



Scottish Union Learning Annual Report **2018**



stuc

Learners' Quotes

“Great course,
very informative
and well
delivered.”

“I would
recommend
this course
to anyone.”

“Enjoyed this
very much.
Looking forward
to putting into
practice.”

“Good mix of
visuals, theory
and practice.
Thoroughly
enjoyed the
course.”



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Introduction

Peter Hunter, Chair, Scottish Union Learning Board



This has been another successful, though challenging, year for union learning. I would like to take this opportunity to thank

our funders, Scottish Government, and our major sponsors, Skills Development Scotland, Scottish Qualifications Authority, and The Open University in Scotland, for their continued support.

Throughout the year, Scottish Union Learning has engaged in a wide range of opportunities designed to equip workers and union reps with the skills and confidence they need to thrive in an ever-changing labour market. Despite the challenges we face, such as the nature of annual funding, precarious employment, automation and Brexit, SUL, in partnership with unions and other partners, develops a programme of incredible variety in both content and format. This programme is aligned with Scottish Government priorities, and supports learners in overcoming the barriers that otherwise prevent access to learning. It is vital to the union movement as a whole that we recognise, value and support this work.

It is important to know what drives this work, and throughout the year I have engaged with SUL and the unions involved, to understand how they work and the union values they demonstrate in supporting learners. Their approach helps to remove barriers, create opportunity, promote Fair Work, and ultimately make a change to the lives of workers, not only in their jobs, but also in their personal, social and community lives. The reason I am sharing this with you in this Annual Report is primarily to highlight the discipline and effective focus of those involved in union learning, but also to make a point about strategy - which can sometimes get lost in the busy day-to-day operational objectives. It is important to be mindful of our core union values, to recognise who we are as union members in a wider movement, and to link our actions to the overall learning strategy.

The First Minister recently acknowledged that SUL offers access to learning that would otherwise not be achieved. We are grateful for the opportunity to continue this essential work, and to face the challenges of delivering learning and skills opportunities to workers across Scotland throughout the next year.

Structure

Scottish Union Learning supports trade unions in accessing skills and lifelong learning opportunities for their members that contribute to collective prosperity, fairness and equality, for workers across Scotland

