

2018/19

Union Learning Fund Annual Report



Julie Gorman

Irish Congress of Trade Unions

November 2018

Background

The Union Learning Fund for Northern Ireland (ULF) was established in 2002 to promote activity by trade unions in support of the Government's objective of creating a learning society. It is a pot of money provided by the Department for the Economy (DfE) and managed by the Northern Ireland Committee of the Irish Congress of Trade Unions (NIC-ICTU). The ULF's overarching aim is to promote a culture of learning and to equip people for work in a modern economy.

The purpose of this report is to evaluate the global project performance against key objectives set by the DfE, and the individual project work completed during the 2018/19 funding period.

Union Learning Fund Projects 2018/19

One of the strengths of the ULF is that it accommodates a wide range of different projects. Generally, most projects have the following in common:

- Each project has an individual assigned as Project Manager (some full-time, some part-time) responsible for supporting the smooth running of the project, and for reporting to NIC-ICTU.
- Most projects depend on the identification of Union Learning Representatives (ULRs) in workplaces who can promote the opportunities supported by the ULF, encourage learners to participate, and assess their needs so that training can be tailored accordingly.
- Projects work with a provider such as an FE College or an independent training organisation to supply tutors.
- Most projects aim to provide learning in the workplace, at workplace learning centres – although this is not always possible.
- All projects have an emphasis on quality (i.e. using suitably qualified tutors) and on accreditation, so that participant learning is recognised, and so that participants have the means of progression.

There are considerable differences between the mechanics of how ULF projects are delivered, where they are delivered, and the content offered. In many cases, the differences are down to innovative and flexible solutions being devised by Project Managers, ULRs, unions themselves, and employers, to enable the learning to proceed in often challenging circumstances.

During 2018/19 the Union Learning Fund supported the following 12 projects:

Union	Project Title	Employers worked with in 2018/19
AEGIS	Learn with Aegis	Computer Loan Services (CLS)
BFAWU	Structuring and Supporting Workplace Learning	Moy Park Ballymena, WD Irwin's, KRG & Regenerate Portadown
FBU	Promoting Lifelong Learning in the Fire Service	NIFRS
GMB	GMB Reachout NI	ABC Council
INTO	Upskilling Teachers	Council for Catholic Maintained Schools
FSU	FS Union Learning	Bank of Ireland, Danske Bank, First Trust Bank and Ulster Bank.
NIPSA	NIPSA Union Learning	ABC Council, Down & Ards Council, DOJ, SHSCT, WHSCT, Belfast City Council, Libraries NI, Northern Ireland Civil Service and NIHE.
RCM	Personal & Professional Learning with RCM	Belfast, Northern, South Eastern, Southern and Western Health and Social Care Trusts. (*Project withdrew from the ULF following quarter 1 in 2018)
UCATT	Building Sustainable Learning	Antrim Construction Company, Hart and Eakin, Rymat Ltd, W H Alexander, S N Truck, G B Landscapes, McKay Bros, Colhoun Scaffolding, W J Dolan, SMB Electrics Ltd, Sperrin Partitions, Barr Brothers, G B Landscapes, Form Builders, Martin Quinn, Carlin Construction, Lynch Tar, J A Gamble, Conwell Roofing, G B Landscapes, Castle Glass Ltd, W Doherty Construction, Tracy Bros, P O'Neill Building services, R G & G R Sproule, Grove Builders, Cunningham Contracts, Taranto, Thomcomms, Fox Contracts, L McCloskey & Sons, Blane Steel Services, Tracy Bros, Ward Contracts and A H Steel Ltd
UNISON	Learning Through Engagement & Progression	Belfast, Northern, South Eastern, Southern and Western Health and Social Care Trusts
UNITE	Learn with UNITE	MoyPark Portadown & Dungannon, NI Electricity Networks, Department for Infrastructure, JP Corry, Michelin, Schlumberger and Bombardier.
USDAW	Developing Learning Partnerships	Tesco, Asda, KARRO and Coca Cola

Relationships with providers

The 2018/19 ULF projects engaged with all six of Northern Ireland's Regional Further Education colleges. FE Colleges were the first port of call for Essential Skills and other accredited qualifications. In addition, the ULF projects engaged with a range of independent and distance learning providers, including:

- The Open University
- Craft Training
- NCFE
- Global Horizon Skills
- Training & Recruitment House
- People First
- TLC
- Aware NI
- MPS Ltd.
- Patterson Training
- Wranx

ULF Global Project Performance 2018/19

In 2018/19, through 12 projects, a number of courses were delivered across both Essential Skills and non-Essential Skills subjects. In total, Union Learning Fund projects enrolled 2170 learners onto courses during 2018/19.

PROJECTS	ESSENTIAL SKILLS	OTHER ACCREDITED	ULR ACCREDITED TRAINING	ULR DEVELOPMENT TRAINING	NON-ACCREDITED	CPD	TOTAL ACHIEVED 2018/19
USDAW	115	158	5	4			282
FBU	0	41					41
AEGIS	5	56					61
FSU	35	74			13		122
BFAWU	62	88	1				151
UCATT		213					213
INTO		12	6		70		88
UNITE	28	71	5	2	66		172
UNISON	146	263	10		109	250	778
NIPSA	50	3	10	3			66
GMB	49	31			91		171
RCM						25	25
TOTALS	490	1010	37	9	349	275	2170

Essential Skills

Objective 1: 10% increase in Essential Skills

(From 530 learners achieved ES qualification in 2017/18 to 583 learners in 2018/19)

