live in a democracy
- learn how to speak up about issues which are important to you
- experience being part of a team to complete a challenge
- discuss how the written word influences our lives
- discover the history of UNISON and the campaigns it has been involved in
- explore websites which help us to campaign, petition and lobby for the things that matter in local communities and workplaces
- take part in discussions, culminating in a parliamentary debate

By the end of the weekend you should be able to:

- Identify the issues that affect you in your daily life
- Recognise the contributions that you make within a team
- Discuss the role of the 'activist'
- Identify your personal goals and become more involved in issues that you feel strongly about
- Evaluate the guidance and support provided by UNISON

**Venue and date:** Croyde Bay – 12-14 May

**Fee:** There is a charge of £125 per delegate to branches for this course

# Courses for Women

## Women's Lives

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Women's Lives is not about going back to school. It is a course designed for women who have been away from learning for a long time and would now like to take up new learning opportunities. There are no tests or exams, but you will get a recognised certificate.

### Education and Women

Another aim of this course is to develop your understanding of issues relating to women. You might think “why have women's educations?” Statistics show that sometimes women are worse off than men. Some women are worse off than other women: for example, black women might find it harder to get a job, or working class women might have less chance of getting a good education. Over the past twenty or thirty years, women have decided that in order to understand better what it means to be a woman, it is important to develop “women's education”. Women also feel that the achievements of women - in history, in politics, in trade unions – have often been overlooked, or hidden away. Education about women, for women and by women is therefore important to help us understand women's lives.

### What will I learn?

This short course will help you to develop some basic study skills, these include:

- Reading and understanding (comprehension)
- Note taking
- Writing
- Research skills
- Analysing skills

You will also develop other skills, such as working with others and listening skills. For more information and an application form either contact the Education Team on 01823 285314, e-mail [unisonswededucation@unison.co.uk](mailto:unisonswededucation@unison.co.uk) or go to the regional website at <http://www.unisonsouthwest.org.uk/get-involved/education-training.ashx>

**Venue and dates:** Taunton - September

# Course information

Our courses are friendly and informal, so you are invited to dress at all times for comfort. Our training is aimed to make learning fun rather than a daunting experience. Everybody's views and experiences are listened to. Much of the time is spent working in small groups. You won't be lectured to or suddenly be called to give answers and there are no exams at the end.

## How do I apply for a course?

Download the application form giving us all your contact details, including a daytime telephone number and e-mail address in case we need to contact you at the last minute. It is also important for you to give us your UNISON membership number as not having this information can delay the processing of your application.

## What do I do when I have completed my form?

Send your completed form to your local UNISON Branch for signing by a Branch Officer (usually the Branch Secretary or Education Co-ordinator) and ask them to send it, with any payment required, to the Education and Equalities Team. It is essential that your form has been sent to your local Branch first so that:

- we know your branch supports your application
- they know you have applied to attend a course
- they can help with paid time off
- they will pay your travel and meal expenses
- they will pay any course fees where necessary

If you do not know how to contact your local Branch please call the Education and Equalities Team on 01823 285314 or [unisonsweducation@unison.co.uk](mailto:unisonsweducation@unison.co.uk) to find out.

## Are there closing dates for courses?

Yes, the deadline for applications being accepted on to courses is 12 days before the date the course is due to start. The earlier you apply, the easier it is for us to organise, most courses operate a minimum of 12 applicants in order to run so please do not delay. Late applications may mean the course has to be cancelled.

## What happens once you receive my application?

Once your form has been signed by a Branch Officer and sent to us we will acknowledge receipt of your application, which confirms that you have been reserved a place on the course. Then approximately a week before the course begins we will send you final details confirming the course starting and finishing times and venue details.

### **Do I need to arrange time off to attend the course?**

Yes, we strongly advise you to start arranging time off at the same time as you apply for a course. Inform your manager, using your local procedure. Don't delay your time off request by waiting until your course place has been confirmed, as your manager may then say that you didn't give them enough notice.

If you need help at any stage ask your local UNISON Branch. Time off with pay is normally available to Stewards/Representatives to attend trade union courses.

### **What happens if I need to cancel my place on a course?**

If for any reason you find that you cannot attend a course on which you have been allocated a place, it is essential that you contact both your Branch and the Education and Equalities Team immediately. Whatever your reason for cancelling it may mean that another member may be offered a place on the course. If less than 72 hours notice is given, no refund will be made. However, if the course place is re-allocated monies will be refunded.

### **I have been told the course I want to attend is full/has been cancelled, what happens now?**

We accept applications on a first come, first served basis, so if as sometimes happens a course is full we will try and offer you another option or where applicable add you to a waiting list for a future course. Unfortunately sometimes courses are cancelled, often due to lack of applications. We appreciate that this is frustrating and inconvenient and we do our best to avoid it. Where this is unavoidable we will try and offer you an alternative. Monies will be refunded if UNISON has to cancel the course.

### **I want to attend a course that states you need to express an interest, what does this mean?**

Where some courses haven't recruited well in the past, they will now be recruited by expression of interest. Once enough expressions to make the course viable have been obtained we will then be able to organise and run the course with less chance of it being cancelled. Please contact your Branch or the team to express your interest in any of the courses that this applies to.

