

2016/17



Union Learning Fund Annual Report



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Irish Congress of Trade Unions

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Union Learn Projects

During 2016/17 the Union Learning Fund supported the following 12 projects:

1. NIPSA
2. IBOA
3. UCATT
4. USDAW
5. BFAWU
6. AEGIS
7. RCM
8. RCN
9. GMB
10. UNITE
11. UNISON
12. INTO

Building relationships with employers

In 2016/17 ULF projects, have engaged with over 100 employers. This does not include the fact that many employers such as large retailers, government departments or health trusts operate at multiple locations, so the number of workplaces actually engaged in the ULF are many more than this. Sectors covered include:

- Aerospace
- Banking
- Civil Service
- Computing
- Construction
- Distribution
- Engineering
- Food production
- Health
- Manufacturing
- Residential Care
- Retail
- Transport
- Utilities

The ULF has reached employers of all kinds, and of all sizes. It has engaged large multinational corporations and smaller privately-owned businesses. It spans the public and private sectors. This year has seen new employers join, with project managers regularly reporting new employers or new workplaces coming on board for the first time.

Relationships with providers

The 2016/17 ULF projects engaged with all six of Northern Ireland's Regional Further Education colleges as follows:

- Belfast Metropolitan College
- Northern Regional College
- North West Regional College
- South Eastern Regional College
- Southern Regional College
- South West College.

FE Colleges were the first port of call for Essential Skills Training in Literacy, Numeracy and ICT.

HE providers engaged with during 2016/17 included:

- The Open University
- Queens University

In addition, the ULF projects engaged with at least 22 independent providers from both the private and not-for-profit sectors, including:

- People Plus
- New Dawn
- TD3 Limited
- The Clinical Education Centre
- The Northern Ireland Practice and Education Centre
- The Vine Centre
- St Antonys Centre
- Tinder Foundation
- Travelift Ireland
- St John Ambulance
- Loughry College
- Sure Skills
- Global Horizons
- London Institute of Banking & Finance
- NSPCC
- CS 1st Aid
- CCTS
- MPS Ltd
- EPS Plant & Safety
- Julie Patterson Training
- Bryson Intercultural
- National Numeracy Challenge

Independent providers were able to provide a range of customised courses and courses aimed at providing wider development opportunities for workers.

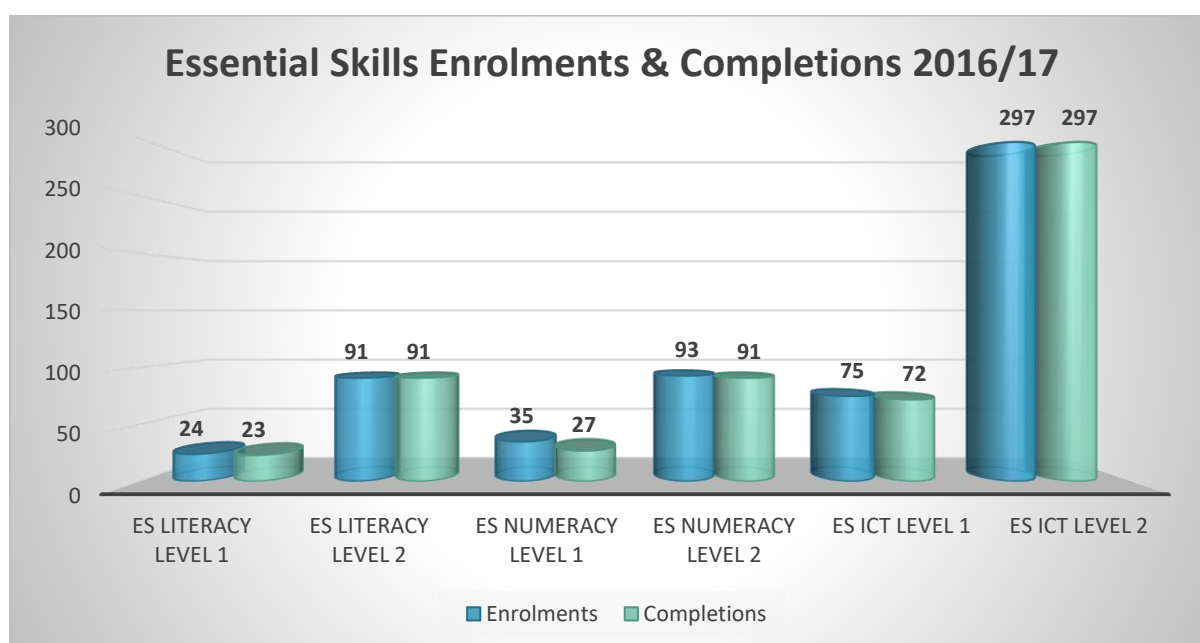
Learners 2015/16

In 2016/17, 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 4551 learners onto courses during 2016/17.

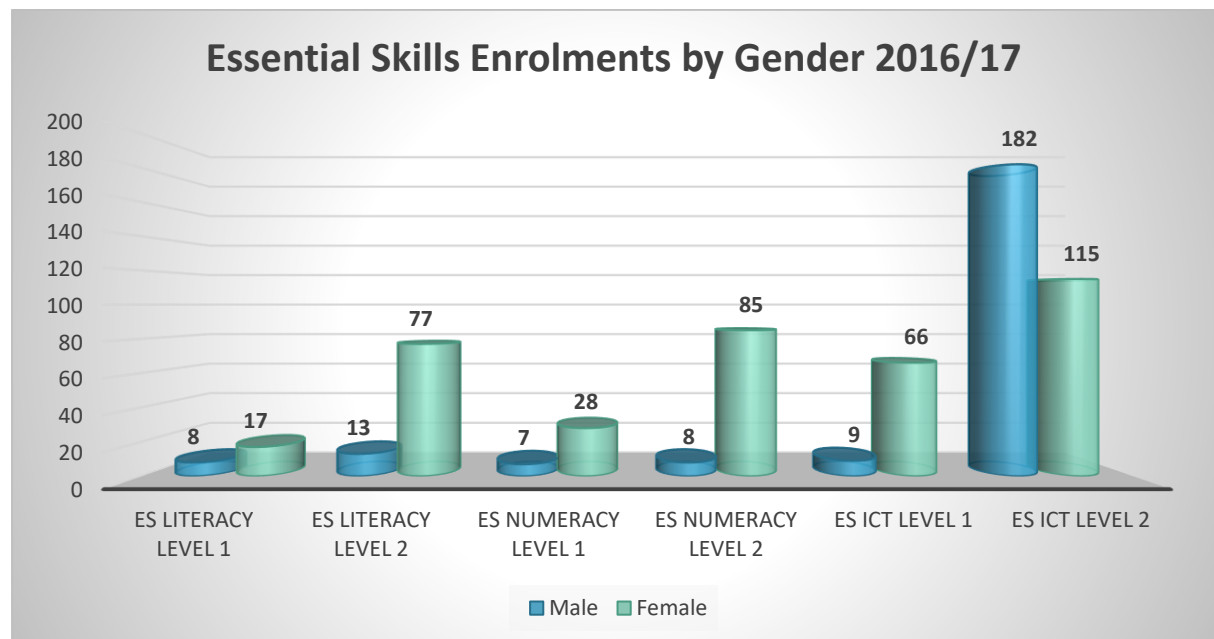
PROJECT	OTHER ACCREDITED LEARNERS	ICTU ACCREDITED LEARNERS	ULR ACCREDITED	ULR NON ACCREDITED	CPD	NON ACCREDITED	ESSENTIAL SKILLS	OU FUTURE LEARN	TOTAL LEARNERS
RCM			5	1	80	170			256
INTO		16				31			47
UNITE	55		5			636	280		976
NIPSA	4	26	20	5		126	30		211
UNISON	158				989		117		1264
UCATT	164								164
USDAW	57	1	6	10		179	97	59	409
BFAWU	90	1		3		142	18		254
RCN	59		45	66	104				274
AEGIS	84			4		110	10	22	230
IBOA	40					93	25		158
GMB	48	3	3			199	38	17	308
TOTALS	759	47	84	89	1173	1686	615	98	4551

Essential Skills

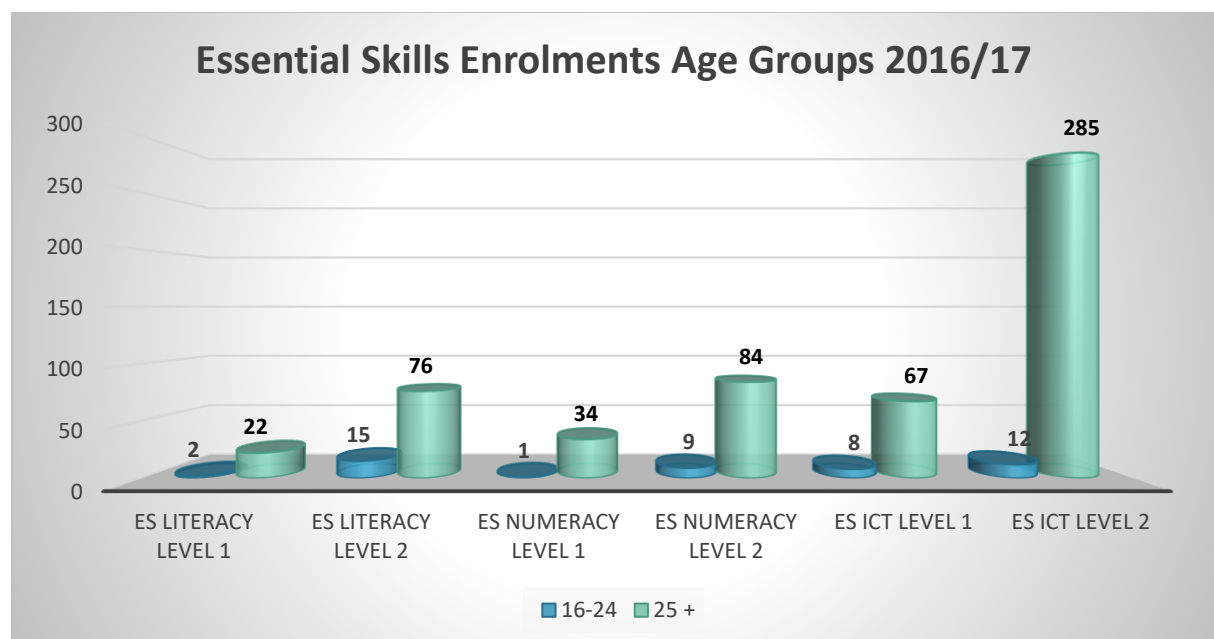
615 learners enrolled and 601 completed Essential Skills courses at either Level 1 or 2 in literacy numeracy or ICT, during the period April 2016 – March 2017. This retention rate achieved for 2016/17 was 97%. ICT Level 2 received the most enrolments with a 100% completion rate.



Of the 615 enrolled learners, 388 were female and 227 were male. The highest enrolments by male learners was on ICT Level 2.



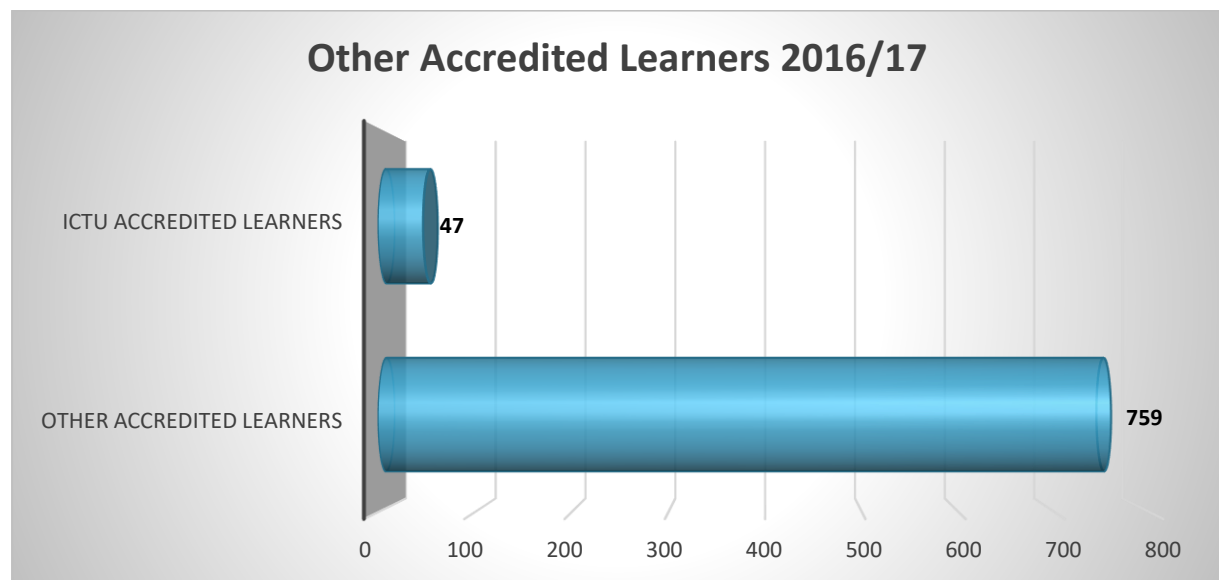
Of the 615 enrolled learners 47 were aged 16-24 and 568 were age 25 plus.