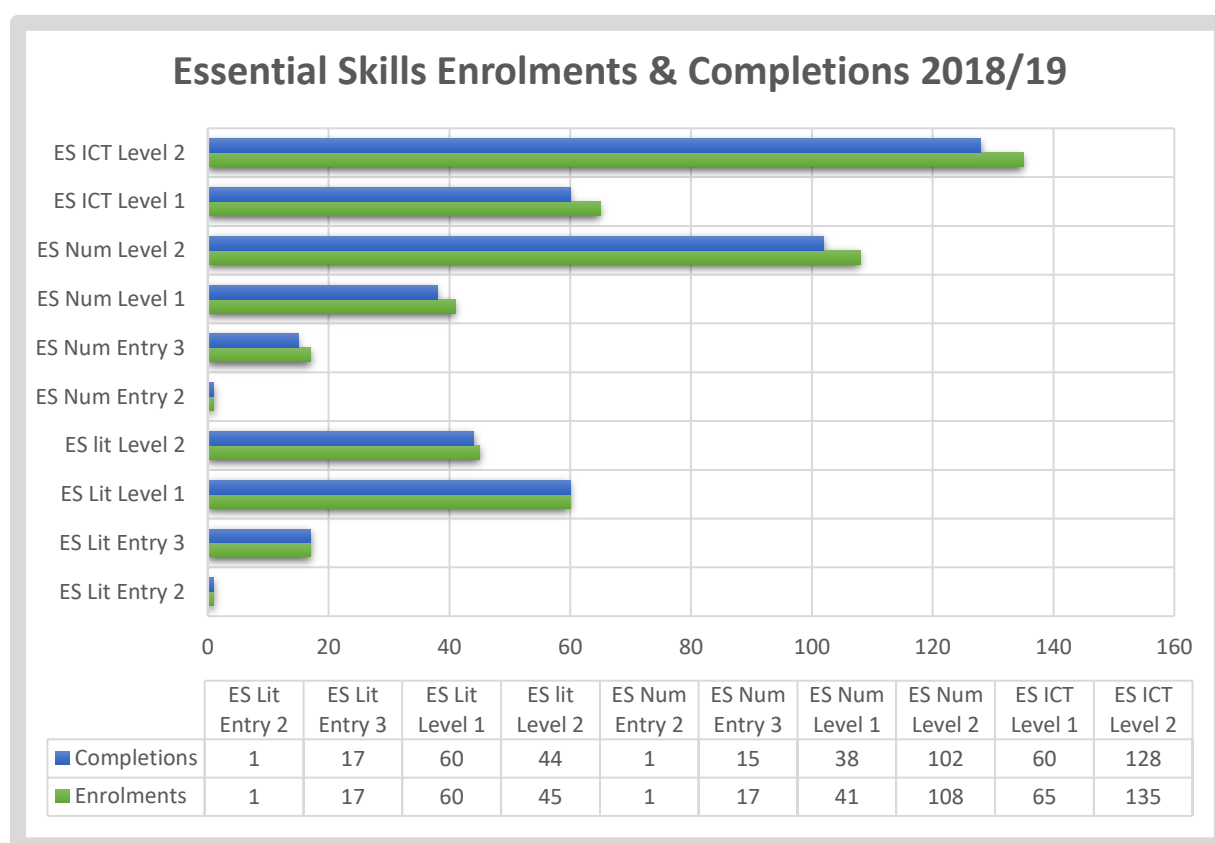
Against a global project target of 610 enrolments, in total 490 learners enrolled and 466 completed and achieved Essential Skills qualification. This equates to a 95% achievement rate for the 2018/19 reporting period.

USDAW, BFAWU, UNISON, GMB, NIPSA achieved/exceeded individual project targets set for Essential Skills.

Other projects faced difficulties which included:

- Release of employees to attend training, due to industrial action or employer focus on recruitment.
- FE issues – lack of tutor's available, minimum class size requirements and poor communication with ULF project managers.

To address some of the above issues, projects utilised public classes organised by the FE colleges, if they couldn't meet the minimum requirements for class size or avail of a tutor. Due to this, a number of learners have attended night classes in their own time rather than released to attend by their employer. DfE also assisted by setting up ULF representative/contact in each of the six regional FE colleges.



Other Accredited Courses

Objective 2: 15% increase in other accredited

(From 790 learners target set in 2017/18 increased to 905 in 2018/19, ranging from Entry Level to Level 4)

Against a global project target of 905 enrolments, in total 1010 learners enrolled for other accredited courses, ranging from Entry Levels to Level 4. Many of these learners have progressed from Essential Skills.

Courses covered a wide range of subjects and qualifications including:

- BSL
- ESOL
- CEMAP
- NVQ Level 2- 4 in Construction
- NVQ Level 2/3 in Meat & Poultry
- ILM/CMI in Project Management/Leadership
- OET/IELTS
- Open University K101 Introduction to Health & Social Care
- Access Diploma/Restart Education
- NCFE Level 2 Team Leading
- City & Guilds Level 2 in Spreadsheet Processing
- Edexcel Level 2 Cert for Proficiency in Food Industry Skills
- Edexcel Level 2 Cert in Providing Customer Service/Financial Advice
- OCN NI Level 2 Social Media in the Workplace
- ITQ Level 2
- CPCAB Level 2 Certificate In Counselling Skills

USDAW, FSU, UCATT, UNITE, INTO, UNISON achieved/exceeded targets set for other accredited courses.

Other projects faced difficulties which included:

- BFAWU had set a target of 60 ESOL learners – Due to a halt to production and restructuring of shifts in Moypark Ballymena, classes have been postponed until 19/20.
- AEGIS had set a target of 95 other accredited learners - Due to an employer focus on recruitment and staff inductions, release for workers to attend courses was restricted.

Non-Accredited

Objective 3: 43% decrease in Non-Accredited (From 368 learners target set in 2017/18 decreased to 210 in 2018/19)

For 2018/19 funding period it was agreed that the targeted number of learners on non-accredited and CPD courses would be reduced.