Structure

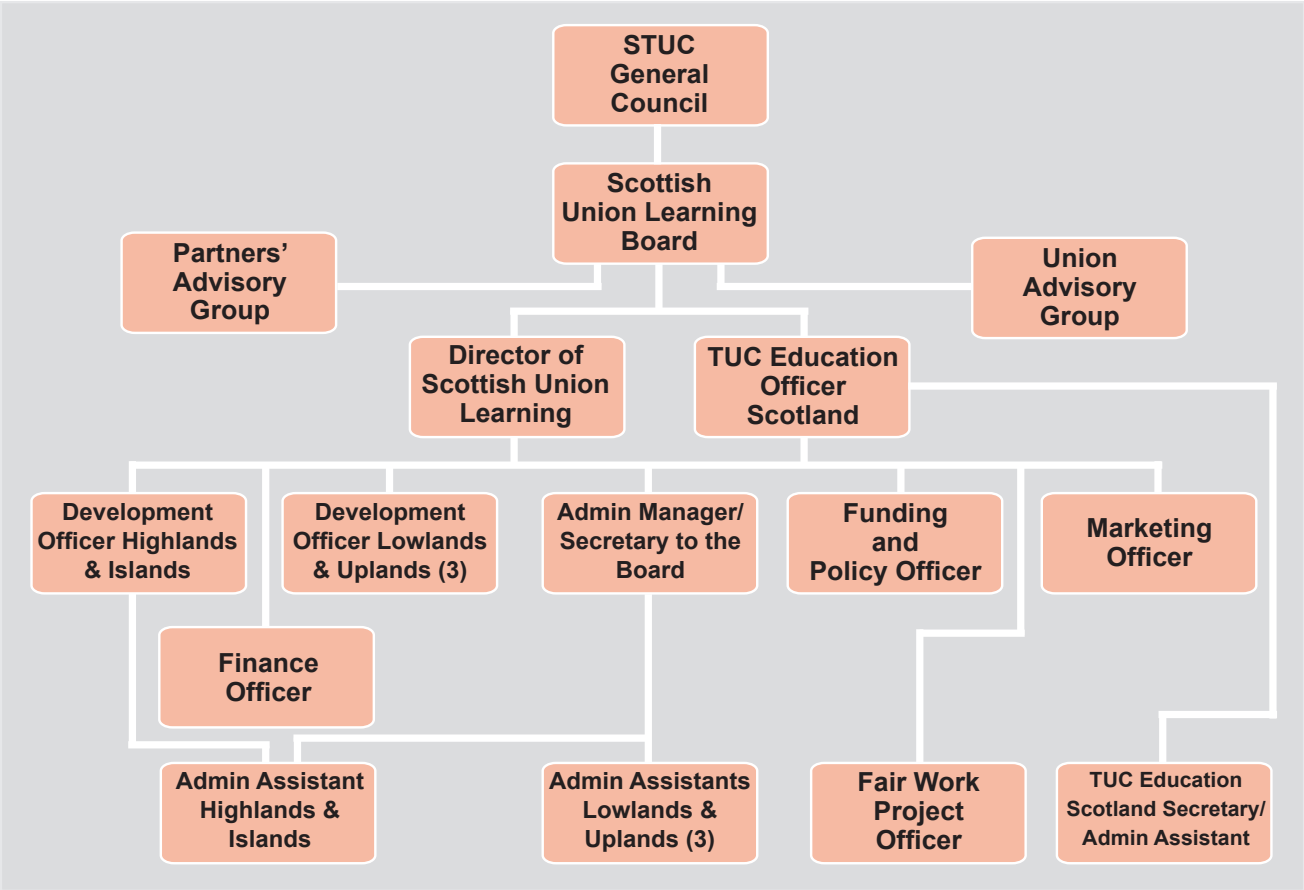
The STUC General Council established Scottish Union Learning to deliver, in partnership with unions, workplace learning opportunities in all sectors across Scotland, in line with STUC policy on learning and skills.

The Scottish Union Learning Board was established to direct and oversee the strategy and work of Scottish Union Learning. The Board includes members of the General Council, representatives of affiliated trade unions, the STUC General Secretary and a TUC nominated member.

The Union Advisory Group provides advice and information on strategic and operational matters, as requested by the Board, including updates on changes in the strategic direction on learning and skills of individual unions.

The Partners' Advisory Group contributes to discussions about the strategic direction of Scottish Union Learning, advises on future development, and shares information on the strategic direction of partner organisations.

The Scottish Union Learning Team has members located in the STUC/ Scottish Union Learning offices in Glasgow and in the UNISON office in Inverness. The Team delivers the work of Scottish Union Learning in line with the Business Plan and Workplan approved by the SUL Board.



The Board

Appointed by the STUC General Council, the Scottish Union Learning Board oversees and directs the work of Scottish Union Learning.

The Scottish Union Learning Board is appointed by the STUC General Council to oversee the operation of Scottish Union Learning. The SUL Board has responsibility for agreeing the strategic objectives of SUL and setting and monitoring its business and operational plans & budgets, in line with STUC policy.

Chair: Peter Hunter (UNISON)
Vice Chair: John Brown (CWU)

Members: Robert Mooney (Disabled Workers' Representative); Jack O'Neill (Young Workers' Representative) John Brown (CWU); Helen Connor (EIS); Jackson Cullinane (Unite); Karen Foster (PCS); Brian Linn (Aegis the Union); Jane Rose (Prospect) and Paul Shaw (RMT).

During the year, Helen Connor (EIS) and Jackson Cullinane (Unite) resigned from the Board and Jane Peckham (NASUWT) and Susan Quinn (EIS) were appointed by the General Council to serve until 31 March 2019.

Grahame Smith, STUC General Secretary, is an ex officio member of the Board and Ian Borkett, unionlearn Service Manager, is the TUC nominated member. A representative of the Scottish Government's Fair Work Directorate attends meetings of the Board as an observer.