Other Accredited Learning

During 2016/17, 806 learners enrolled for other accredited types of learning, which ranged from Entry Level to Level 5. Courses covered a wide range of subjects and levels such as BSL, ESOL, CEMAP, NVQ Level 2-5 in Construction, ILM and Open University Access, Modules and K101.

47 learners enrolled for accredited Trade Union Education courses provided by ICTU. These courses covered subjects such as, Confidence at Work, Social Media, Dealing with Redundancies and Employment Law.



Non-Accredited Learning

During 16/17, 2957 learners completed non-accredited courses, workshops, seminars, on-line courses and CPD.

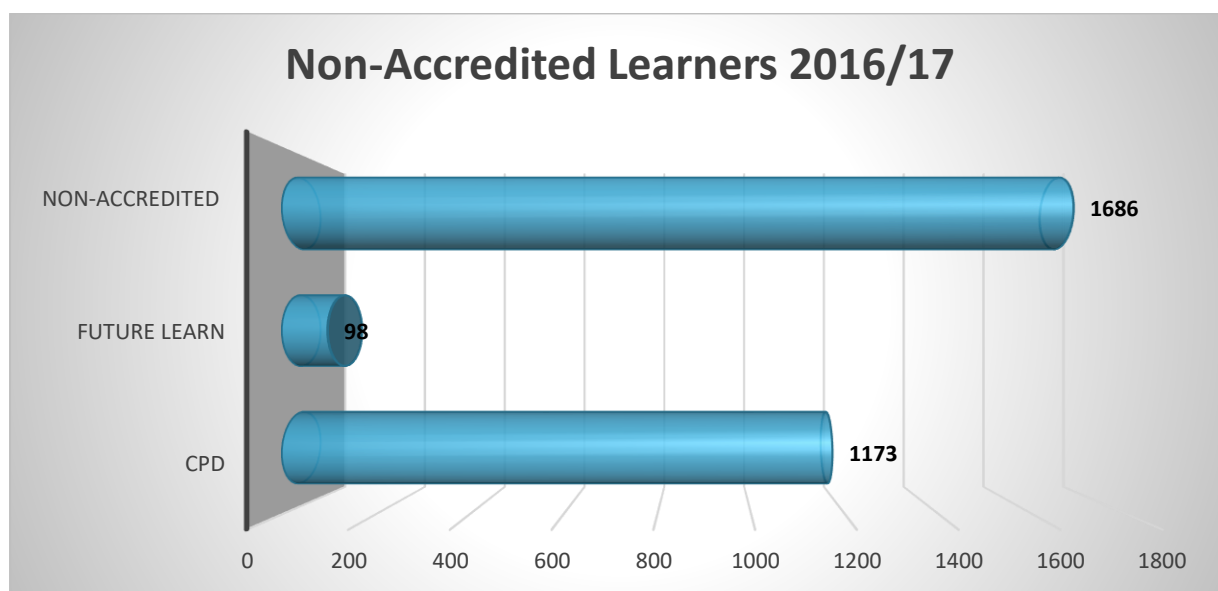
Unison, RCN and RCM provided 77 Continued Professional Development (CPD) courses for 1173 healthcare staff. The CPD courses covered a wide range of subjects which are essential for the development of staff in nursing, midwifery or social care.

USDAW, Aegis and GMB promoted FutureLearn courses provided by the Open University. FutureLearn courses have given the learners the opportunity to experience University style education whilst studying at home at their own pace and time.

1686 learners completed other types of non-accredited learning. 636 employees facing redundancy in JTI Gallaghers, Michelin and Bombardier took part in job search clinics, CV and Interview skills workshops and redundancy clinics. Many of these learners identified particular learning needs and went on to complete Essential Skills or accredited progression courses.

Non-Accredited learning for many projects was the hook to get people back into learning for the first time. Learners completed Lifelong learning workshops, The Six Book Challenge, The National Numeracy Challenge and basic IT courses. Many of these learners went on complete their Essential Skills.

Non-Accredited provision was often used for professional development of learners within the workplace. INTO provided IPAD training for primary school teachers who have to use IPAD whilst teaching. IBOA provided CV and interview skills workshops, refresher EXCEL courses and stress management workshops to learners who work in banking.



Open University Partnership

In June 2016, The Open University and the Northern Ireland Committee of the Irish Congress of Trade Unions (NIC ICTU) renewed its partnership agreement. The new relationship is embodied in a Memorandum of Understanding (MOU) which was signed by both organisations. The Memorandum of Understanding was co-signed by ICTU President Brian Campfield and John D’Arcy, Director of The Open University.



*John D’Arcy, National Director of The Open University
& ICTU President Brian Campfield, signing the MOU.*

The renewed agreement will operate alongside parallel arrangements with the TUCs in England, Scotland and Wales. This MOU is intended as a broad framework document for collaboration. The parties intend to explore the possibility of working together to develop a long-term strategic relationship, initially in the area of widening participation including progression pathways and access provision.

The event was officially opened by Trevor Cooper, Director of Higher Education for the Department for the Economy which sponsors the learning programmes being managed by The Open University and NIC-ICTU.

Welcoming the initiative, ICTU President Brian Campfield said: “We in the trade union movement hope that our partnership with the OU will continue to be as beneficial for the members of our affiliated trade unions as well as delivering the aims of the Northern Ireland Executive to improve the skills and learning capacities of people in work.”

John D’Arcy, National Director of The Open University said: “The Open University is delighted to formally launch its partnership with ICTU. We have been working with ICTU for over ten years, providing access to higher education to trades union members who wish to develop their skills and increase their career opportunities.

We understand the commitment and dedication of students who juggle their career with their studies - around 75% of our students are currently working. That is why part-time higher education that The Open University delivers is crucial to enable individuals to achieve their potential, and even more crucial to meet the upskilling and reskilling priorities of the Department for the Economy. We look forward to doing this further in partnership with ICTU for many more years to come.”

To celebrate the partnership, a new award was launched; The Open University Trade Union Learner of the Year. Ulain McKee from the IBOA/FSU received the award in 2016. This is Ulain's inspirational story:

"After leaving school, over 30 years ago, I completed a year at Ulster University, only to leave and join the Bank, as at the time I thought it was a good career move and did not want to miss the opportunity. It was something I regretted over the years, wishing instead that I had finished my degree course by getting a highly recognised qualification, and then pursued my career in the Bank.

My circumstances changed in the early part of 2015 and I have been undergoing treatment for breast cancer. As you can imagine, this has made me rethink a lot of things within my life, one of them being I want to broaden my knowledge with a view to finishing the degree that I started all those years ago."

Ulain enrolled for an Open University Access Module 'People, Work, Society'. In between treatments for cancer, studying gave Ulain something positive to focus on. Ulain explained, "The course has renewed my confidence in my ability to excel in life. I believe we should make the most of any learning opportunity that comes our way, particularly in these uncertain times."

Ulain's experience has inspired other FSU members who are considering a return to education or to follow a course of studies. In addition, her children have been inspired and encouraged by witnessing their mother study through what has been a very difficult time for the family.

Ulain overcome the barrier of cancer treatment in order to study. She may prefer to describe this barrier as a challenge which motivated her to return to study and made her determined to succeed in her studies.



ICTU President Brian Campfield, Conor Murphy, MLA, Ulain McKee FSU, Marian Geoghegan, FSU Project Manager, Trevor Cooper, Director of Higher Education DfE and John D'Arcy, National Director of The Open University

Union Learning Representatives (ULR)

ULF projects have helped thousands of workers on their learning journey this would not have been achieved without the support of dedicated Union Learning Reps (ULRs). ULRs work voluntarily to make a real difference within their workplaces, local communities and working in partnership help to improve productivity within their businesses, industries and wider economy.

The role of the ULR is key and critical to the success and impact of the ULF. ULRs are the key linkage and driver between union learning projects and learners. ULRs also act as a key player in the formation of partnerships between unions and employers, and the promotion of learning and workforce development.

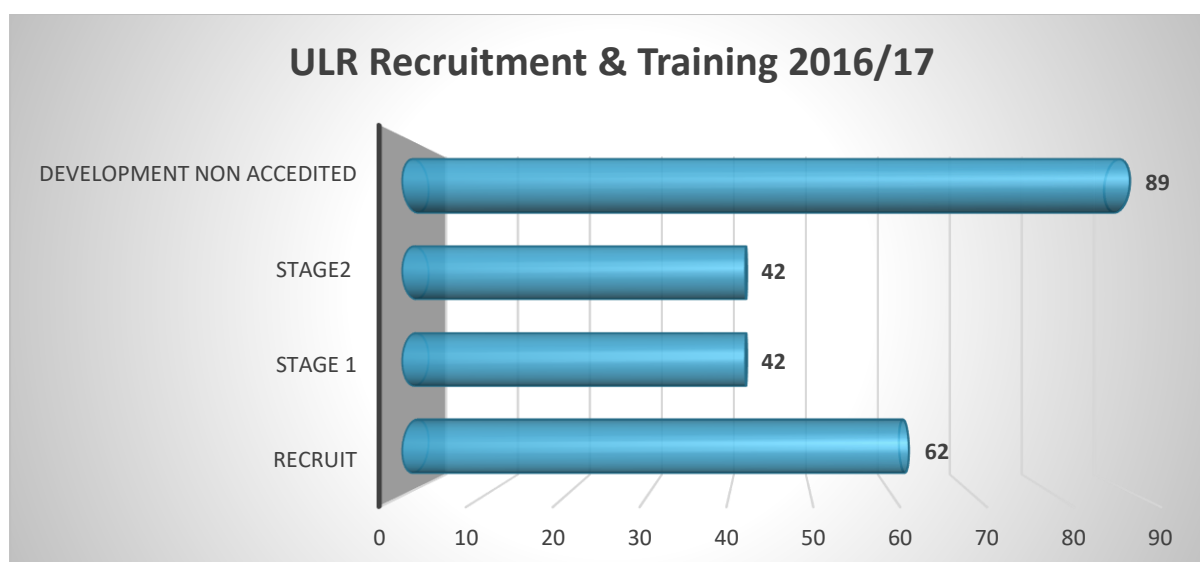
What do ULRs do?

The list below gives an idea of the range of activities a ULR might be involved in:

- Give information and advice about learning and training opportunities.
- Promote and arrange training.
- Supporting learners.
- Identify learning and training needs.
- Consult with the employer about learning and training
- Work with providers.

ULR Recruitment & Training

During 2016/17 a total of 62 new ULRs were recruited. 42 ULRs completed Stage 1 accredited training provided by ICTU or by their own unions. 42 ULRs completed stage 2 accredited training provided by their own unions. 89 completed non-accredited development training provided by their own unions.



Union Learning Reps Visit Stormont

On the 9th December, a group of 20 Union Learning Reps attended training in Parliament buildings on an Insight into the Committee for the Economy.

Delivered by the Committee Clerk, Peter Hall, the training gave an insight into the workings of the Committee, information on the Committee's work to date and its forward work programme. The Reps learnt the best way to communicate with the Committee and input into the Committees' processes.

Following the training the ULRs enjoyed a tour of Parliament buildings and met with leader of the Ulster Unionist Party, Mike Nesbitt MLA in the Assembly Chamber for a question and answer session. The UUP leader explained 'Opposition' and spoke about his party's commitment to Adult Education and tackling Mental Health issues as a result of the legacy of the troubles.

The training session and tour was provided by Assembly Community Connect (ACC). Assembly Community Connect works to enhance connections between the Assembly and the Community through education and outreach. ACC provides free training, information and support for the local community and voluntary sector.