In total 349 learners completed non-accredited courses/seminars/workshops during 2018/19 funding period. In the 2017/18 funding period against a target of 368 learners, 995 learners completed non-accredited courses. Comparing 2018/19 learner outputs to 2017/18, this equates to a 63% reduction.

Five projects delivered non-accredited learning in addition to accredited learning or to prepare learners for accredited learning.

Non-accredited learning completed in 2018/19 included:

- FSU delivered a CV and Interview skills course to assist participants in applying for a job promotion within the financial sector.
- GMB assessed a number of learners who were at pre entry level for ICT. The project ran basic IT courses to prepare learners for Essential Skills classes.
- UNITE delivered CV writing, Interview Skills and How to set up your own business workshops to assist workers who had been made redundant from JTI and Michelin.
- INTO delivered a Mid-Career review workshop. 70 teachers attended the workshop at which presentations were given by Careers Service NI, the Open University and Platinum Financial. The participants also took part in a two hour session delivered by Inspire on reviewing your career and how to identify transferrable skills.
- UNISON had planned to run study skill courses as an OCN Level 1, cost and time restraints led to the course being delivered as non-accredited. The course supports students who are completing the OU K101 Intro to Health & Social Care. This bespoke course is made up of six, three hour sessions, its main purpose is to support participants in gaining a K101 Level 4 qualification.

CPD

Objective 4: 48% decrease in CPD (From 525 learner target set in 2017/18 decreased to 275 in 2018/19)

Unison and RCM provided Continued Professional Development (CPD) courses to 275 healthcare staff.

The Unison project gave members who work in support roles within healthcare, such as cleaning, catering, portering, transport, home care and admin the opportunity to access these workshops for 'professionals' covering subjects such as dementia care, palliative care, leadership, mental health or autism awareness.

RCM targeted Maternity Support Workers (MSWs) who wouldn't gain access to this type of learning via their employer.

ULR Recruitment & Training

Objective 5: To recruit and train 48 ULRs

During 2018/19, 55 new ULRs were recruited. 37 ULRs completed Stage 1, Level 2, accredited training provided by ICTU in partnership with SERC. 9 ULRs completed Stage 2.

In terms of human resources, the ULF has contributed to the creation of a network of Union Learning Representatives (ULRs).

ULRs tend to be co-workers of targeted learners based in the same workplace, and many of them have experienced the same reservations and concerns about re-entering learning as their colleagues. It is their support, encouragement and experience which convinces those most marginalised from learning to return to it and to improve their knowledge, skills and qualifications.

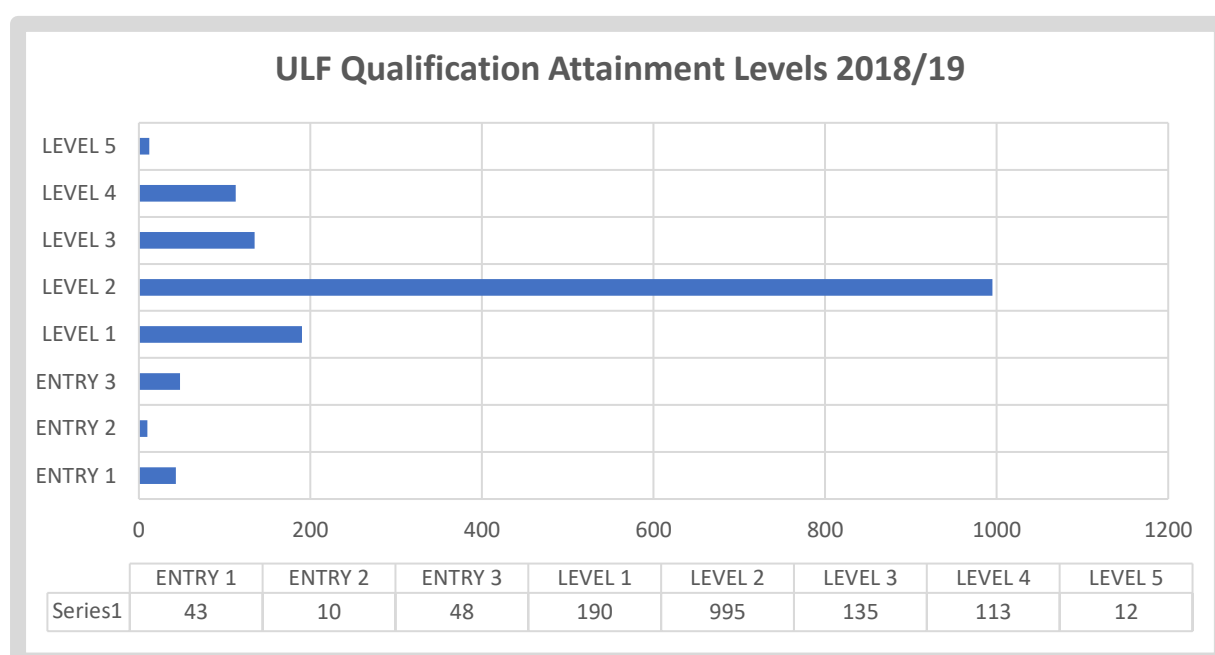
They constitute in effect an on-site resource, able to raise awareness of and appetite for learning. They also form a bridge between employers and employees regarding workforce learning and development.

Qualification Levels

Objective 6: To maximise the qualification attainment at Level 3 and 4. Qualifications will be industry recognised and approved by the employer.

For 2018/19 funding period it was agreed that the ULF would focus on delivering training and qualifications from Entry Level, through to Level 2 and 3, with no further commitment to Level 5 and above in the 2018/19 funding period.

Due to a previous commitment to an employer, 12 learners completed a Level 5 course. Level 2 attainment produced the highest number of outputs during 2018/19.