### **I want to attend a course that is being run outside of my Region, can I do this?**

Yes, members may take the opportunity to attend courses run by other regions. Applications for these should be made through the Education and Equalities Team Whilst course fees may be similar you need to be aware that accommodation and travel costs tend to make these more expensive for Branches.

### **I have child care/dependant responsibilities, what can you do to help?**

Your Branch should pay any additional child/dependant care costs that result from attending a course - it is best to discuss this with your branch before attending.

### **I have specific needs will these be facilitated?**

We seek to ensure that the venues we book, materials provided etc. meet the needs of our members who have identified on their booking form a specific need. Due to the wide varieties of facilitation available it is important that you let us know as soon as possible about your individual requirements.

### **I have applied for a residential course do I need to book my own accommodation?**

No, your accommodation and your facilitator's (where applicable) will be booked by the Education and Equalities Team for the duration of the course.

### **I have applied for a non-residential course but need overnight accommodation – who books this?**

Please contact your local Branch who can organise this for you.

### **I have special dietary requirements, will they be catered for?**

Non-residential venues vary enormously but generally will include access to tea and coffee facilities and somewhere local for meals. Generally you will have to pay at the time for your lunch on these courses or bring your lunch with you. For venues where there are no local amenities close by lunch will be provided for you, we will let you know if lunch is provided or not in your confirmation letter. Most of our residential courses are run in locations where meals are provided and special dietary requirements can be catered. It is therefore essential that you let us know of any special requirements when filling in your application form.

### **Do all the courses start and finish at the same time?**

Most of our courses are run on a non-residential basis and usually begin at either 9am or 9.30am and finish at 4.30pm on each day. Residential courses are usually held at weekends and normally start with an introduction session at 6pm then dinner, on the Friday evening and finish at approximately 1:00pm with lunch on the Sunday. These times may vary slightly depending on the course you are attending and you will be informed of the specific timings of your course in your confirmation letter.

### **Do I have to pay to attend any of the courses?**

Whilst there is no cost to you as an individual member, for certain courses there will be a charge to the Branch. These are clearly marked within the programme.

### **Full costs will be incurred if there is less than 72 hours notice of cancellation.**

Costs (where applicable):

- £125.00 per member for residential courses
- £25.00 per member per day for non-residents attending courses
- Payable at time of booking - Please make cheques payable to UNISON

**Request for special courses:**

- £200.00 to be paid in advance

**Cancellations:**

- Full charges will apply if less than 72 hours notice has been given to cancel attendance of a delegate on a course.
- If a special course has been arranged and is cancelled with less than 72 hours notice, full charges will also be incurred.

**Can I claim my travel expenses for attending a course?**

Yes, you can claim travel expenses you incur from attending a course from your local UNISON Branch by completing an expenses form. As allowances vary from Branch to branch we would advise that you check how much you can claim. The Branch Secretary or Education Co-ordinator will be able to help you.

**Are there any bursaries available to members to attend courses?**

Yes, the National Scheme for Financial Assistance for education is a scheme that provides financial help to members on Trade Union/Labour Studies Courses, those in general Non-Vocational Education and via a small scholarship programme supporting member and activist development. There are four types of award available; bursary, flexible bursary, Open University and book grants.

For further information, including an application form please contact:

Bursaries Administrator  
UNISON learning & organising services  
130 Euston Road  
London  
NW1 2AY

Tel: 0207 121 5116  
E-mail: [learning&organising@unison.co.uk](mailto:learning&organising@unison.co.uk)

Or visit our national website: <http://www.unison.org.uk/for-activists/training/> and <https://www.unison.org.uk/for-members/unison-learning>

**What do I do if I have further questions to ask before I apply for a course?**

If you have any queries that have not been covered or you need any further information please contact the Education and Equalities Team on 01823 285314 or e-mail: [unisonsweducation@unison.co.uk](mailto:unisonsweducation@unison.co.uk)

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# COURSE BOOKING FORM



Course Title: .....

Venue: ..... Date: .....

Please ensure that this form has been signed by a branch officer and returned no later than 12 days before the course begins

## 1. Details of Person attending *(Please tick boxes as appropriate)*

Full Name: ..... Membership No: .....

Address for correspondence: .....

..... Postcode: .....

Daytime Tel No: ..... Email address: .....

Male  Female

## 2. UNISON Details

Branch ..... Employer .....

Elected role.....

Do you have any special dietary needs? Yes  No

**Do you require any access facilities?** Yes  No

For Residential Courses, is accommodation required? Yes  No

If you need assistance with child/dependent care to attend this course please contact your branch

If you have answered yes to any of the above, please give details

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**Applicant's Signature:** ..... **Date:** .....

All applicants must ask their Branch Secretary or Education Co-Coordinator to complete and return this form.

**Signed:** ..... **Position:** .....

*for and on behalf of the Branch*

**This form must be completed and returned to:**

The Education and Equalities Team, UNISON South West, UNISON House, The Crescent, Taunton, Somerset TA1 4DU. Tel: 01823 285314 E-mail: [unisonsweduction@unison.co.uk](mailto:unisonsweduction@unison.co.uk)

By no later than 12 days before the course

**PLEASE SEE OUR EDUCATION PROGRAMME FOR OUR COURSE CHARGES  
POLICY PAYMENT TO BE MADE AT TIME OF BOOKING**