Union Learning Reps pictured on the steps of the Great Hall in Parliament Buildings

ICTU ULR Conference 2017

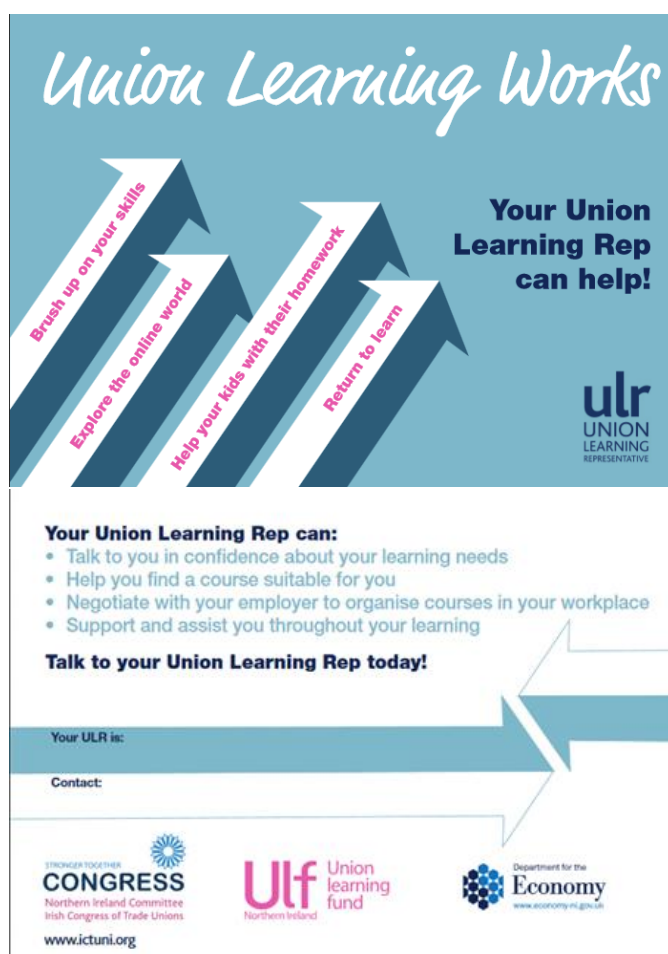
Each year, ICTU hosts a conference with a specific theme bringing together union learning reps (ULRs) with partner organisations, including employers, learning providers, government departments and other interested parties. The aim of the conference is to offer people involved in union-led learning the opportunity to hear about and discuss current issues and opportunities.

In March 2017, the annual Union Learning Reps Conference was held in the Wellington Park Hotel in Belfast. Over 80 ULRs attended and heard from key speakers addressing the theme of Organising to Learn – Learn to Organise.

Speakers included:

- Wendy Burton, Director of Scottish Union Learn
- Janette Nhangaba, Widening Participation Manager, The Open University
- Frances McCullough, Workable NI with SES
- Sinead Devine, Project Officer, The Reading Rooms
- Roisin Graham, ULR Tutor
- Kevin Doherty, Education Officer, ICTU
- Tom Givans, HR Manager, Moypark

The latest Union Learn publications, *‘Do you have what it takes to be a ULR’* and *‘Your Union Learning Rep Can Help!’*, were distributed at the conference. ‘Your ULR can help!’ postcard can be used by the ULRs to give out their contact details to new learners and promote the role of the ULR.



ICTU Assistant General Secretary, Owen Reidy opened conference and presented award to:

- Sylvia Rzepka, UNISON - **Open University Trade Union Learner of the Year 2017**
- John Kennedy, UNITE, JTI Gallaghers - **Essential Skills Trade Union Learner of the Year 2017**
- Gareth Moore, AEGIS - **Union Learning Representative of the Year 2017**

https://www.ictuni.org/download/pdf/award_winners.pdf

At the ULR Conference the members of the AEGIS Union Learn Project gave an overview of their work completed over the past year. Gareth Moore winner of the ULR of the Year, gave an inspirational speech, sharing his learning journey with a captivated room. Gareth's story, 'The Power of Second Chance' was published in AgendaNI in April.

The Power of Second Chance – Gareth Moore ULR of the Year 2017 – AgendaNI April 2017

When Gareth Moore was in Primary 6, an age when most children are being prepped for that stress test, the 11-plus, his heart stopped. Literally, and for several times. A series of heart attacks at that extraordinarily young age meant that the system could not facilitate him as a normal school student.

"I was restricted to a tutor at home, two hours a day, two days per week, for nearly a year and it meant when I returned to school I was well behind in all subjects and was not able to undertake the 11-plus. This impacted my learning as I moved into secondary school and initially I felt 'dumb' at school because everyone seemed to be ahead of me.

"I worked very hard in my first three years at secondary school, trying to make up for my poor starting position. Despite moving from the lowest classes in my first year to the highest in most subjects, my school still had concerns over my ability to complete GCSEs and went as far as to block me from even sitting GSCE English.

"That was devastating to me, as I was well aware that a C in GSCE maths, English and science was the minimum grade required to progress to further education or to secure employment." While the coronary condition afflicting Gareth was very unusual, the outcome of his formal education was not. Each year, about one in four of school leavers enter the jobs market without that C grade in maths, English or a science. It should be noted that there is an uneven distribution of 'success' and 'failure', with the ratio of Kipling's 'two imposters' varying wildly from middle class girls to working class boys.

As such, Gareth was stratified by those sarcastic initials, a NEET. "I then took matters into my own hands and while completing the rest of my GSCEs, I also paid for a night class set up for adult learners returning to education to gain their GSCE English. After a massive effort, I did secure my GSCE English in spite of the school, not in collaboration with it.

"Although I scored very well at GCSE level (much better than anyone expected), I still felt angry that I had to fight so hard just for the opportunity to sit my GCSEs. Despite my success as a young man I was still struggling with confidence, I still felt like I was not up to scratch."

After that achievement, Gareth's formal schooling ended and he moved between jobs, until he landed work with Computershare in Derry. He got involved with his union AEGIS and quickly became a union rep, receiving "numerous training courses to enable me to assist colleagues in difficult times". "Later, I was selected as a Union Learning Rep, this appealed to me on a very personal level owing to my past difficulties. I understood that many people were let down by a system which is too focused on leader boards as opposed to the best outcome for their students."

Gareth also understood the physiological impact of “falling through the cracks of a system and not knowing where to turn”. “The frustration, anger and, regrettably, the loss of confidence and self-worth. Through workplace learning, thanks to the union, I found a route back into education, firstly in smaller courses like Sage and professional qualifications to improve employability. I have recently completed my CeMAP and equity release qualifications with formal professional designations and I am now certified to provide mortgage and insurance advice in both the UK and Ireland, in addition to my coaching badge from the FAI.”

The Union Learning Fund supports union learning projects to transform the lives of their members in developing skills, achieving qualifications and promoting lifelong learning opportunities within the workplace. The Fund currently supports 12 union learning projects in over 80 workplaces throughout Northern Ireland. It is managed and administered by ICTU, under an agreement with the Department for the Economy.

Last month, Gareth won the Northern Ireland Union Learning Rep of the year at the annual ULR conference. He is a credit to his union and a shining example of the power of a second chance.



*Gareth Moore, ULR of the Year 2017 with
ICTU Assistant General Secretary, Owen Reidy*



The NIPSA Union Learn project not only met but exceeded targets set for 2016/17. Essential Skills ICT Level 1 and 2 ran for members in Belfast Trust.

The project worked closely with Libraries NI this year and a Learning/Partnership agreement was agreed in conjunction with Unison to assist with promoting Union Learn and the services that the Library can offer. Work on developing a Learning Agreement with NIHE began this year and negotiations are ongoing at this time.

The Project Manager has been instrumental in the training of ULRs to Stage 1 and Stage 2. Continuous development of ULR skills has been the focus of the project and this is integral to the Network Meetings and ULR Conference where various providers/organisations were invited to give information to the ULRs that they can use as part of their role.

At the NIPSA ULR Conference a Union Learn Committee was elected to take forward the work of Union Learn in NIPSA in conjunction with the UL Project Manager. The UL Committee designed and developed a leaflet for ULRs to assist them with helping to identify finance available to learners who want to avail of Union Learning opportunities.

TARGET	LEARNER OUTCOMES – 211 Total
Recruit & Train 10 ULR's	20 Recruited, 20 Trained to Stage 1, 5 development training = Target Exceeded
30 Essential Skills	30 Enrolled & Completed = Target Achieved ES ICT level 1 15 Enrolled & Completed ES ICT level 2 15 Enrolled & Completed
10 Other Accredited / Non-Accredited Learners Target Exceeded	4 Other Accredited 1 Level 4 Diploma in Irish 1 Level 4 Diploma in Therapeutic Counselling 1 K101 Intro to Health & Social Care 1 IV Training 26 ICTU Accredited 10 OCN Level 2 Confidence at Work Course 16 OCN Level 2 NIPSA Reps Course 126 Non- Accredited 10 Supporting Transgender Youth training 15 Recruitment and Selection training 2 Essential Skills change to qualifications briefing 2 Confidence & Motivation Course 20 Inspire Workplace Services 40 Action Cancer MOT 3 Committee Skills Course 4 Media Training 25 Domestic & Sexual Violence & Abuse workshop 1 De Fib Training 4 Cyber Safety Workshop

NIPSA ULR Leaflet

Encouraging life-long learning is at the heart of all that Union Learning Representatives do. Many people in the workplace are put off from entering into learning because of the expense involved.

This guide hopes to provide some information and advice on different types of learning and the funding that may be available to help Union Learning Reps encourage workers to take the steps they need to open them up a whole new world.



and Available Finance

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This guide hopes to provide some information and advice on different types of learning and the funding that may be available to help Union Learning Reps encourage workers to take the steps they need to open them up a whole new world.

Learning For Free

Essential Skills

If workers want to improve their reading, writing or number skills, Essential Skills courses in literacy, numeracy and ICT are available. Union Learning Reps can encourage their employers to hold Essential Skills classes in the workplace. Tutors are provided free of charge. Essential Skills are also available in most colleges.

www.nidirect.gov.uk/articles/find-essential-skills-course

Libraries NI

Libraries NI offer an exciting selection of learning opportunities. There is something to suit all age groups and offers a relaxed and welcoming learning environment.

www.librariesni.org.uk/members/Pages/default.aspx

Workplace Learning

Many employers offer learning through the workplace. This is often free. Union Learning reps



should engage with their workplace learning department and work collaboratively to advise fellow workers on the different learning opportunities that the workplace has to offer.

Online Learning

Anyone can learn on the internet for free. The BBC website offers free courses in literacy, numeracy, computers, languages and many other subjects.

www.bbc.co.uk/learning/onlinecourses/

Financial Assistance to Study

Part-Time Courses

Student Finance NI offers advice to students on the different funding available for part-time learning. You can apply for grants to help with the costs of your study.

There is also financial help available for people with disabilities.

www.studentfinanceNI.co.uk/portal/page?_pageId=54,1268443&_dad=portal&_schema=PORTAL

Funding for Benefit Claimants

If you are in receipt of a prescribed benefit such as Housing Benefit or Working Tax Credit, you may get free tuition or financial support for a range of courses.

Each college lists these on their respective websites

www.belfastmet.ac.uk | www.nwrc.ac.uk | www.swc.ac.uk | www.serc.ac.uk
www.nrc.ac.uk | www.stran.ac.uk | www.ocnnl.org.uk

Many community centres also run courses and offer reduced rates for some benefit recipients.

www.conwayeducation.org

www.belfastactivitycentre.com

Bursaries

Bursaries are extra sources of financial help available from colleges and universities. They're paid on top of any Student Loans or grants you may get. Bursaries don't have to be repaid.

www.nidirect.gov.uk/articles/university-and-college-bursaries

Grants and Awards from Charitable Trusts

There are a number of trusts and charities which provide higher education students with financial help. You may be able to get an award from one of these organisations on top of the student finance package provided by the government.

All Ireland Scholarships (JP McManus)

The All Ireland Scholarship Scheme, which is funded by JP McManus, provides significant financial support to high achieving students from challenging economic backgrounds.

www.nidirect.gov.uk/articles/all-Ireland-scholarships

Ref A5_0799

NIPSA Case Study

Andy Bradshaw, ULR, Belfast City Council

Why I became a ULR

I volunteered to become a NIPSA ULR as I have seen staff, most of who are front line, who don't want to remain in their current low paid jobs. Belfast City Council, do listen and will adapt training; however, it is mostly to suit the corporate agenda.

I have become a ULR to push, assist and to mentor staff to partake, engage and develop personal skills or education. This will enable them to progress and climb the employment ladder. I will source educational courses for all staff to undertake which will be bespoke to frontline staff needs.



The FSU (formerly IBOA) Union Learn Project continues to cover all four main employments where FSU is represented and there are Union Learning Reps in each of the employments, Danske Bank, Bank of Ireland, First Trust Bank and Ulster Bank Ltd.