Open Days/Promotional Events

Objective 7: By March 2019, ULRs will provide agreed open days, in addition to networking events and training and promotional events to encourage learners and employers to participate.

During 2018/19 ULRs and Project Managers organised 115 open days/ promotional events. The following is just some of the events organised during 2018/19:

- USDAW Project Manager and ULRs, organised 33 'Checkout Learning' days within Tesco stores throughout Northern Ireland. In total, 370 Learning Needs Analysis (LNA) questionnaires were completed by learners at these events. Using this information gathered from the LNA, ULRs arranged training in-store or signposted learners to their local FE Colleges.
In May 2018 in partnership with SERC, Newry and Mourne Council and number of local community groups, the USDAW project organised and participated in a Community Open Day in the SERC Newcastle Campus. On the day 10 learners enrolled for Essential Skills and 15 enrolled for other accredited courses.
- GMB ULRs organised 11 Learner Assessment Sessions in ABC Council. These sessions included an Essential Skills assessment to determine individual's capabilities. GMB ULRs assessed and supported 158 learners during 2018/19.
- The BFAWU Project Manager organised 16 Open days in various locations which included, Moy Park Ballymena, WD Irwin's and various community groups in Portadown and Belfast.
- UNITE ULRs organised 17 information sessions in NIE promoting Union Learn and recruiting new ULRs. These information sessions are in preparation for an Essential Skills project which will commence in September 2019.
- Aegis ULRs delivered information sessions to over 100 new employees in Computer Loan Services in Derry.

Redundancy Support

Objective 8: If necessary during 2018/19, redundancy support, through alternative training and development, will be provided to workers. Support will be tailored and specific to the individual needs of the workers.

During 2018/19 the UNITE project supported workers facing redundancy in Schlumberger, Michelin, Kingspan and Bombardier. Completing personal development plans and offering assistance with CV writing, interview skills and job searching is an essential component of the projects operation in supporting members facing redundancy.

In January 2019, Tesco announced a major restructuring of their retail stores, with 9000 jobs affected, mainly in Management and general assistant positions. Many of these workers in management/supervisory positions don't have a formally recognised management qualification. The USDAW project responded by organising and fully funded two CMI Level 3 in Project Management courses. Feedback from participants was extremely positive and all felt that this course would strengthen their C.V.

Retail and finance staff given official skills recognition

BY STAFF REPORTER

MANAGEMENT-level staff in retail and finance were awarded certificates which formally recognised their skills at a ceremony at the South Eastern Regional College (SERC) campus in Lisburn.

The workers attained the training through the NIC-ICTU's UnionLearn programme, which is sponsored by the Department for the Economy and offers targeted in-work training and upskilling for union members.

On Thursday, 15 members of the Financial Services Union and 10 members from the retail union USDAW were handed their qualifications by Terry Park on behalf of the department's further education section. The courses in Project Management and First Line Management were organised through UnionLearn and delivered by SERC educators.

USDAW education co-ordinator Lorna Morton said: "Following a complete restructure across Tesco which affected up to 9,000 jobs

across the UK, mainly in managerial positions, the USDAW education officials recognised from different employers that the majority of managers come through management programmes but have no formal qualifications for their job role.

"These courses formalised and recognised the skills of these workers and are transferable for later career opportunities."

USDAW members remain amongst the most disadvantaged and vulnerable workers in the UK in educational background, skills base, and progression opportunities.

Marian Geoghegan from the Financial Services Union said: "Many of the challenges facing retail workers are similar to those facing workers in finance, not least the shift by customers to online and away from the high street."

"That is why trade unions need to work closely with government and employers to ensure that our members hold the skills and the recognition of those skills, to add

stability to a increasingly precarious working environment."

For the 2018/19 year UnionLearn has delivered 2,160 courses for members of 11 participating trade unions, across all sectors of the economy, including manufacturing, education, health, retail and services. It has been managed by the NI Committee of the Irish Congress of Trade Unions since 2002.

Ms Morton added: "Through obtaining funding from Department for the Economy, USDAW were able to fully fund this CMI Level Three Award in Project Management course through the SERC. Our project focused on providing accessible and affordable learning, providing people with the fundamental skills to gain, maintain and progress in their employment."

"We had two classes running in Tesco Craigavon and at the SERC in Lisburn with 20 learners and who now have completed this qualification. Learners came from Tesco, Asda, Argos, Coca-Cola and Co-Op."



Marian Geoghegan of the Financial Services Union and Terry Park from the Department for the Economy at the SERC ceremony





In October 2018, NIPSA ULRs in Armagh Banbridge & Craigavon Council, working partnership with GMB, ran six Essential Skills classes as part of the Learning Pathways Programme. This has been a successful programme of Essential Skills that has worked well under the Learning Agreement with the employer. As a result of this success, ULRs in Ards & North Down Borough Council commenced similar work within their Council area. The ULRs have signed off a union and management Learning Agreement, and have set up an Employer/Union Learning committee. Essential Skills classes are planned for 2019/20.

The NIPSA Project Manager continues to be instrumental in the training of ULRs to Stage 1 and 2. Continuous development of ULR skills has been the focus of the project and this is integral to ULR Network Meetings and the NIPSA ULR Conference.

TARGETS	LEARNER OUTCOMES
40 Essential Skills	50 Enrolled & Completed
Recruit & Train 10 ULR's	19 Recruited, 10 Trained to Stage 1
5 ULR development / Stage 2 training	3 Completed Stage 2
25 Other Accredited	3 Enrolled & Completed Other Accredited Courses

NIPSA Case Study



Rab was an undiagnosed dyslexic in his 50s. He had been in and out of special education until the age of 13, when he stopped attending. Rab did not see the point in education as he had regularly called stupid by teachers and others. Following an incident at work Rab was referred by his NIPSA Rep to the NIPSA ULR. The ULR spotted that there was an issue with Rab and worked with him to sign post him to where he could get help. Rab was diagnosed as being dyslexic.