The Board receives regular reports on the work of SUL including the Development Fund and Learning Fund, the Fair Work: Leadership and Equality programme, the Cyber Resilience Project, and the work of TUC Education in Scotland.

Staff in Attendance:

Wendy Burton, SUL Director
Sarah Wiktorski, TUC Education Officer
Ann Garscadden, Secretary to the Board

The aims and objectives of Scottish Union Learning are to:

- promote trade union-led learning and skills development in line with STUC Policy on learning and skills;
- support unions in identifying and meeting the skills and learning needs of their members and in organising workplace learning opportunities across Scotland with specific resources dedicated to the Highlands and Islands;
- assist unions in identifying the needs of Union Learning Representatives and provide appropriate support;
- provide assistance to unions in accessing Everyday Skills opportunities for their members;
- work with unions to increase digital participation and awareness of Cyber Security issues in workplaces across Scotland;
- promote the development of leadership capacity within unions;
- promote learning or action which increases equality awareness and tackles inequality and under-representation at work;
- encourage and support employer engagement in delivering learning and upgrading skills;
- establish relationships with partner organisations in the provision of learning and skills;
- continue to develop resources for unions, ULRs, and learners; and
- work with the TUC in ensuring the provision of a comprehensive trade union education service suitable to the needs of unions in Scotland.

Advisory Groups

The Union Advisory Group and the Partners' Advisory Group provide advice and information to the Board on strategic and operational matters.

Union Advisory Group

The Union Advisory Group supports the Board by:

- providing operational information that will inform the Board in making strategic decisions;
- identifying strategic or operational issues for the Board to consider;
- advising the Board of changes in the strategic direction of individual unions;
- providing the Board with examples of good practice in trade union learning.

Chair

Wendy Burton, Director

Membership

Membership is by nomination from all STUC affiliated organisations.

Partners' Advisory Group

The Partners' Advisory Group supports the Board by:

- contributing to discussions about the strategic direction of Scottish Union Learning;
- advising Scottish Union Learning on ways in which it could develop in order to better achieve its objectives and further its role;
- sharing information on the strategic direction of partner organisations;
- championing the value of union learning in the wider world of learning and skills.

Chair

Grahame Smith, STUC General Secretary

Partner Organisations

Dyslexia Scotland, Education Scotland, Equate Scotland, Glasgow Kelvin College, Highlands and Islands Enterprise, Learning Link Scotland, Newbattle Abbey College, Scottish Adult Learning Partnership, Scottish Book Trust, Scottish Enterprise, Scottish Government, Skills Development Scotland, SCQF Partnership, SCVO, SQA, The Open University, WEA Scotland, Zero Waste Scotland

The Board reviews membership of this Group on an on-going basis.

The Development Fund

The Development Fund complements existing trade union learning strategies and supports developments in workplace learning by increasing the capacity of unions to offer learning opportunities to members.

Funding for nineteen projects was allocated in 2018, fourteen in the Lowlands and Uplands area of Scotland and four based in the Highlands and Islands area. With the support of the Development Fund, unions have built strong relationships with existing and new employers from a range of industries and sectors to help them identify skills gaps and address these through the provision of workplace learning.



Lowlands and Uplands Projects

- Aegis: Developing Skills in Financial Services
- ASLEF: ASLEF Education
- BECTU: BECTU Vision
- BFAWU: Nurturing Leaders Through Learning
- Community: Engaging with Employers and Members to Drive Workforce Development
- NUJ: From Convergence to Emergence: New Opportunities in a rapidly changing industry
- PCS: License to Skill
- POA: Skills for Professional Workers
- RMT: Developing Skills in Rail Infrastructure, Rail Passenger and Ferry Passenger
- SAU: Collaborative Learning Networks
- UCATT: Increasing Skills Accreditation for Hard to Reach Workers in Construction
- UNISON: Member Learning Project
- UNITE: Learn with Unite
- Usdaw: Raise your V.O.I.C.E. for Fair Work
- Young Workers' Learning Project: Supporting Young workers in Precarious Employment