ICT Essential Skills target was considerably lower than the target of 80, i.e. 25. This was due to a number of circumstances:

- There was a difficulty in getting tutors for Belfast, which is where the bulk of members are based and where up until recently the main demand had existed for ICT Essential Skills. The Belfast Met had indicated ability to resource the courses planned, however this fell through due to a change of personnel.
- A concerted attempt to run some fast-track ICT ES courses, in Belfast and regionally, particularly for those who were at risk of redundancy, ran into the sand - again it was due to resourcing issues with the colleges, namely SERC, NRC and Belfast Met.
- Unlike previous years of the project where in some instances had waiting lists of people wanting to do ICT Essential Skills, it appears that much of the pent-up demand has been met. This is borne out by the results of the Learning Needs Analysis, where the majority of those who responded to indicate a need for ICT did not indicate a need for basic skills in ICT, but rather Intermediate and Advanced Skills.

However, the project did not let the difficulties with essential skills stop them in surpassing all other targets set. A total of 119 learners were enrolled on a wide variety of short courses, a minority of which were accredited, and a small number of long term Open University accredited programmes. All of the courses were directly relevant to upskilling for career and learning progression and reflected the results of a Learning Needs Analysis conducted.

FSU Learner Ulain McKee, First Trust Bank, won the inaugural Open University Trade Union Learner of the Year Award. An event was held on 17th June 2016 to announce the winner and also to relaunch the partnership of ICTU and the Open University. Marian Geoghegan, FSU Union Learn Project Manager, spoke at the event. When presented with the award Ulain spoke eloquently and this was publicised on social media.

With the rebranding of IBOA to Financial Services Union (FSU) in May 2016 the opportunity was taken by the General Secretary to announce FSU's continued commitment to the Union Learn Project, despite difficulties in the financial services sector.

This is evidenced by;

- the retention and maintenance of the IT training suite for 2016/2017,
- a substantial reduction in the salary costs in the project, thus allowing maximum amount of investment in progression learning,
- the adoption of a new rule in the new union's rulebook which states the union aim is "to promote the education and development of its members with a view to enhancing their

participation in the affairs of the Union and in other work-related activities which enhance their professional expertise,

- and finally, the consequent restructuring of the organisation includes additional resources to learning administrative support.

TARGET	LEARNER OUTCOMES – 158 Total
80 Essential Skills	ES ICT level 2, 25 Enrolled & 25 Completed
30 learners' follow-on ICT programme or a career progression course Target Exceeded	40 Other Accredited 14 Open University Access Modules 7 Open University modules leading to certificate/diploma/degree 3 ILM Level 3 Leadership and Management Course 16 CMI Level 3 Award in Project Management 93 Non-Accredited 8 Stress Management Workshop 50 CV & Interview Skills Seminars x 3 28 Refresher/Advanced Microsoft Excel 2 Day Workshops 7 Career Development Workshop

FSU Case Study

Kevin Somers, First Trust Bank

I obtained a HND in Business IT from Belfast Met in 2005 and in 2014 I transferred my achieved credits to the Open University with a view to continue with a BA/BSc (Honours) Open degree. I completed the Financial Accounting module in 2014 and had every intention to continue with appropriate business-related modules to be able to complete my degree.

Unfortunately, everything changed in 2014, my wife had to leave her employment due to her position becoming untenable. This had a massive impact on our family financially and still does. She is currently in part-time employment due to the stress of what she was placed under.

Last year (2016) I got the opportunity through my union, Financial Services Union, and the Northern Ireland Union Fund, to assist me to the goal of completing my degree. With the assistance of the union I finished the module "Personal Investment in an uncertain world" in March 2017 and achieved some very decent results. I still have 3 modules to complete before I get my degree and FSU is giving me some assistance to do the next module which is progression to Level 3 with the module "Managing 1: organisations and people".

I believe that I have continued to show commitment in my studying and have gained increased knowledge on investment and pensions. I even attend a workshop with the Bank's pension provider to assist in communication between both parties – having more knowledge definitely helped in this.

Without the financial changes that affected me 2 years ago, I believe that I would have been in the final stages of completing my degree at this time. I am a driven individual keen to learn, grow and achieve. I am always willing to share knowledge and experience with others. I have consistently sought opportunities to improve processes within the Bank and have initiated a number of changes which have had a beneficial impact on my team and wider areas.

The Open University provides excellent resources, teaching and support.

Finally, I would like to thank the FSU Union Learn Project for the assistance - without this I would not have been able to continue my learning journey.



Financial Services Union added 2 new photos.
9 March · 🌐

FSU will be running a number of training courses in Belfast throughout the month of March through the Union Learning Project:

- Managing Stress in the Workplace - Monday March 13
- CV & Interview Skills - Wednesday March 15

•Microsoft Excel Refresher Courses:
Wednesday Class: March 22 & 29
Thursday Class: March 23 & 30

- Career & Personal Development - Monday March 27

These courses will be free of charge for FSU members and will be held in the Belfast Banker's Club, 29 Malone Rd, Belfast BT9 6RU at 6pm.

Reserve your place by emailing zara@fsunion.org with your preferred course and your details.



Financial Services Union added 2 new photos.
1 March · 🌐

FSU is pleased to announce that we will be offering scholarships of up to £700 towards fees for Open University courses through our Union Learning Project.

Successful applicants can use the scholarship towards a Certificate or Diploma course or to fully fund an Open University Access course.

If you are interested in applying for an Open University Scholarship please email us an application to include:

1. Your name/place of employment.
2. Your previous education/qualifications (including participation on any FSU training courses).
3. Your preferred course, the cost of the course and the commencement date.
4. Give detailed reasons why you should be considered as a suitable candidate for an Open University scholarship.

Applications should be sent to Zara Nealon at zara@fsunion.org with Open University Scholarship in the subject field.

The closing date for applications is Monday March 6, 2017 at 12 noon.



Financial Services Union added 6 new photos.
24 November 2016 · 🌐

Congratulations to our IT Skills graduates who received their certificates from Northern Regional College last week! If you would like to register your interest to attend an IT course this coming January in Ballymoney, Newtownabbey or Belfast please get in touch with zara@fsunion.org



Financial Services Union
19 August 2016 · 🌐

Congratulations to Ulain McKee who was recently awarded the Open University Trade Union Learner of the Year. As the overall winner of the award, she was presented with a piece of crystal and an iPad by the Open University at a ceremony held on the 17th June in the MAC, Belfast.

Ulain was one of 26 Financial Services Union members who successfully applied for a place on an Open University Access course which are offered by the Union free-of-charge, as part of our Union Learn Project, which is funded by the Union Learning Fund, Northern Ireland. Ulain chose to complete the Module 'People, Work and Society', and has explained her reasons for returning to education as follows:

If you are interested in applying for a place on an Open University Access module, commencing early October 2016, and you live in Northern Ireland contact Financial Services Union by email at zara@fsunion.org outlining why you should be considered for a place. Please use the heading Open University in the subject title when sending your email.



Free Open University Places Available to FSU Members in Northern Ireland.

FSU Member Ulain McKee wins The Open University Trade Union Learner of the Year Award 2016

FSUNION.ORG

During 2016/17 this project has continued to grow from strength to strength. The project is seen as an asset, not only to Aegis members but also to the business; Computershare Loan Services (CLS) and the local community. Commitment by the employer CLS to the Aegis Union Learn project was demonstrated by the release of employees in attend courses; in total 2000 hours of paid release was given to employees during 2016/17.

The project achieved 10 Essential Skills learners against a target on 20, however 26 employees have been enrolled onto level 2 financial apprenticeships and will complete their ES ICT level 2 as part of this in during the 2017/18 period. The enrolment of the 26 level 2 apprenticeships has been one of the projects highlights for this year. The project has enrolled 26 employees onto a level 3 financial apprenticeship which will commence in 2017/18. The project manager has successfully negotiated with the employer, funding for 16 CeMap mortgage qualifications as part of the level 3 apprenticeship, this qualification will enable the employees to give mortgage advice in a specialist marketplace.

The project ran four other accredited courses during 2016/17 which included, Level 3 ECDL in Advanced Excel, CeMap, ILM level 3 in coaching and feedback and a Level 3 Certificate in Equity Release. When employees obtain these specialist qualifications it not only increases the individuals' skills it allows the employer to advertise these skills to potential clients. With the mortgage industry becoming increasingly more regulated these skills are essential and critical to CLS future ability in attracting new business. CLS recently announced the closure of its Glasgow operation and the unfortunate loss of approximately 150 staff. The aim is to give the current CLS employees in Northern Ireland these specialist skills to not only enhance the individual but also hopefully help towards setting the current Northern Ireland office apart from other CLS offices in England. This will help protect the current operation from redundancies or even possible closure in the future. The finance sector has been identified as an area for growth by the Northern Ireland Assembly, these courses will go a small way, to helping grow this area.



ILM Level 3 students with Jackie Wilde, CLS Site Director, Billy Hutchison, CLS Account director and Aegis ULRs

In addition to this formal accredited learning the project completed outreach work into the community. The project worked with St. Joseph's school to deliver a workshop, 'Can I afford to leave my Ma!'. This was a highly successful project giving the pupils an introduction to managing finance and an insight on what it is like to work in financial services industry.



St Joseph's pupils with the Aegis Union Learn Team

The project worked with the Irish Football association and delivered a grassroots coaching course. This grassroots course was opened to local football clubs and youth clubs. The project plan to builds on this model and wants to extend their outreach into the community. In 2017/18 a Social Media/ Cyber Bulling Awareness event will be ran in conjunction with the NSPCC. This successful engagement with the community is valued greatly by CLS and the project, as it has given project the opportunity to widen its reach, engaging with future employees, union members and most importantly, promote Essential Skills and other forms of education.

The project received several accolades during 2016/17. Gareth Moore, Aegis ULR won ULR of the Year. The Project Manager, Adrian McMenamin won the CLS Inspire Award – The Unsung hero, for his hard work and commitment to organising Union Learning in the workplace and the community. The Union Learn Team received CLS inspire award in recognition of successful teamwork and the achievement of the learner outcomes since beginning the project.

CLS Inspire Awards

The Unsung Hero –
Adrian McMenamin



Computershare

Adrian McMenamin, Aegis Union Learn Project Manager

TARGETS	LEARNER OUTCOMES – 230 Total
3 Recruit & Train ULRs	2 Recruited, 4 Development Training - Target Achieved
20 Essential Skills	10 Enrolled & 10 Completed ICT Level 2 26 Enrolled for April 2017 – Target exceeded
10 Advanced Excel	15 Enrolled & Completed – Target Exceeded
15 SAGE Level 2	Other accredited courses ran in place of SAGE.
12 Level 3 ILM	13 Enrolled & 9 Completed – Target Achieved
30 Social Media training	Social Media date confirmed for May 2017
20 Book Club	29 staff took part – Target Exceeded
Additional Learner Outcomes	56 Other Accredited 5 CeMAP Diploma 26 Level 2 apprenticeship in providing financial advice 7 Level 3 Certificate in Equity release 18 Football Coaching Certificate 103 Non-Accredited 23 Paediatric First Aid Course 29 Introduction to finance 19 Open University Seminar 10 Microsoft SharePoint 22 OU Future Learn Courses

Union Learn Project team – Customer Operations



Computershare Value: Advantage

Nomination:

The union learn project team in Derry passed the 350 mark (364) this quarter for the number of colleagues & members of the local community that they have helped encourage back into learning since the union learn project kicked off a few short years ago. The team members all do this role voluntary alongside their normal BAU role in CLS. The team are completely committed to helping people back into education and giving colleagues a 2nd chance, as well as equipping the business with the necessary skillsets to ensure we are prepared for any new client wins.

See below some of the high level numbers in Derry since this team started work

195 learners enrolled on accredited courses and these include - Sage Payroll and accounts, ICT, Advanced Excel, ILM in Coaching, ILM in Management, CeMap, Cert in Equity release, Apprenticeships in providing financial services, CeMap Diploma and Football Coaching.

169 learners enrolled on non-accredited and these included - Sharepoint training, Basic Irish, 1st Aid, Social Media, online courses, Open university seminars, introduction to finance.

Aegis Case Study

The Aegis project is now going into its 4th year with union learn and to date we have had many successes.

One such success is that of a member who in the 1st year of the project dipped his toe back into learning after a 10-year hiatus from education. This member's role in Computershare was in the call centre function of the business where he was a telephony agent. The member had approached the Aegis project manager as he was looking to gain new skills to try and break out of what he had seen as a low skill, low pay cycle and wanted to forge a career for himself.

The member initially dipped his toe back in education via the union learn project as he had mentioned he had confidence and the personal connection with the ULR's and project manager and knew they would support him through the courses he was looking to enrol on. The course he initially sat was the Sage Payroll and accounts level 2 in the NWRC and upon completion of this course it gave him the confidence to progress his learning even further.