Following his diagnosis, Rab has gone from being a member of staff which management had issues with, to a valued member of the team. He has taken on more responsibilities in his current role. In terms of his private life he no longer has any concerns at telling people that he is dyslexic and ask for help. Rab now helps his grand kids with their homework. He also has read his first ever book, one which he was given as a 10-year-old.

The Employer and Union Learning Committee was so inspired by his story that they asked Rab to talk to other staff about his dyslexia and how it has impacted on him and how he is moving forward.

Rab was the first person to sign up for Ards and North Down Borough Council proposed Essential Skills Training in Math's, English and IT. Rab commented that he wants to continue to learn and improve himself. He is happy to help with anything to do with learning.

Rab Greene was acknowledged as a Union Learning Advocate by ICTU at the 2019 ULR Conference. He has since joined on the NIPSA Learning Committee too.

The trend of bank closures continued in Northern Ireland during 2018/2019 resulting in further job losses. To address this, the FSU project provides opportunities for ordinary workers in the sector to upskill and gain transferable skills which are of assistance in gaining other employment or to redeploy to other jobs.

This year the project continued to deliver shorter accredited progression learning, to follow on from previous years when large numbers completed ICT Essential Skills. In partnership with SERC the project ran a number of courses which include CMI Level 3 in Project Management, CMI Level 3 in First Line Management and City & Guilds Spreadsheet processing.

The target for ICT Essential Skills proved to be extremely hard to reach due to difficulties getting sufficient numbers to participate in courses and difficulties getting tutors. In the end, the FSU managed to achieve 35 of the planned target of 40.

A highlight of the project was the recent joint FSU and USDAW event held in SERC Lisburn to celebrate learners who had successfully completed Project Management, Leadership and Excel courses. Terry Park represented the Department for the Economy and spoke at the event as well as presenting learners with their certificates.

TARGET	LEARNER OUTCOMES
40 Essential Skills	35 Enrolled & Completed
5 OU Access/Modules	5 Enrolled & Completed
22 Level 3 Project Management/Leadership	43 Enrolled / 40 Completed
10 Career Development	13 CV & Interview Skills Workshop
12 EXCEL	26 Enrolled / 23 Completed

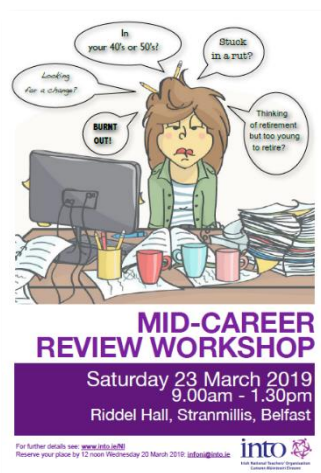
FSU Case Study



Joanne Kirkpatrick is a bank official with First Trust Bank in a busy branch in Belfast. In 2018 she decided to take up the opportunity provided by FSU's Union Learn Project to learn new skills. Joanne is very aware of the changes in the financial services sector and the consequent demands on staff to adapt to the rapidly changing face of banking.

Joanne does not do things by half and so she decided to embrace the new learning fully and enrolled, not only in ICT Essential Skills, but also in two of the management courses offered. In just one year she successfully completed ICT Essential Skills (City and Guilds, Level 2) with the Belfast Met, Project Management (CMI Level 3) and Leadership Skills (CMI Level 3) with SERC.

Joanne spoke eloquently about the benefits of Union Learn at the presentation of certificates and celebration event held in Lisburn in June 2019. She believes in taking full advantage of union membership to self-develop and is encouraging her fellow-workers to invest time in their own life-long learning. Joanne is looking forward to enrolling on further FSU Union Learn courses autumn 2019, in particular on a coaching/mentoring course.



The highlight of the year was undoubtedly the Mid-Career Review Workshop in March, which clearly struck a chord with teachers. 70 teachers gave up their Saturday morning to attend the first ever INTO Mid-Career Review Workshop. Members received presentations from the Careers Service NI, the Open University, and Platinum Financial gave a presentation on Phased Retirement. Following the coffee break there was a 2 hour session on reviewing your career from Inspire. Feedback from members indicated a high degree of satisfaction with the workshop with the Careers Service and Phased Retirement presentations deemed to be particularly relevant. As a number of other members indicated their desire to attend the workshop but were unable to do so for various reasons, INTO will be organising a similar event for members in the next academic year.

TARGET	LEARNER OUTCOMES
10 ULRs Recruit & Train	6 Recruited & 6 Trained to Stage 1
40 Mid-Career Review Workshop	70 Completed
10 Aspiring Leaders Course	Postponed to 2019/20
14 Social Media Course	12 Enrolled & Completed



During 2018/19 the project continued to work with community groups in the Portadown area. A number of Essential Skills classes in ICT were organised with 38 learners completing their level 1 or 2 qualification.

Due to a halt in production and restructuring of shifts in MoyPark Ballymena, planned ESOL courses were postponed to 2019/20. However, the project enrolled 22 employees onto an Edexcel Certificate for Proficiency in Food Industry Skills. A further 19 migrant worker employees completed Level 1 Essential Skills in Literacy.

The project continued to work with WD Irwin's and a number of courses ran during the year, which included, OCN NI Level 2 Managing Grievances, Level 2 Basic Food Safety and Mental Health First Aid. Essential Skills and ESOL courses are planned for 19/20.