Highlands and Islands Projects

- NUJ: Innovation and Equality: A Strategy for a Sustainable Media Industry
- RMT: All Aboard for Learning
- UNISON: Member Learning Project
- Unite: Learn with Unite

Case Study

The Development Fund



Union: Unite the Union

Location: LUPS

Funding: The Development Fund

Unite the Union's Development Fund bid focused on small private sector contractors where workers are employed on short-term contracts or are self-employed. These workplaces have traditionally proved challenging for unions to organise within, and the focus has been on supporting workers to obtain a CSCS card, a trade card which is now essential on Scottish construction sites. Through the Development Fund, Unite has supported over 200 workers to obtain

their relevant papers over the past two years. The impact of this is significant, as it supports workers to retain employment and receive the correct rate of pay for their trade skill. Without this support, it is likely many of these workers would have left the industry, as the cost of self-funding this learning would have been prohibitive.

The range of courses is vast – ranging from telescopic material handler to slinger/signaller to CSCS Skilled Worker Card qualification – and the union has been able to negotiate time off for the majority of candidates. Over the course of the last two years, Unite has had a presence in almost every major construction site in Scotland, including Royal Hospital for Sick Children in Edinburgh, Perth Bypass, Aberdeen Western Peripheral Route (AWPR), Aberdeen Exhibition Centre, Queensferry Crossing and V&A Museum in Dundee, as well as school buildings from Ayr to Campbeltown. In this way, Unite has utilised learning to reach out to workers and to help organise and support workers in the front line of the Scottish construction industry.



The Learning Fund

Lowlands and Uplands Scotland



The Learning Fund is financed by the Scottish Government and accessed by unions, through Scottish Union Learning, to offer workplace learning opportunities to learners throughout Scotland.

The Learning Fund plays an important role in working with employers and training providers to identify and address skills gaps in workplaces, industries and sectors, as well as meeting individual learner needs. The type of learning offered reflects the different employers, industries and sectors that learners are working in and provides transferable workplace knowledge and skills. More than 300 courses took place during 2018 offering non-accredited and accredited learning at all levels and covered vocational and trade skills like electrical wiring, Everyday Skills, Digital and IT skills, management and leadership skills, and social and health care skills such as mental health, autism and dyslexia awareness. Unions work with employers and training providers throughout Scotland to offer collective workplace learning

opportunities in a wide range of industries and locations. Some of the 3,500 learners who participate may be at risk of redundancy, or employed in the expanding gig economy where there is little or no employer-led learning. The Learning Fund enables these learners to gain higher level skills, learn new skills or evidence their current skills through accreditation or certification, and helps them to protect their current employment and enhance their employability prospects.

Learners with caring responsibilities, those living or working in geographically isolated or rural areas, or working long hours with complicated shift patterns often find it difficult to attend traditional learning in colleges or training centres. The Learning Fund allows learning to be scheduled at convenient times and locations using tailored learning solutions to reflect the workplace environment and the specific needs of individual learners.

The Learning Fund

in the Highlands and Islands

Scottish Union Learning in the Highlands and Islands plays a vital role in helping workers access learning opportunities, supporting innovative approaches which bring workers and learning together despite the challenges of the mostly rural, sparsely populated region.

The Learning Fund supported a variety of courses in 2018 across the breadth of the Highlands and Islands. Courses ranged from Scots Law for Journalists to ECDL Spreadsheets, reflecting the diversity of workers' learning needs and their desire to acquire the skills and qualifications to progress in their career, to meet the challenges of changing workplaces.

UNISON utilised the Learning Fund to meet the needs of workers in health and social care, SDS and school support settings for courses including SSSC Awareness, Case Notes Writing Skills, various computer skills courses, and several courses addressing bullying and harassment, managing conflict, and mental health awareness.