With the Aegis project based in Computershare which is in the mortgage sector, one of the holy grail qualifications for anyone in the sector is the CeMap qualification and anyone who completes this qualification is regulated to give mortgage advice to the public in what is now a heavily regulated industry. The member in question went about studying for this qualification, which is in a self-study format and with the support of the Aegis union learn team the member successfully obtained this qualification.

This individual's progression did not end there such was his enthusiasm and appetite to learn he went on to also specialise in the equity release advice, which he also obtained. Due to these successes, the member has now achieved his goal of gaining the skills for career progression and he has since left his telephony call centre role and is now a mortgage advisor in branch for one the big high street banks.

This is not a standalone success but one we are proud to be a part of.



Aegis Union Learn Team



The project continued from its commencement in January 2015 and has achieved each of the targets set for this time period April 2016 – March 2017. A steering committee comprising learning representatives from the public and private sector has continued to meet and oversee the work of the project.

The ongoing engagement with both regional and local care home managers and home owners has provided many opportunities to promote Union Learning. The individual efforts of some of the existing ULRs to improve communication with the nursing homes in their respective regions has helped to promote the work of the project and the role of the ULR. This is evidenced in the increased interest in the role with 13 ULRs at various stages in the journey from recruitment to completion.

Another positive outcome from this engagement has been the interest in signing joint learning agreements, with agreement being reached on the signing of eight new joint learning agreements. All parties are really looking forward to developing working relations and promoting learning at work.



MD Healthcare signing a learning agreement with the Royal College of Nursing

Working in partnership with Bryson Intercultural and OCN NI the project delivered an “Improving Your English” programme for non-UK nationals to 17 participants. The programme was specifically designed to improve the English language skills of staff from outside the UK who are working within a healthcare setting. Learners on the programme were largely from the Independent nursing home sector and worked in a range of settings across Northern Ireland. The 17 students completed portfolios and assessment and were awarded an OCN level 2 award.

In addition to targets set the project ran six CPD classes and various reps training courses. ULR recruitment and training targets were exceeded. ULRs benefitted from two workshops designed to develop their skills further in negotiating and promoting learning within the workplace.

The work of the Union Learn Fund and the opportunities available for learners has been promoted at recent conferences held by the RCN. ULRs are encouraged to promote Essential Skills throughout their workplaces and a flier promoting essential skills has been distributed.

TARGET	LEARNER OUTCOMES – 274 Total
5 Recruit & Train ULRs	10 Recruited, 3 Trained Stage 1, 13 Stage 2 & 59 development training – Target Exceeded
8 Learning Agreements	8 - Target Achieved
Provide 2 workshop for ULRs	35 Trained – Target Achieved 22 Managing members expectations workshop 13 Communication for Success workshop
OCN Level 2 Speaking & Listening in a Healthcare	17 Enrolled & Achieved – Target Achieved
Promote Essential Skills	Target Achieved
Additional Learner Outcomes	6 CPD classes – 104 learners 11 CPD Safeguarding Adults 16 CPD Continence Care 21 CPD Blood Pressure Measurement 46 CPD Adult Safeguarding 8 CPD Accountability and delegation 2 CPD Restrictive Practices 42 Accredited Reps & Stewards training 15 OCN Level 2 Reps Training 14 OCN Level 2 Stewards Training 8 Level 2 OCN Stewards Stage 2 5 Level 2 OCN Safety Reps Stage 2

RCN Case Study



Andrew Tumilson, ULR

I am a Senior Nurse alongside being an ULR for the last 5 years. I was attracted to the role of becoming a ULR as for me, it was about creating opportunities for knowledge to be developed, flourished and shared with the working environment. It also allowed me to develop oneself both personally and professionally. I was attracted to the range of courses, workshops and programmes offered by both the Irish Congress of Trade Unions and the Royal College of Nursing.

The ULR role also creates room for the augmented partnership working between employee, employer and external agencies to create a more productive relationship in the workplace to deal with the everyday challenges we face individually and collectively across organisations. It can be a challenge to achieve a harmonious relationship in any organisation where there are a diversity of skills, mind thoughts, life experience and personalities.

Influencing people who make major decisions in any organisation can often be an intimidating situation for representatives who are often trying to present the picture of frontline employees and solutions to identified workplace dilemmas. Also engaging with members who may be misinformed and have unrealistic expectations can also present its own challenges. Representatives at times therefore can be lone workers exposed to volatile situations.

I was looking for a formalised course, that the syllabus captured the arena of bullying, how to develop assertiveness skills and techniques in navigating through challenging situations with employers, employees and members. Sadly, there was no such course available locally in Northern Ireland. In 2016, at the ICTU ULR Conference, I provided some feedback on a survey that I would be grateful if such a programme could be developed and created. I felt frustrated that there was a need for this type of programme to be delivered, yet nobody was willing to acknowledge this and act upon it appropriately despite my previous efforts in other avenues.

A short time after the conference I received a phone call from Kevin Doherty, Education Officer, from ICTU. Kevin discussed that this could become a reality. I was grateful for the time, commitment, professionalism and active listening Kevin provided into making this a very successful reality. Not only did ICTU take constructive feedback but they actively proceed in ensuring such an initiative was created. The engagement was fantastic between Kevin Doherty, the course tutor Barbara Martin and Julie Gorman, Union Learning and Development Officer. ICTU successfully filled a niche on the education and learning reps market that had never been offered before, and even better it was for free! The programme was offered to Reps throughout various organisations and Unions, and has been so successful it is currently over-subscribed.

Having personally undertaken the course, which is Accredited by the Open College Network I have learnt a significant amount of knowledge in the arena of personal awareness, how to be sensitively yet professionally assertive in ensuring fairness and equality is embraced, centralised, influenced and embedded within and between large and small-scale organisations locally and globally.

As stated by Sydney J Harris (1986) "The whole purpose of education is to turn mirrors into windows". As also highlighted by the Swiss Cognitive Psychologist Jean Piaget (1980) "The principal goal of education is to create individuals who are capable of doing new things, not simply of repeating what other generations have done".

My extended thanks to Kevin, Barbara and Julie for their support individually and collectively and for the excellent work they all do in ensuring ULRs are continuously and actively engaged. Well Done to the ICTU Team.



Against an overall target of 124 Construction qualifications UCATT exceeded targets and achieved an outcome of 164. This outcome is set against a continuing difficult trading position and lack of confidence in the sector and has been achieved by the continuing networks of learning that have been built up over time. The Project views progression as an important issue in the sector and will strive to continue to identify learner pathways as illustrated in their achievements above level 2 this year.

The Project did not acquire any new ULRs in the project year but the current network is working effectively as illustrated in the outcomes for this year. This is significant for the Union given the short-term contract nature of the industry. As a Union, UCATT are acutely aware of the significant role ULRs play in supporting learners and championing learners. The merger with UNITE and the formation of a Construction RISC should assist in the recruitment of ULRs in the future.

During 2016/17, UCATT continued to develop its employer networks. New employers engaged with included, Fox Contracts, SMS Contracts, J&S McKee, Togal Homes and Translink. The project works with employers to promote “co-investment” in skills, adopt professional and occupational standards, make more effective use of skills and increase employee involvement and commitment in the workplace.

Partnership work with the Historic Environment Division of the new Department of Communities, has progressed well and a skills centre has been established in their Moira Depot. The project has set an objective to establish a formal Learning Partnership, making a contribution to the development work in heritage skills.

The Regional BOSS (Branch Officers & Shop Stewards) Committee (now known as RISC) is responsible for UCATT strategy in Northern Ireland and its membership includes all UCATT ULRs. Education is a standing item on the agenda and a ULF Project Report is delivered by the Project Manager at each meeting. The regional BOSS Committee views education and training as a key driver for their members and their aspirations.

TARGET	LEARNER OUTCOMES – 164 Total
93 Construction NVQ Level 2	115 Enrolled & Achieved – Target Exceeded
12 Construction NVQ Level 3	25 Enrolled & Achieved – Target Exceeded
18 Other Construction Accredited Qualifications	24 Enrolled & Achieved – Target Exceeded
1 ULR	Project will carry target over to 2017/18

UCATT Case Study

Liam Henry, Newry and Mourne District Council

Liam has been employed by Newry Mourne and District Council for over 20 years as a joiner. During work Liam was experiencing difficulties with damaged locks to buildings and premises for which the council was responsible for. Glue in locks, stones in locks, keys broken in locks were a few of the problems faced by Liam daily. With the help of UCATT and with agreement from his employer, Liam completed the BLA Mobile Locksmith Award. Liam can now dismantle locks and put them together again.



TRAINING

What's that all about?

Information you'll need to protect your future in the construction industry



The world is changing. Even very experienced construction workers need training

There are lots of reasons to train, even if you've been in the industry for many years.

Here are just some of them:

- Many construction workers are killed or injured at work – there's lots of health and safety training available – don't be one of them.
- Employers and the people who are awarding contracts need proof that you can do the job – training and qualifications provide you with evidence of your competence and skills.
- We at UCATT and CITB - ConstructionSkills NI are proud of our industry and want to ensure that construction workers are the most skilled and qualified within the UK workforce – help us achieve this.
- Qualifications mean that you stand a better chance of getting a job – and soon, without them, you may not be able to get a job at all.
- In most cases you now need an appropriate Registration Card (a CSR or equivalent card) to set foot on a site – make sure you have what you need.

Without qualifications you are limiting your job options

Very often employers have to provide evidence of the qualifications held by their workforce and sub-contractors to enable them to win contracts.

That means that they will insist on the following from you:

- Documentation proving you can actually do what you claim.
- Proof that you understand health and safety.
- Evidence of your ability to use basic skills, such as English and numerical skills, to help you in your job.

Without these, you will soon find yourself at the margins of the Construction industry or even out of it altogether.....but don't worry, there is plenty of support available from UCATT and CITB - ConstructionSkills NI to help you along.

Keeping your qualifications up-to-date is the safest option

You may have evidence of your skills such as a City & Guilds certificate or apprenticeship papers, but if you don't then here's why you should consider updating your qualifications or studying for new ones:

- Work methods and skills you learned years ago may no longer be applicable or even relevant today or in the near future – keeping them up-to-date is the best way to stay on track.
- Regular re-training and updating of skills is common in most other industries (think of computing, where it is imperative you stay one step ahead at all times) – the building trade is now becoming the same, don't get left behind.
- Your previous skills will mean that your experiences may help you complete a course more quickly.
- If you have the skills, why not get the proof?

Don't let anything hold you back. It's too important

More and more employers are insisting you carry an appropriate Registration Card (a CSR or equivalent card).

Without the right card, you will find it increasingly difficult to go on site. If one of these reasons is holding you back, don't let it:

- Don't worry if you feel you lack adequate reading, writing and numerical skills, almost one in four of the UK working population (probably a higher percentage within the building industry) lacks these essential skills – UCATT in Northern Ireland can help you get these skills.
- If you've not studied since school, you're not alone – every year thousands of adults across the country see the importance of furthering their education, and never look back.

Your step-by-step guide to NVQs – proof that

NVQs are vocational (work-based) qualifications; that is, they reflect your ability in the work situation by giving you credit for the skills you already possess. NVQs are available at different levels to suit the following specific needs:

Basic Operations
 Craft/Operations
 Advanced Craft/Site Supervision
 Construction Management
 Project Management

Remember to get an NVQ you don't have to sit an exam. In fact to get to level 2 all you have to do is to prove you can do your job!

The qualification is delivered through On-site Assessment and Training (OSAT). The point of OSAT is to allow workers to gain qualifications in the environment they are most familiar with – their own workplace. There is no written exam and there is no need for you to attend a classroom or write essays. Also, as this takes place in your own workplace, you do not have to travel, use your own time or lose pay to learn.



You could also get a Level 2 NVQ qualification the Experienced Worker Practical Assessment Route (EWPA). It is also ideal for candidates who have adequate experience in their relevant occupation. It is an alternative method of assessment for those who prefer to demonstrate their skills by a series of practical assessment.

Get qualified whilst you are at work

There are a range of options open to workers, the most popular of which is On Site Assessment Training (OSAT). OSAT is a fast track way for you to get an NVQ/SVQ.

It is made up as follows:

- It takes account of your existing skills and focuses on the elements of your particular trade that you need to develop.
- You can develop and learn more about your own trade, cement your knowledge and gain proof of skills already learned.
- You will be assigned an assessor to help you gather evidence for the qualification.
- You will be visited at work by your assessor every few weeks to observe you doing your job (typically, the whole process takes four or five assessor visits over a period of about three to six months).
- Your assessor will ask you to gather documents related to your work, such as certificates or even written testimonies from colleagues or employers, which will then be used as evidence towards your NVQ/SVQ.
- At the end you would have a portfolio of work which would be submitted for your NVQ/SVQ.
- If you like you can update this portfolio and expand it for the rest of your working life – look upon it as a 'skill bank' where the more you learn, the more you save and the better an asset you are to your current and other potential employers.