TARGET	LEARNER OUTCOMES
50 Essential Skills	62 Enrolled & Completed
65 Other Accredited	88 Enrolled & Completed
60 ESOL	Postponed until 19/20
1 ULR Recruit & Train	1 recruited and completed stage 1 training



During 2018/19 the Project Manager has worked closely with ULRs to create robust relationships with employers. The Project concentrates on those who are hard to reach, such as small sub-contractors and the self-employed. New employers who engaged with the project this year included; Fox Contracts, Blane Steel Services, O'Hagan Crane Hire, P. O'Neill Building Services, L McCloskey & Sons, Thomcomms, Antrim Construction Company, Carlin Construction, Castle Glass LTD, Grove Builders and Tracy Brothers.

Against an overall target of 143 Construction qualifications, the UNITE Construction project achieved an outcome of 213. A retention and completion rate of 100% was also achieved. The role of our ULRs in supporting learners has been central to this success.

TARGET	LEARNER OUTCOMES
100 Construction NVQ Level 2	121 Enrolled & Completed
14 Construction NVQ Level 3	15 Enrolled & Completed
18 Other Construction Accredited Qualifications	77 Enrolled & Completed
10 Essential Skills	Project will carry target over to 2019/20
1 ULR	Project will carry target over to 2019/20

UCATT Case Study

After his A levels James McKinney enrolled in the NWRC on a Higher National Certificate in Construction (Civil Engineering) but left the course after one year. During this time he worked part-time with McKinney Crane Hire in Strabane and continued part-time employment with them after leaving the NWRC.

James knew that he had academic ability and having worked in the construction sector decided to undertake the NVQ L3 in Education & Training with Julie Patterson Training. James obtained the qualification in July 2018 and is now working full-time with MPS Ltd in Strabane. He believes that he has secured a position which will give him long-term employment in a sector in which there is demand for his skills.



The USDAW Union Learn project not only met but exceeded targets set for 2018/19. The project has continued its engagement with new stores expanding its network to Coca Cola and Tesco Bloomfield. During the year the 33 'Check out Learning' days were held within various stores throughout Northern Ireland. 370 Learning Needs Analysis (LNA) were completed by ULRs at these events. The surveys were used to identify learning needs within the stores and enabled ULRs to structure classes or to sign post their colleagues to the local FE College.

Essential Skills continues to be one of the main focus areas for the project. Against a target of 60 learners, 115 learners enrolled onto various Essential Skills courses. 104 learners completed and achieved their qualification.



The project worked in partnership SERC Newcastle, Tesco, Newry and Mourne Council and various community groups to organise an Open Day in SERC Newcastle campus. The Tesco Newcastle ULRs and project manager completed over 20 learning surveys. Learners were able to enrol onto courses on the day, which included; Level 3 Access Diploma in Foundation Studies, Restart Education, Level 3 Classroom Assistant and Essential Skills.

The work of the learning committee in Karro has continued during the year. The company employs over 16 different nationalities. A membership learning week was held in June 2018 with the assistance of the Crossing Borders Breaking Boundaries project interpreters. The NRC and SWC completed 71 ESOL assessments, which lead to 40 employees enrolling for ESOL courses of various levels. Karro and the USDAW project equally funded the cost of the ESOL courses.

In January 2019, Tesco announced a major restructuring of their stores and UK Head Office. It was estimated the restructuring would affect over 9000 jobs, mainly at management and supervisory level. Many of these manager/supervisors don't have a recognised management qualification. Reacting to the announcement, the project set up two CMI Level 3 Project Management courses. 23 learners completed the course. Feedback from all the participants was excellent with all expressing that the course would strengthen their CV.

TARGET	LEARNER OUTCOMES
6 ULR Recruit & Train	7 Recruited & 5 Trained to Stage 1
6 Development Training	4 Completed Stage 2
60 Essential Skills	115 Enrolled & 104 Completed
25 ESOL	46 Enrolled & Completed
85 Other Accredited	112 Enrolled & 104 Completed

USDAW Case Study



Essential Skills Learner of Year and SERC Excellence Award Winner 2019

Jamie Doherty, Tesco

Essential Skills and Union Learning Changed my Life

I left school during my 4th & 5th year as my family had a number of bereavements which affected me, and I went off the rails. When it came to exams, I didn't sit them and left school with no qualifications to my name.

My first job was with a temping agency where I fell pregnant with my first child. I struggled for years and could only then get a job cleaning in Tesco Connswater. I then moved to Tesco Bentrin Road cleaning and through encouragement from Management got a job on nightshift. I always thought that I wanted to have a career with children but with no qualifications that could not happen

I made the decision to return to education when USDAW came to the store to do a Check Out Learning campaign. I work on nightshift and it was the night shift Rep who had encouraged colleagues to come and speak to the Project Worker Lorna Morton. After talking with Lorna she encouraged me to improve my Maths by taking the National Numeracy Challenge. I enrolled for Essential Skills English, Maths and ICT at the local SERC with the assistance of USDAW.

During the year while studying my husband John was diagnosed with an incurable brain tumour and was undergoing treatment of 30 rounds of Radio Therapy and 9 months of Chemotherapy. This treatment led to him being admitted to hospital on two occasions due to bad reactions to the Chemotherapy drugs. Several times while this was going on, I thought I was not going to be able to keep up with everything and get enough studying done for my exams but somehow used this as a way of putting everything to the side long enough to study and do what I needed and passed them.

With completing the Essential Skills Level 1 and Level 2 courses it has given me the encouragement and incentive to carry on my learning journey. I have now enrolled for ES ICT Level 2 and have just completed this course.

Only for Lorna Morton, USDAW Project Worker coming into the store that night I would not have dreamt about going back to Tech and to achieve these qualifications. It truly has inspired me to continue onwards and upwards and in February this year USDAW once again being able to fund a four week CMI Level 3 Award in Project Management at SERC Lisburn I grabbed the chance to increase my qualifications. With completing the CMI Level 3 Project Management course this has given me more confidence and the steppingstone I needed to enrol for a Classroom Assistant course and I now will be going for the interview in June and if successful will start the course in September.

