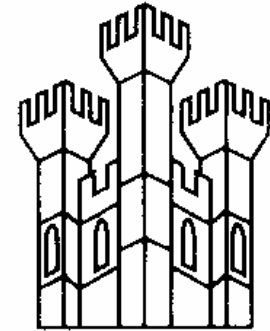


# Newcastle

City Council



# What is a Union Learning Representative?

- **The Union learning Rep (ULR) is a new type of activist.**
- **The first ULRs were trained and accredited in 1999.**
- **Employment Act 2002 gives rights to 'reasonable' time off with pay to carry out their duties and to train for such duties.**

# What is a ULR ?

- They are trained to find out members' learning needs and aspirations and advise them about available learning and training opportunities.
- The aim of the ULR is to complement and add value to the employer's existing training strategy.



# What is a ULR?

- **Recruited from within the workforce and there are no skills required.**
- **Could be anybody.**
- **How do we appoint a ULR ?**



# What role does a ULR perform?

- **The key role of the ULR is to raise awareness of training and development to staff – whether unskilled workers or highly qualified professionals.**
- **ULR raise employee awareness of benefits of learning and training.**



# What role does a ULR perform?

- **They work to identify learning and skills needs in the workplace.**
- **ULR provide learning advice and guidance on the latest training initiatives and programmes.**



# What role does a ULR perform?

- They establish and run dedicated union learning centres, many of which function inside company premises.
- ULRs support innovative workplace development projects.
- They ensure equal opportunities in learning and training.



# What role does a ULR perform?

- **Support learners**
- **Access all hard to reach learners**
- **Liaise with providers**
- **Provide information and guidance**





# Problems for employees

- Failure to provide high levels of customer care.
- Unable to meet national performance standards.
- Inability to deal with change and the modernisation agenda.
- Access to appropriate training.



# Unions

- **The Learning Council Project**
- **Learning centres and kiosks**
- **Grounds maintenance**
- **Street services**
- **Social services**



# Workforce Development

- **The introduction of WD**
- **Get On Local Government**
- **Basic skills**
- **Trade Union Congress (TUC)**
- **Workers Education Association (WEA)**



# Organisational Benefits

- **Improve staff retention and absenteeism**
- **Easier to introduce new systems and technologies**
- **More problem solving and contribution of ideas**
- **Employees feel valued and job enriched**



# Organisational Benefits

- **Communication between management and staff is more efficient, leading to increased productivity.**
- **Health & Safety is more widely understood, which has lead to a decline in workplace accidents.**
- **Increasing personal safety of employees.**



# Organisational Benefits

- **Improvement in staff basic skills means customer orders and specifications are more effectively dealt with, increasing productivity and enhancing customer relations.**
- **Employees benefit personally, raising morale and contributing to a happier workplace.**

# Quotes

- **“One of the positive sides to this – it actually is a partnership approach. We both have a common agenda around certain areas”**

# Quotes

**“The project has encouraged joint working ...it’s a model for the future, where the challenges that are coming are bigger than any trade union. So we need to work co-operatively. I think the learning aspect has led us to where we are able to feel a lot more confident about sharing information”**



# Quotes

**“People with the right skills are crucial to the success and competitiveness of any business and of Britain’s economy. So employers need to be in the driving seat when it comes to designing and delivering training”.**

**Education and Skills.**

# Quotes

**“It is our belief that the people who work for the Council are our most valuable resource...and we are committed to an expanded programme of training and support for *all staff at every level* within the council....We have allocated a specific budget increase of £300,000 for staff training and development as evidence of our commitment.”**

**Peter Arnold: Leader of the Council**

C&G 9295  
Adult  
Learner  
Support  
Certificate

# C & G 9295

- **The relevance to the union learning rep.**
- **Benefits to the role of the union learning rep**
- **Working in the organisation**