Take advantage of the support available

Take advantage of the host of training initiatives which UCATT, in conjunction with employers, colleges and training providers, is offering.

There's something to suit every need. For example, there are job specific qualifications to aim for, such as National Vocational Qualifications (NVQs) or Scottish Vocational Qualifications (SVQs). These are available for all the main trades and at a number of different levels, depending on what level you work at on site. They'll also help you qualify for a CSR (or equivalent e.g. CSCS Card). You might want to carry out training to learn new skills, improve your existing skills or to become a supervisor or manager. Whatever it is you'd like to do, you may be able to get help from your UCATT learning rep, or your employer may be able to get help from CITB - ConstructionSkills NI.

It's easy to take the next step in a successful future

Here are a few easy options to make sure your future in the industry is safe:

- Find out if there is a learning rep on your site or workplace – these are colleagues who have been trained to answer any questions you have about any aspects of a course – you can tell them anything and it will go no further.
- If you do not have an identifiable individual on site then use one of the contacts on the opposite page – again your enquiry will be dealt with in the strictest of confidence.
- Don't be scared to talk to work mates about training – they may be thinking the same things as you.
- Why not get a colleague to join you and the pair of you can tackle a course? You could help and support each other and remember two minds are better than one.
- Talk to your employer and get them to speak to CITB - ConstructionSkills NI – they can provide free advice, support and grants for training.

Useful Information

In which areas do I need to prove my skills to keep getting work?	What training do I need?	Whom do I contact?
Health and safety	Health & Safety Test or SMSTS Health & Safety Training for operatives, supervisors or managers relevant to your work	CSR Call 028 9087 7143 or visit www.cofni.co.uk CSCS call 0870 417 8777 or visit www.cscs.uk.com
Qualifications in specific areas of construction	NVQ	Ciaran Brolly UCATT ULF (NI) Manager Tel: 07866 744679 Email: ciaran.brolly@gmail.com CITB-ConstructionSkills NI Training Directory www.citbcsni.org.uk
Skills in Literacy, numeracy or ICT	Essential Skills	Ciaran Brolly UCATT ULF (NI) Manager Tel: 07866 744679 Email: ciaran.brolly@gmail.com
Please refer to members of the BOSS (NI) Committee listed on the last page		

Questions we often get asked

What will my boss say about learning on the job?

Many employers have been won round to the benefits of a qualified workforce. Most of Northern Ireland's major contractors and clients are supporting it and smaller firms may soon find themselves excluded from competing for various types of work if they do not have registered qualified workers. They'll be grateful you're helping them fulfil their requirements.

What if I fail, will I lose my job?

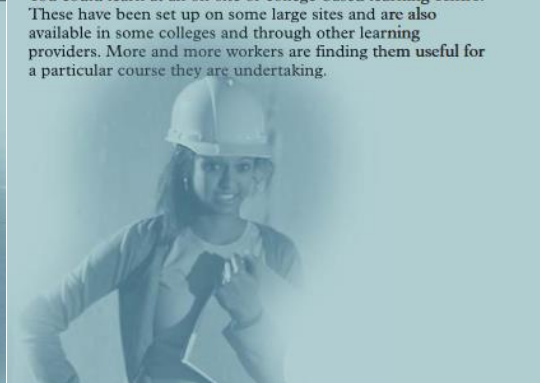
Absolutely not. Remember this is about improving skills and giving the workforce qualifications. If there is an aspect you struggle to get to grips with, you will be supervised and taught how to put it right. Think about it logically. There is no way someone who has 95% of the skills would be cast aside to bring someone new on board.

What other learning opportunities are there?

Lots. You could stick to learning new or developing other skills within your particular trade. You may also prefer to develop a whole new skill such as learn a language or develop some computer expertise.

Where can I learn?

You could learn at an on-site or college-based learning centre. These have been set up on some large sites and are also available in some colleges and through other learning providers. More and more workers are finding them useful for a particular course they are undertaking.





The project had a highly successful year not only meeting but exceeding the majority of targets set. The USDAW Project Manager has commended the ULR's as it is through their hard work and commitment to Union Learning, the project has been so successful.

The project has continued its engagement with new stores expanding its network to Tesco Newcastle and Tesco Coleraine. During the year the 38 'Check Out Learning' days were held within various Tesco and Asda stores throughout Northern Ireland. 497 Learning Needs Analysis (LNA) and Digital Surveys were completed by ULRs at these events. These surveys identified the learning needs within the stores and enabled ULRs to structure classes or to sign post learning opportunities to their colleagues.

Usdaw NI is a recognised centre by BSL organisation, Signature and the Institute of British Sign Language. During the year nine learners achieved the first unit 101 of a Level 1 BSL course at Tesco Ballymoney through the awarding body Signature. Through the IBSL 16 learners from Tesco Ballymena completed an accredited Basic Awareness course. One learner completed a full Level 1 BSL at the NRC. Non- accredited, introduction to sign language courses ran in Asda Coleraine and Tesco Newtownbreda.



Asda Coleraine, Intro Sign Language Class

Working in partnership with the Open University the project reported great success with online learning. 59 learners completed various courses on FutureLearn, giving them the chance to study at university level, at home and at their own pace. This achievement was recognised by the Open University during the ICTU and OU partnership relaunch. Two Usdaw nominees received certificates of achievement. Gary Monteith from Tesco Knocknagoney, had studied several business modules on FutureLearn, the courses gave him the knowledge and confidence to take the plunge and set up his own business. Gemma Smiles from Tesco Antrim completed several medical courses and has left Tesco to study a full-time nursing Degree.



John D'Arcy, National Director of The Open University, Gemma Smiles and Trevor Cooper, Director of Higher Education, DfE

Essential Skills targets have been exceeded by the project. 25 learners completed the National Numeracy challenge to assess their numeracy skills, which encouraged enrolments onto Essential Skills Numeracy courses. 'Get Online with USDaw' and 'Intro to Digital Skills' courses were completed by 14 learners and encouraged enrolments onto Essential Skills ICT.



Tesco Newcastle staff taking the National Numeracy Challenge at the Check Out Learning roadshow

TARGET	LEARNER OUTCOMES – 409 Total
8 ULR Recruit & Train	12 Recruited & 6 Trained to Stage 1 - Target Exceeded
10 Development Training	10 Completed – Target Achieved
Engage 2 New Stores	2 New stores – Target Achieved
18 COL (Open Days)	38 Open Days – Target Exceeded
50 Essential Skills	97 Enrolled & 85 Completed – Target Exceeded ES lit level 1 – 6 Enrolled & 5 Completed

	ES lit level 2 – 3 Enrolled & 3 Completed ES num level 1 – 17 Enrolled & 10 Completed ES num level 2 – 10 Enrolled & 10 Completed ES ICT level 1 – 30 Enrolled & 27 Completed ES ICT level 2 – 30 Enrolled & 30 Completed
80 other Accredited / Non-Accredited Learners	218 Other Accredited & Non- Accredited Learners – Target Exceeded 57 Other Accredited 1 NVQ Level 3 Personal Training 1 Level 1 BSL 1 Level 3 Access Diploma in Adult Learning Social Sciences 1 Level 3 VTCT Certificate in Body Massage 2 Level 2 Active IQ Certificate in Fitness Instruction 1 Level 5 Foundation Degree in Early Childhood Studies 1 Level 2 CCEA GCSE English 2 Level 1, 2 & 3 OCR Award Text Processing 1 Level 5 Foundation Degree in Social Science 1 Level 3 C & G in Education & Training 1 Level 2 IAB Award (QCF) in Computerised Book Keeping 1 Level 3 Access Diploma in Social Sciences 2 Level 2 C & G Diploma for Childcare, Learning & Development(QCF) 1 Level 1 NCFE Creative Craft Floristry 1 Level 3 C & G Diploma in Health & Social Care Adults 1 Level 1 OCR Text Processing 1 Level 2 ABC Cake Decoration 1 Level 3 Access Diploma Health & Welfare Y1 of 2 1 Level 2 C & G Diploma in Hairdressing (Accelerated) 1 Level 2 C & G Diploma in Barbering 1 Level 2 OCN Creative Photography (Beginners) 1 C & G Level 2 NVQ Diploma in Professional Cookery 1 Module DD206 The Uses of Social Sciences - 60 Credit 9 British Sign Language Level 1 Unit 101 17 British Sign Language Accredited Awareness course 2 NVQ Level 2 USDAW Academy (2) Reps Training 3 NVQ Level 2 USDAW Academy (1) Reps Training 161 Non-Accredited 73 USDAW Home Study 6 Get on Line with USDAW 25 National Numeracy Challenge 8 Introduction to Digital Skills 1 Intro Cake Icing Course 1 Intro Rose Icing Course 13 Intro Sign Language (BSL) 1 Pain Management Course 1 Begin IT 8 Into Conversational Spanish 2 Conversational French 1 Leisure Interior Design 2 Recreational Cake Decorating 1 Dementia Awareness 1 Dementia Champion Training 3 Seminar - Mindfulness Controversial Conversations for Women

	1 Introduction to Photoshop 3 Mediterranean Cookery 3 Healthy Eating Guide 7 Health & Safety training
5 On Line Courses	63 On Line Learners– Target Exceeded 59 OU FutureLearn 2 Babel Intro German 1 TUC eNotes Mental Health 1 TUC eNotes Fit for Work
5 Six Book Challenge	15 Completed – Target Exceeded
400 LNA Questionnaires	497 – Target Exceeded



Asda Ballyclare Staff receiving their Certificates for Essential Skills ICT Level 2

USDAW Case Study

Gemma Smiles, Tesco Antrim

Open University and Beyond

My union, USDAW held a Check out Learning day, in store last year and were advertising short free on-line courses through Future Learn with different Universities. I have always had an interest in Nursing and had been toying with the idea of leaving my employment with Tesco to study full-time. I initially signed up on the day for a few courses to get me started and to see if it was the area I wanted to go into as a new career. I also thought I needed study practice and this way of study with the on-line courses seemed perfect.

Shortly after signing up to these courses I had to go into hospital for an operation so to pass the time I continued to study. The courses kept me focused while I had been off ill and I enjoyed them so much. It was only for these courses in giving me an insight into all forms of medicine, anatomy and even Forensic Science and has pushed me on to decide that I wanted to attend University to study Nursing.

I undertook at least 13 courses to give me a better understanding of all areas of the anatomy and medicines which included; Understanding Drug & Addiction, Forensic Psychology, Anatomy Abdomen Clinical Medicine, Anatomy know your Abdomen, Academic Integrity, Dysphagia, ECG Assessment, Introduction to Forensic Science, Heart Health, Genomic Medicine, Food as Medicine and Ultrasound Imaging.

My friends have now registered for OU courses as I have talked about nothing else to them. They have seen how I have progressed and my enthusiasm for these courses. I even brought in the Certificate that I received from the Open University as Lorna Morton, Usdaw's Project Manager, had put me forward for nomination for Trade Union Learner 2016.

The courses had given me a greater insight and understanding of modules and topics needed in the process of education towards Nursing.

The courses had really helped encourage me with studying and has aided in getting me on to the Nursing course at Queens which I am currently on my Stage 3. I have now been accepted at Liverpool University to study a BSC Mental Health Nursing to begin September 2017.



Lorna Morton USDAW Project Manager with Gemma Smiles

During 2016/17 the Learn with Unite project continued to face company closures and mass redundancies amongst its membership. The project adapted to meet the needs of its membership and has been at the forefront of the training offered to employees facing redundancy in JTI Gallaghers, Michelin and Bombardier. Learning Agreements have been agreed with Bombardier, Michelin and JTI as part of the collective recognition.

636 employees facing redundancy took part in CV and Interview Skills workshops, Job Search Clinics, Personal development one to ones or Redundancy Clinics. Essential Skills targets set were achieved by employees facing redundancy in Bombardier, Michelin and JTI. Progression courses were popular also, as again the JTI & Michelin employees were eager to progress once having completing their Essential Skills courses.

In February 2017, Ballymena Jobs and Benefits office, The Mid & East Antrim Council joined Unite Union Learning Project to hold a hugely successful Jobs Fair. With nearly 40 employers and many jobs on offer. This enabled the project to show that there are still jobs out there and the support services attending enabled the project to path find for anyone looking to change direction or simply recognise the skills they have.