My daughter told me I was amazing to go back to learning at my time of life and both husband and daughter are extremely proud of what I have achieved. They are right behind me and gave me the encouragement to go and study for the classroom assistant.

I encouraged 4 of my colleagues from nightshift to enrol for Essential Skills English, Maths & ICT during the Check-out Learning Road Show. I never shut up and I am sure my colleagues are tired of me talking about courses, but it gave them the inspiration to do the same. I will continue to encourage my colleagues to go back to learning as this is one of the best things that I have experienced in my life and my family are so proud of what I have achieved.



During 2018/19, Unison continued to engage learners across a range of programmes which included, Essential Skills, OET/IELTS, CPD and Open University modules. The project exceeded the majority of targets set for 2018/19.

Open University modules offered in partnership with the HSC Trusts continued to be popular. 109 Unison members from various Health Care Trusts enrolled and completed, The Open University K101 Introduction to Health & Social Care. A six week, 18 hour, study skills programme was delivered alongside K101 to support students to engage with the academic elements of the Open University qualification. 146 Unison members enrolled onto Essential Skills courses in Literacy or Numeracy with a view to progressing to Open University study, once Level 2 is achieved in both qualifications.



Dignity - Putting it at the heart of health and social care

What did our students think of the course?

As per agreement with DfE the targeted number of CPD learners was reduced in 2018/19 by 50%. Unison fully funded all of these courses and no expenditure was claimed from the ULF. 250 learners completed CPD courses. Topics covered included dementia care, autism, palliative care, mindfulness, suicide awareness, interview skills, wound care and resilience.

<https://www.youtube.com/watch?v=mFOJQ6fzxHY>

During 2017/18 Unison NI registered as an Occupational English Test (OET) Preparation Centre with a qualified IELTS/OET tutor. The project engaged with learners, who are a combination of overseas workers, refugees and asylum seekers, predominantly with nursing, medical, engineering, pharmacy, dental, IT qualifications from their home country. 154 OET/IELTS were achieved during 2018/19.

In September 2018, the project recruited and trained 10 new ULRs. They have worked with the Branch Education Officers to promote the Unison Education Programme in workplaces right across Northern Ireland. The ULRs have hosted learning stalls in eight hospitals as well as three NISCC events for domiciliary care staff and four PHA events for care homes.

TARGET	LEARNER OUTCOMES
100 Essential Skills	146 Enrolled & 136 Completed
125 OU K101	109 Enrolled & Completed
250 CPD /workshops	250 Enrolled & Completed
80 Study Skills	109 Enrolled & Completed
25 OET/IELTS	154 Enrolled & Completed
10 ULRs Recruit & Train	10 Recruited and trained to Stage 1

UNISON Case Study

Paul has worked in Altnagelvin Hospital for the past 5 years as a porter and has just started his second year as an Open University nurse. He has two children, one who is 18 and the other is just 5, He was originally a joiner by trade and when the recession came, he went back to tech and completed his City & Guilds English and Maths as well as NEBOSH.

He applied twice for a post in the Trust in maintenance but was unsuccessful and was taken on as porter which he has really enjoyed. He describes the job as very varied – “I thought it was just transferring patients but it is so much more – security, dealing with the post, moving controlled drugs and talking those who are deceased to the morgue”. While transporting patients to clinics or theatre, he enjoyed talking to people, reassuring them and calming them down and he found they confided in him.

He hadn't thought much beyond that and then saw UNISON was advertising the Open University K101 Introduction to Health & Social Care. As he had enjoyed learning when he was in tech, he decided to apply and liked the fact that the K101 could lead in different directions.

He learned a lot during the course and it gave him a deeper insight into care. So when the nursing programme was advertised, he decided to see if he would even get an interview. He was delighted when he was offered a place. He is attracted to nursing because there are so many different paths, it doesn't matter how long you are in it, you are still learning every day. There is real enjoyment when you are part of helping people regain their health and leave the hospital and also supporting people when they are going through a difficult time. Nursing is now part of a huge multi-disciplinary team.

The course is made up of theory modules and placement modules while you remain in your substantive post. He describes it - “In my first year during my placement, I spent the last day on ward 3 helping with catheters and the next day I was back in my role as a porter sorting out the recycling.”

He is now in his second year of the programme.



During 2018/19 the Fire Brigades Union (FBU) have been able to bring distance learning courses to Fire Service employees on a range of subjects to enhance and improve their work life balance. Northern Ireland Fire and Rescue Service (NIFRS) fully embraced the project as being in line with their core values and employee development strategy allowing ULRs, full access to Fire Station employee's service wide. The project delivered presentations to over 300 employees and new recruits at various locations around Northern Ireland. As in 2017/18, the uptake from NIFRS part-time employees who were able to use the qualifications gained to enhance their main employment prospects.

TARGET	LEARNER OUTCOMES
5 NCFE Level 2 Autism Awareness	7 Enrolled & Completed
15 NCFE Level 2 Mental Health Awareness	6 Enrolled & Completed
15 NCFE Level 2 Nutrition and Health	6 Enrolled & Completed
20 NCFE Level 2 Team Leading Knowledge	14 Enrolled & Completed
5 NCFE Level 2 Principles of Dementia Care	2 Enrolled & Completed
10 NCFE Level 2 Equality and Diversity	3 Enrolled & Completed
10 NCFE Level 2 Working with Learning Disabilities	3 Enrolled & Completed

FBU Case Study

Course: NCFE CACHE LEVEL 2 CERTIFICATE IN **AWARENESS OF MENTAL HEALTH PROBLEMS**

How did you find out about the course?