Alongside a commitment to supporting the Modern Apprentice programme, the RMT union project also focused on mental health. The ongoing partnership programme with the employer, CalMac, and See Me Scotland was supported by the provision of the two-day Scotland's Mental Health First Aid course in locations across the region. Improving workplace culture was a key theme of the NUJ's project which delivered two Collaborative Leadership

events exploring alternative leadership strategies and behaviours in the creative sector.

Unite is strongly represented amongst the building trades, and in 2018 has worked closely with Highland Council and other local authorities to support these workers' employability, with courses including the CITB Site Manager Safety Training Scheme.

Over the last year, the EIS has continued to develop its union learning offering to teachers and lecturers in the Highlands and Islands. Courses including Equality and Human Rights in the Classroom, Leadership towards Management for Women Teachers, and Additional Support for Learning Needs, have been delivered in locations such as Stornoway, Lerwick and Fort William, and are highly valued CPD opportunities.

The demand for courses on mental health has continued, with Usdaw providing a Scotland's Mental Health First Aid course for retail workers in Inverness. This popular course was also delivered three times on a cross-union basis.

The cross-union model is an enduring success in the Highlands and Islands, and is a pragmatic solution to the challenge of filling courses from small workplaces. The model provides a range of other benefits including the exchange of knowledge and experience from a range of diverse backgrounds. Such courses can also help to develop professional support networks. During the last year, learner demand for



higher level accredited courses was met, when PRINCE2 Foundation and Practitioner, and COSCA Counselling Skills Certificate courses were delivered for workers from a range of workplaces and roles, who had in common an aspiration to progress or to change the direction of, their careers. These courses were very successful in terms of learner outcomes, and were greatly appreciated by the participants, with several anticipating new employment opportunities as a result. Others commented that they had not realised that such opportunities were available through the union, and would now become advocates in their workplace.

Participants on the COSCA course in particular, remarked that the bonds formed over the course of the intensive learning experience, would be maintained, with the group supporting each other in their new endeavours. These courses demonstrate the need and value of investing in accredited courses, however, there will always be

a need for shorter courses, such as the Planning for Retirement course.

Changes in public sector workplaces in particular, continue to drive demand for financial planning knowledge and skills, and five courses were delivered across the region. These were complemented by the delivery in Inverness and Kirkwall, of AgeWise, which takes a more holistic perspective on life changes and wellbeing.

Case Study

The Learning Fund



Union: UNISON

Location: Aberdeen, Glasgow, Inverness, Oban & Stirling

Funding: The Learning Fund

As many workers within the Social Care sector are required to register with the Scottish Social Services Council (SSSC), there has been an increase in need and demand amongst workers to attain a relevant SVQ to support the qualification requirements of registration. Through engagement with members, UNISON identified a need for a short 'Preparing to study SVQ' course for workers within the sector that were in line to undertake an SVQ to enable their SSSC registration.

Many of the learners in this group of staff lack confidence and an understanding of what is involved in the process, and some learners also required additional help before and during their SVQ.

The programme has run across Scotland with learners having the opportunity to better understand and prepare for formal study of an SVQ to

ensure they retain employment within the sector. The programme explained the SVQ process, helped learners identify areas of learning in which they require further support and understand the requisite skills and confidence to move forward.

Marta Chaba, Project Worker, UNISON, said "It is evident and essential that key workers within the social care sector that require to undertake an SVQ have the opportunity to prepare for formal vocational study. Many learners will not have undertaken formal study for many years and some may require support to ensure successful completion of their SVQ. This bespoke programme of learning ensures learners will be in a strong position to successfully complete their SVQ and subsequently their registration with the SSSC. Feedback from learners has demonstrated that there is both a demand and need for this preparatory course, it makes a real difference to the learners."



Case Study

The Learning Fund



Union: Aegis

Location: Edinburgh

Funding: The Learning Fund



Since the financial crash of 2008, pressures upon workers in the Finance sector have escalated. These include significant increases in target-driven processes and monitoring systems, a negative public perception of finance workers, and a change in the nature of jobs, with digitalisation changing the way workers interact with the public.

These changes have created conditions where workers' mental health can be negatively affected – a situation recognised by Aegis the Union, which prompted the initiation of a major learning programme around mental health within employer, Aegon UK.