A poster for a 'Mid and East Antrim Job Fair'. The top half has a dark blue background with the title 'Mid and East Antrim Job Fair' in white. To the right is a group of colorful, stylized human icons. The bottom half has a purple background with the text 'The Braid, Ballymena', 'Thursday 2 February 10.00am - 3.00pm', and 'Everyone Welcome - Admission Free'. A light grey footer contains the text: 'Find job opportunities and improve your employment prospects with practical advice and support', 'BSL and ISL signers available 10.00am - 12.00noon'.

For more information visit
www.jobcentreonline.com
or phone **028 7127 6930**



Unites project has been quite unconventional in relation to the vision they originally had in 2014, due to unexpected redundancies. However, with the next project year a more traditional approach with outcomes such as ULR recruitment, training and development will be returned to.

The project signed a new Learning Agreement with Translink. ULR recruitment has begun, 15 ULRs from Translink have been identified from locations throughout Northern Ireland and training will commence in September 2017.

TARGET	LEARNER OUTCOMES – 967 Total
200 Essential Skills	280 Enrolled & 280 Completed – Target Exceeded ES lit level 2 – 44 Enrolled & Completed ES num level 2 – 31 Enrolled & Completed ES ICT level 1 – 15 Enrolled & Completed ES ICT level 2 – 190 Enrolled & Completed
Recruit & Train 5 ULR'S	5 Recruited & 5 Trained – Target Achieved
ULR Stage 2	Target will be carried over to 2017
10 Progression Courses	33 Accredited – Target Exceeded 1 Lean Manufacturing 553R 1 Programmable Logic Controllers (PLC) Introduction 1 C&G Level 3 Initial Verification and Certificate of Elec Installations 1 C&G Level 3 Period Inspection, testing and Cert of Elec Installations 1 C&G Level 3 Service and Inspection and Testing of Elec Equipment (PAT) 1 Construction Skills register (CSR) 2 OCR Level 1 Text Production Word Processing 2 OCR Level 2 Text Production Word Processing 1 Level 3 ECDL 1 IAB QCF Level 3 Sage Payroll 21 17th Edition Electrical
Additional Learner Outcomes	22 ESOL Accredited 636 Non- Accredited 216 CV & Interview Skills workshops 265 Job Search Clinics 27 Personal Development One to Ones 116 Redundancy Clinic 12 Job Searching Skills workshop



Jimmy Kelly Regional Secretary, Clare Caulfield, Learn with Unite Project Manager, Jackie Pollock Deputy Regional Secretary and Albert Hewitt Community Coordinator.



Unite Case Study

John Kennedy, JTI Gallaghers

Essential Skills Trade Union Learner of the Year 2017

John left school at 16 with no qualifications and started as a junior baker on his 16th birthday. He returned to school to do exams and left with only the ability to cook you an omelette with his Home Economics exam.

Other than compulsory in house training courses in JTI Gallaghers, John thought he had no need to continue with any sort of education as he was invested in his job in the warehouse. It was the devastating unexpected announcement of closure of JTI that galvanised John to get prepared for what was ahead.

JTI didn't have any ULRs as the general apathy to additional outside courses was wide spread. Everyone thought they had a job for life. John organised his shift into classes and they all gained their level 2 Essential Skills in Maths, English and ICT. Completing 2 subjects at once in their own time.

John was the spine of those classes. He didn't stop there, he promoted and organised other shifts into the same mind-set and as a result he was responsible for over 120 Essential Skills qualifications over a period of 3 months.

John is one of the few employees still in JTI. It is a testament to his loyalty that the company have asked him to remain to help with the close down.

Johns' future is still uncertain. However, with his Essential Skills qualifications under his belt and reskilling funding from JTI, John is taking his time to choose what direction to go next. With his new found learning confidence he understands the importance of taking time to make the right decisions and isn't scared about choosing a new career to pursue, even at his ripe old age!

Unite nominated John for the Essential Skills Award to highlight the depth of his character and the sheer amount of colleagues he brought on a new learning journey during a time of distress and uncertainty. He encouraged calm and promoted confidence and possibility.

He was the light during a very dark time.



This year Unison continued to engage learners across a range of programmes, Continuing Professional Development (CPD), Essential Skills and Open University modules.

The Essential Skills target set has been exceeded. The project provided direct referrals to Colleges for Essential Skills to over 40 learners primarily those who needed Maths to apply for the Open University nursing programme. In addition to accommodate school based staff and those who work 9-5pm, the project promoted a programme of Essential Skills evening courses. Unison recognised the achievements of one of its Essential Skills learners, Kerry Murray who won the Cindy Fogarty Award in 2016.

The project exceeded targets set for the Open University K101 Introduction to Health & Social Care course, with 116 UNISON members from various Health Care Trusts enrolling and completing. The course offers a broad foundation in health and social care and is a stand-alone qualification offering a Level 4 Certificate in Introduction to Health & Social Care, worth 60 university credits.

The project successfully worked with the Dept of Health to support a dedicated route onto the Pre-Reg Nursing programme. Funding was made available for 30 places targeting those who had completed the Open University K101 module to progress onto the K117 Enhancing Your Health Care Practice which would enable successful candidates to apply to go directly into Year 2 of the Nursing Programme. A further 12 people gained funding through a funding assistance programme. UNISON was able to direct our K101 students and in March also ran interview skills sessions for those who were applying for the Nursing programme. Successful candidates will be informed in late May 2017.

Continued Professional Development (CPD) target again was successfully exceeded. The project delivered 66 CPD classes which had a total of 989 learners in attendance. These are half day to two day workshops on a variety of topics for professional and personal development, which UNISON members do primarily in their own time. UNISON targets members who would not get the access to these workshops through their employer because they are not in specialised roles. The uptake indicates that members are willing to undertake short course learning in their own time.

UNISON has been involved in working with Trusts to develop career pathways for lower grade staff within Health & Social Care from cleaners to cleaning supervisors. This includes a dedicated supervisors course. Four Seasons Healthcare has agreed to facilitate paid release for a limited number of staff to attend some of our Continuing Professional Development programmes.

The project has a network of Branch Education Officers who promote courses and learning more, in workplaces right across Northern Ireland. They are involved in the development of the Learning Programme and its promotion. They have distributed the learning programme widely, answered or passed on queries. Learning stalls were set up in the Royal Hospital Belfast, Musgrave Hospital, Causeway Hospital and Craigavon Hospital. To support the Branch Education Officers, the project plans to focus on ULR recruitment and training for 2017/18. 10 ULRs have been identified and training will take place in May 2017.

TARGET	LEARNER OUTCOMES – 1264 Total
80 Essential Skills	117 Enrolled & 115 Completed – Target Exceeded ES lit level 1 – 10 Enrolled & 10 Completed ES lit level 2 – 29 Enrolled & 29 Completed ES num level 1 – 13 Enrolled & 12 Completed ES num level 2 – 42 Enrolled & 41 Completed ES ICT level 2 – 23 Enrolled & 23 Completed
100 OU 3 rd Level	116 - Target Exceeded
40 K101 Progression	42 – Target Exceeded
600 CPD	989 - Target Exceeded
8 ULRs Recruit & Train	Target will be achieved in 2017/18

Unison Case Studies



Kerry Murray pictured with her husband Noel Murray

Cindy Fogarty Award 2016 – Kerry Murray

Kerry has been a receptionist in the Public Health Agency for the past six years who this year at the age of 38 went back and undertook her Essential Skills Maths qualification along with her husband Noel.

Kerry left school at 15 before doing any exams and worked in bars and restaurants for a number of years. She also went over to Holland and worked seasonally in flower bulb factories. Not having any qualifications limited her employment options so she and a friend undertook a GCSE in English.

This meant she could apply to a temping agency for office work and she ended up as an agency worker in BSO in the prescriptions team. When the Public Health Agency was being set up they advertised for permanent admin staff and she has been a receptionist there for the past six years.

UNISON advertised Maths & English classes in the local Colleges of Further Education and this got her thinking about her Maths. She suggested to her husband Noel who is steel fixer and also has no formal qualifications and he said he would be up for going along so they both signed up.

She said she found it hard going back to learning, covering the basics like multiplication and addition which you think you should know how to do. But the tutor Marie was really helpful and took time with each student breaking it down. The course covered division, fraction, percentages, working out areas, that sort of thing and there was a portfolio and a test to be completed. Her biggest worry was not being able to do it, to pass it having been out of education for so long.

She is now considering going on and doing a computer course.

Open University Trade Union Learner of the Year 2017

Sylwia Rzepka, Nursing Auxiliary, Northern Health & Social Care Trust

Sylwia arrived to Northern Ireland ten years ago with her husband and 2-year-old daughter. She had completed the equivalent of A Levels in Poland but neither her nor her husband could get a job. They had a friend in Northern Ireland who got a job for her husband as a window cleaner. He came over and she and her daughter followed six months later. They now also have a second daughter aged 6.

She had been working two jobs as a domestic in Antrim Hospital and in a nursing home. In her role, she got to see nurses at work and thought that was something she would like to do. She spoke to her manager who suggested she consider the Open University K101 Introduction to Health & Social Care which was being run by UNISON in partnership with the Northern Health Trust to see how she got on.

Doing the K101 gave her the confidence to apply for a post in the Trust as a nursing auxiliary. It also helped with the interview as it showed she was keen and enabled her to discuss health and social care topics which she had studied. In addition, it has also improved her English – both verbal language and writing as she has had to use the dictionary, check out words and write down her thoughts and ideas in the essays and discussion fora.

She will complete the K101 in June and is already considering what her next step will be as well as encouraging other cleaners in the hospital to give learning a go.



*Sylwia Rzepka, The Open University Trade Union Learner of the Year
with Owen Reidy, ICTU Assistant General Secretary*

During 2016/17 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. The project is using these links with individuals to develop learning pathways for adults to move into accredited learning courses. They have worked with learners at the Vine Centre to provide Essential Skills classes as part of this strategy. A distance learning Level 2 City & Guilds ITQ in IT which was developed by the project, was completed by 27 learners.

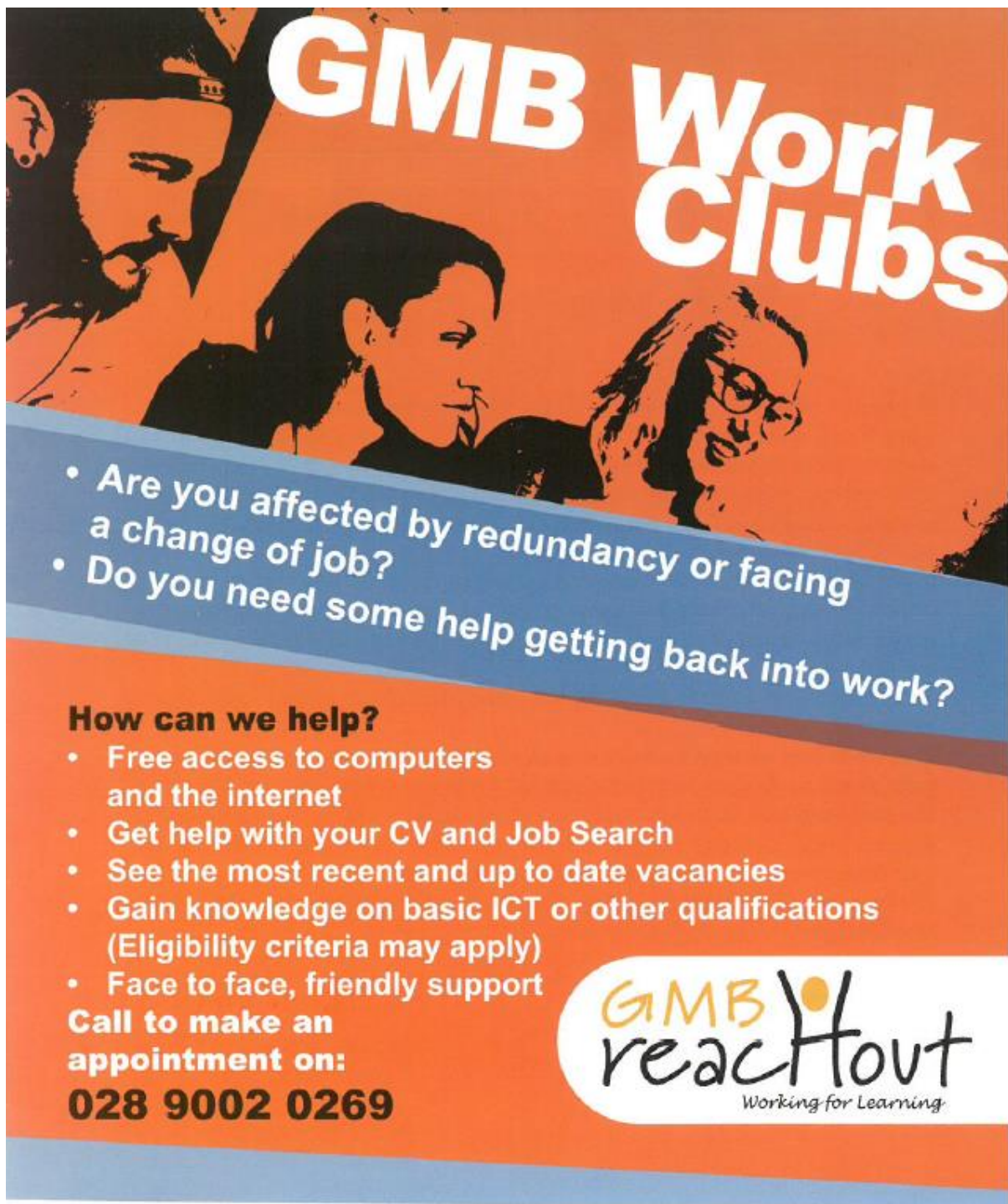
Eight ULRs were recruited and three completed Stage 1 training. A ULR Forum was hosted at the regional office, bringing together a number of ULR's from various sectors. The ULRs were given practical and honest feedback around not only the lifelong learning agenda in Northern Ireland but also the shape of the new round of funding if successful.