I attended a presentation by the Fire Brigades Union (FBU) and was made aware that this course was available. Being an operational firefighter we attend many incidents that involve some of the most vulnerable people in society, and I felt that this course would be very beneficial in dealing with and helping people at incidents.

How did you find the course?

I found the course very daunting at the start as it is a long time since I have studied in such a way. However I soon settled into the course as the way that it is structured is really good and each module leads to the next stage very naturally.

I had to manage my time effectively around work and home life but I did get a real satisfaction and sense of achievement from learning again and completing each module.

I feel that the knowledge I have gained has led to me being a better firefighter and as well as being useful when dealing with the public, has also helped me monitor my own mental health and watch for signs of problems with work colleagues at traumatic incidents we attend.



Through years of reaction to the economic downturn and the still ever-present threat of closures and redundancies, the Unite project has grown to be a key source of help and guidance. During 2018/19 the Learn with Unite project continued to focus on assisting members who were facing redundancy. Following the closure of Michelin, the project continued to support 80 members with CV and interview skills, job searching, and upskilling/reskilling courses.

2018/19 was a difficult year for Essential Skills for the project. The lack of tutors available to deliver courses within timeframes that met with the employers expectations, was one of the main issues faced by the project. 60 Unite members in Schlumberger were affected the most by this issue. Essential Skills classes in Literacy, Numeracy and ICT planned to take place before the factory closed in June, didn't take place due to tutor availability. Only seven went on to enrol in classes with their local FE College in September 2018.

In Moypark Portadown the project ran two ESOL classes and Essential Skills ICT level 2 class. Moypark has committed to another year of classes in Portadown and work has commenced to replicate this in the Dungannon plant in 2019/20.

2018/19 enabled Unite to re-evaluate the overall landscape of the project, looking at how to mould into college requirements in order to establish achievable outcomes. The following activity is planned for 2019/20:

- As part of the **NI Electricity Networks** pay agreements, an ES ICT programme has been agreed for 4 years with classes starting in Sept 2019.
- **JP Corry** are currently holding learning needs analysis throughout the province to determine ICT needs as they are shortly launching new internal Apps which their employees need to learn. With a view to starting classes in Sept 2019 using the new bank of unite laptops to enable classes to be held on site.
- **Holy Cross PS** in Belfast is restarting their parents & community learn initiative with ICT & ES English classes and Unite will be leading this.
- **NI Road Service (Infrastructure)** has initiated initial steps for a province wide project in line with what NIE are offering.

TARGET	LEARNER OUTCOMES
220 Essential Skills	28 Enrolled & Completed
Recruit & Train 5 ULR'S	5 Recruited & Trained Stage 1
5 ULR Stage 2	2 Enrolled & Completed
20 ESOL	27 Enrolled & Completed
10 Progression Learners	44 Enrolled & Completed Other Accredited Courses 66 Enrolled & Completed Non-Accredited Courses



During 2018/19 the Learn with Aegis project continued to work with its members based within Computer Loan Services (CLS) in Derry. The project had set a target of 95 other accredited learners, due to an employer focus on recruitment and staff inductions, release for workers to attend courses was restricted. Working with the employer the project gave presentations to over 100 new staff during their induction period, on the work of the Union Learn project and upskilling opportunities available to union members. Excel and Level 3 in Providing Financial/Customer Service have been postponed until 2019/20.

7 employees enrolled onto CeMAP/CeRER. When employees obtain these specialist financial qualifications it not only increases the individuals' skills it allows the employer to advertise these skills to potential clients. The successful completion of CeMAP has led to the creation of mortgage underwriting jobs within CLS.

TARGETS	LEARNER OUTCOMES
30 Essential Skills	5 Enrolled & Completed
10 Advanced Excel	Postponed until 2019/20
10 L2 Providing Financial Services	10 Enrolled & Completed
10 L2 Providing Customer Services	10 Enrolled & Completed
5 CeMAP/CeRER	6 CeMAP Enrolled & Complete / 1 CeRER Enrolled
10 L3 Providing Financial Services	Postponed until 2019/20
10 L3 Providing Customer Services	Postponed until 2019/20
10 Coaching & Management	14 Enrolled & Completed



In October 2018, GMB ULRs in Armagh Banbridge & Craigavon Council, working partnership with NIPSA, ran six Essential Skills classes as part of the Learning Pathways Programme. ULRs hosted 11 Learner Assessment Sessions, in ABC council. These sessions included an Essential Skills assessment to determine individual's capabilities. If learners needed additional support prior to enrolling onto Essential Skills course, ULRs encouraged enrolments to entry level Numeracy and Literacy short courses on the GMB learning app.

IT accredited and non-accredited learning continues to be a strong area of project performance. During 2018/19 the project continued to demonstrate significant strength in engaging those with no ICT or internet skills with a 100% over performance in the area of non-accredited IT skills. 17 learners have went on to complete a Level 2 City & Guilds ITQ in IT which was developed by the project.

During 2018/19 the project planned to recruit an Essential Skills tutor to run courses without the restrictions of class size, location and class times of a FE College. The project planned to replicate its existing model which is delivered in England. After a number of months, the project was successful in recruiting a tutor. The project has assessed and registered ICTU as an approved City & Guilds learning centre to deliver the Essential Skills classes. Classes will also take place in the existing learning centre in GMB Holywood. The classes will be available to all ULF projects and will commence in 2019/20.

TARGET	LEARNER OUTCOMES
50 Essential Skills	49 Enrolled & Completed
20 IT Level 1 learners	Target reviewed in 2019/20
20 IT Level 2 learners	17 Enrolled & Completed
10 Level 3 / 4	Target reviewed in 2019/20
50 Non-Accredited IT	55 Enrolled & Completed
Other Level 2 Courses	14 Enrolled & Completed
20 Work Club	36 Enrolled & Completed