The Projects Work Clubs continued to engage with GMB members facing redundancy or who are unemployed. These Work Clubs are free and open to anyone looking for assistance in getting back into work and offer members skills such as CV writing, job searching and online basic courses. During 2016/17, 125 GMB members attended Work Clubs or received Information Advice and Guidance (IAG) from ULRs or project workers.

The level 3/4 Vocational qualifications target was not met with employers proving difficult to engage as they awaited news about the apprenticeship Levy impact. The availability of adult learning loans was wisely promoted across the project but resulted in a poor uptake.

The project has identified and has supported 16 members who work for the British Red Cross for ambulance response. They have enrolled and are currently completing a Level 2 Patient Transfer Service Apprenticeship.

TARGET	LEARNER OUTCOMES – 308 Total
Recruit & Train 5 ULR's	8 Recruited & 3 Trained – Target Exceeded
40 Essential Skills	38 Enrolled & 38 Completed ES lit level 1 – 6 Enrolled & Completed ES lit level 2 – 14 Enrolled & Completed ES num level 1 – 5 Enrolled & Completed ES num level 2 – 9 Enrolled & Completed ES ICT level 2 – 4 Enrolled & Completed
40 IT Accredited learners	28 Enrolled & Completed
30 Level 3 / 4	2 Enrolled & Completed
15 Apprenticeships	16 – Target Exceeded
30 Non-Accredited IT	67 - Target Exceeded
20 Distance Learning	17 Enrolled & Completed
60 Work Club & Redundancy Support	125 – Target Exceeded
Additional Learner Outcomes	15 Accredited 14 OCN Level 2 GMB Reps 1 OCN Level 2 Confidence at work 13 Non-Accredited 7 GMB Stage 1 6 Mental Health Awareness



GMB Work Clubs

- Are you affected by redundancy or facing a change of job?
- Do you need some help getting back into work?

How can we help?

- Free access to computers and the internet
- Get help with your CV and Job Search
- See the most recent and up to date vacancies
- Gain knowledge on basic ICT or other qualifications (Eligibility criteria may apply)
- Face to face, friendly support

Call to make an appointment on:
028 9002 0269

GMB reachout
Working for Learning



@GMBReachoutNI

www.gmbreachout.org.uk



GMB Work Clubs

- If you are informed your job may be at risk of redundancy, inform your trade union early as they can help with advice about your entitlements at work and the legal issues.
- Some employers may set up support mechanisms at local level, this *does not* stop you from contacting the Reach Out Project for advice and potential support - **ACT EARLY**
- If you are already out of work or looking to develop your skills to improve your chances in employment, we may be able to help you.
- If you have never prepared a CV before or are not sure what to put in it, we will help.
- The Reach Out team may be able to give you advice about your welfare entitlements.
- The GMB has access to advisors about how to handle any payout or how to manage your family budget at a time of pressure.
- We can help you with job searching and identifying up to date vacancies.
- We run short basic IT sessions to help people understand the internet, use computers and establish an email account.
- We can help you back onto the learning ladder to improve your skills and knowledge.

We work with other Union Learning Projects, Colleges and the ICTU across Northern Ireland to enable access to a wide range of support for members.



Remember it is the job that may be redundant- not the person!



@GMBReachoutNI

www.gmbreachout.org.uk





The RCM is the only professional organisation and trade union dedicated to serving midwifery and the whole midwifery team. RCM provide workplace advice and support, professional and clinical guidance and information, and learning opportunities through a broad range of events, conferences and online resources.

The RCM Union Learn Project began in 2016 in Northern Ireland. The overall aims of this project for 2016/17 are as follows:

- Establish ULRS in maternity workplaces by recruiting and training them to support midwives in their lifelong learning,
- Address the barriers to learning that disadvantaged learners in maternity face, particularly around Essential Skills and ICT.
- Look at the unique learning needs of midwives who need to undertake continuing professional development to maintain their professional registration and therefore remain in employment.
- Work closely with employers, establishing partnership working on lifelong learning for maternity staff.

A Project Manager was recruited and commenced work in August 2016. Upon successful engagement with healthcare trusts throughout Northern Ireland, five ULRS were identified, recruited and trained during 2016/17. The project aimed to map the memberships learning needs. The ULRS designed and used a Learning Needs Analysis (LNA) to ascertain the learning needs of members.

The Project Manager ran several workshops on lifelong learning, health and wellbeing and older worker issues. This gave the project the opportunity to promote union learning, Essential Skills and CPD.

Five CPD classes ran and took place in, Daisy Hill, The Ulster Hospital, Altnagelvin Hospital and The Royal. The CPD classes were designed to support the statutory revalidation of midwives and mindfulness within the workplace. 80 midwives attended the training and they were positively evaluated, in fact the Belfast Trust has requested that further sessions are organised and delivered.

TARGET	LEARNER OUTCOMES – 256 Total
Recruit & Train 5 ULR's	5 Recruited & 6 Trained – Target Achieved
80 Lifelong learning workshops	80 – Target Achieved
30 Essential Skills workshops	Promoted at all workshops/CPD events- Target Achieved
30 Health & Wellbeing workshops	45 - Target Achieved
5 x CPD classes	5 CPD, 80 learners – Target Achieved
30 Older Worker Issues workshop	45 - Target Exceeded



Throughout the year 2016/17 the project continued to work with Moy Park Ballymena, Howell House and W.D. Irwins & Sons Ltd. The project ran 15 open days which proved successful in gaining learners interest. During the open days, 737 Learning Needs Analysis questionnaires (LNA's) were collected by the Union Learning Reps; all identified a need from the employees for Essential Skills and ESOL.

Six ESOL classes commenced in Moy Park in 2016/17 with further classes structured to take place during 2017/18. Moy Park Ballymena continues to fund the total cost of the ESOL classes which is praised by the BFAWU, as it enables the upskilling of its migrant workforce. Tom Givans from the training department in Moy Park spoke at the ICTU ULR Conference, he commended the hard work and dedication of the BFAWU project manager to identify learners and structure classes to train its migrant workforce. A further 10 Moypark employees completed a CIEH Level 3 HACCP Food Manufacturing provided by Loughry College.

The project fell short on Essential Skills targets as they had hoped to run classes in Moy Park and WD Irwins. Moy Park wants to complete all ESOL training before Essential Skills classes can commence. Assessments are currently taking place in WD Irwins with classes to commence during 2017/18

The project in conjunction with WD Irwins had great success during 2016/17, delivering a number of classes for upskilling employees IT skills, with a total of 81 learners completing Excel training, Order 2 Cash training, Sysco workshops and Nav Financial training.

This year the project extended its reach out into the community. With the help on the project Essential Skills ICT classes were organised and ran for Drumcree Community Centre. The Project Manager intends to build on and develop this work further in 2017/18

TARGET	LEARNER OUTCOMES - 254 Total
Recruit / Train 2 ULRs	3 Development training - Target Exceeded
30 Essential Skills	18 Enrolled & Completed ES lit level 1 – 2 Enrolled & Completed ES lit level 2 – 1 Enrolled & Completed ES ICT level 1 – 15 Enrolled & Completed
40 IT non-accredited	81 Enrolled & Completed – Target Exceeded
105 ESOL	72 Enrolled & Completed – further classes in 2017/18
Additional Learners reported	23 Accredited 10 CIEH Level 3 HACCP Food Manufacturing 1 OCN Level 2 Dealing with Redundancies 6 Forklift Training/Licence 6 First Aid/Safety 59 Non- Accredited 2 TACCP & VACCP 9 Cause Analysis 8 Project Management 11 OTL Training 10 Customer Insight Training 9 Sales Training

	5 Demand Management Training 1 Essential Skills Briefing 2 Equality & Diversity training
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ESOL Learners receiving their Certificates in Moypark Ballymena



The INTO is the largest teaching union in Ireland and joined the Union Learning Fund in April 2016. The Project aims to address a shortfall in professional development available to teachers in the area of computer education, specifically, to upskill teachers in the use of Tablet computers and the associated software and computer applications.

The Project Manager worked with SERC to develop and deliver an iPad introduction and advanced training course. The course was designed to aid Primary School teachers who felt unsure of using this new technology in the classroom. The aims of the course were to encourage teachers to use the iPad confidently and safely for the educational benefit of the pupils in their class. The advanced training addressed the needs of teachers who were already using iPads within their classroom, who wanted to further develop their skills.

Working with ICTU the project successfully delivered an OCN Level 2 Social Media course to 10 teachers. The course aimed to address the safe use of the internet and Social Media.

This introduction to the Union Learning Fund has been viewed very positively by the INTO and their members. Plans have been put into place for 2017/18 to further develop and expand the project. Discussions have taken place with various employers who are willing to engage with union learning and this has led to the identification of ULRs throughout various school in Northern Ireland. Training of these ULRs will commence in 2017/18.

TARGET	LEARNER OUTCOMES - 31 Total
20 iPad Training	31 Enrolled & 20 Completed – Target Achieved
20 Social Media Course	16 Enrolled & 11 Completed

INTO news 

Training courses for INTO members 2016-17

Our latest series of training courses for INTO members for the 2016-17 school year have been organised; details can be found below. Some courses will be delivered in partnership with our colleagues in ATL and UTU, and others by an ICTU Tutor. The ICTU courses are accredited through the Open College

Network, OCN. This year also we are introducing iPad training for INTO members. There is a one day training course for the teacher who feels unsure of using this technology with pupils and wants to know the basics of using the iPad safely and confidently for the education benefit of the pupils in their

class. There is a second day, an advanced course, for those who complete the first day's training or for teachers who are already using iPads in their classroom but would like to know how to develop the use of the iPad for further educational work, e.g. to assess pupils' work.

Applications are invited for all the courses listed using the pro-forma enclosed. Paid release is available to accredited School Representatives under the Facilities Agreement and the provisions of the Labour Relations Code of Practice for Trade Union Training. Substitute cover, however, has to be provided by your school.

Lunch and refreshments are provided. Places are allocated on a first-come, first-served basis and early application is advised. All the courses are being held in INTO Northern Office. To reserve your place please refer to training course page on INTO website. Northern Office will notify you of your successful application.

Date	Time	Course	Delivery	Closing Date
10–11 Oct 2016	9.30am–3.30pm	Social Media Training Course (3 days)	ICTU	23 Sept 2016
+ 19 Oct 2016	9.30am–3.30pm	OCN accredited		
24 Oct 2016	9.30am–3.30pm	Induction Course for New School Reps (SR1)	INTO/ATL	10 Oct 2016
7 & 8 Nov 2016	9.30am–3.30pm	School Reps Training x 2 Days (SR2)	INTO/ATL	24 Oct 2016
15 Nov 2016	9.30am–3.30pm	iPad Training – Introduction to iPads for teachers to use in the classroom (1 day)	SEERC	24 Oct 2016
23–24 Jan 2017	9.30am–3.30pm	Grievance and Discipline Training for School	ICTU	9 Jan 2017
10–11 Jan 2017	9.30am–3.30pm	Health & Safety Training	INTO/UTU	23 Dec 2016
+1 Feb 2017	9.30am–3.30pm	Reps (3 days) (SR3) OCN accredited		
8 Feb 2017	9.30am–3.30pm	Advanced iPad Training for teachers (1 day)	SEERC	23 Jan 2017
16 Mar 2017	3.00pm–5.00pm	Aspiring School Leaders: Applying For Your First VP/P Post	INTO/ATL	28 Feb 2017
10 May 2017	9.30am–3.30pm	Induction Course for New School Reps (SR1)	INTO/ATL	26 Apr 2017