Having negotiated with the employer for release time for workers, the first part of Aegis's tutor-led course provided workers with an understanding of what mental health issues really look like, dispelling the myth that these always manifest in extreme behaviour. The focus of these sessions was on

promoting understanding, empathy and awareness of mental health issues, rather than to produce mental health practitioners.

The next stage of the course related this practical understanding of mental health to the real-life experiences of participants within their workplace. This in turn fed into the final session, which gave information to workers on where and how to get support.

The most important aspect of the programme focused on workers engaging with their union to raise ideas on how to make changes to the workplace to deal with the mental health challenge. This included developing more specialist provision in the future, including a dedicated steering group involving the employer, the union and other external bodies. At the heart of the programme is a determination to tackle institutional workplace issues that affect mental health.

Case Study

The Learning Fund



Union: Scottish Artists Union

Location: Inverness, Ullapool & Orkney

Funding: The Learning Fund



The geography of the Highlands & Islands means many artists are working in relatively remote areas and often feel isolated from the contemporary visual arts sector. There is a desire to feel part of a wider creative community and in the last year, the Scottish Artists' Union has organised three learning events for its members across the region, in Inverness, Ullapool and Orkney. The events aimed to provide a meeting place for artists and support the wealth of creative talent from the region through learning, as well as enabling a collective voice to emerge.

The 'Below the Waterline' workshop, held in Stromness, Orkney, was timed to coincide with Living Wage week, and was an opportunity to raise awareness of the SAU's Fair Work contract. This intensive one-day course offered professional development training in effective negotiation of contracts, payments, rates of pay and how to price work. It explored the best approaches for arts organisations,

businesses and community groups, and how artists can share the value of what they do with others.

The course targeted local SAU members, who are evenly split between applied and visual arts, who are living and working in remote and rural areas, and often struggling to find the right opportunities for them to make a living from their practice.

Along with positive comments about the learning provided, nearly all the participants expressed feelings of isolation and how gathering with like-minded artists had been a really positive experience, for example:

"This workshop was super helpful and informative. Information and discussions were interesting and very useful for my future. Felt comfortable talking with everyone. Definitely need more of these sessions in Orkney and throughout my life as an artist."

Improving Everyday Skills

Scottish Union Learning promotes Everyday Skills activity through Development Fund projects, the Cyber Resilience project, STUC Conferences, Learning conferences, Everyday Skills Events and Union Rep Development Days.

Scottish Union Learning works with Scottish Government, Education Scotland, Dyslexia Scotland, Scottish Book Trust, Scottish Qualifications Authority, Workers' Educational Association and other partners to raise awareness of Everyday Skills needs and suitable means of support.

Everyday Skills Group
Through the Scottish Union Learning Everyday Skills Group, unions are encouraged to engage with Scottish Government strategies, such as Adult Literacies in Scotland (ALiS) 2020, Science Technology Engineering and Maths (STEM) Education and Training Strategy for Scotland 2017, and Safe, Secure and Prosperous: A Cyber Resilience Strategy for Scotland Public

Everyday Skills

Scottish Union Learning defines Everyday Skills as the language, literacy, numeracy and basic IT and digital skills required both in the workplace and at home. Everyday Skills activity also includes English language learning for those who do not have English as their first language and support for learners who may have dyslexia and/or other learning differences and abilities.

Sector Action Plan 2017-2018. Unions are also supported in participating in national initiatives such as Book Week Scotland, Dyslexia Awareness Week and Maths Week Scotland. The Group is comprised of members from affiliated unions, Scottish Union Learning, Dyslexia Scotland and Workers' Educational Association. The Group meets quarterly to discuss all aspects relating to workplace literacies, digital participation, cyber security and dyslexia; it is also responsible for contributing to the planning of the annual Everyday Skills Event.



Everyday Skills Spotlight

Book Week Scotland

Scottish Union Learning and Scottish Book Trust, worked in partnership with unions to celebrate Book Week Scotland, which took place in November 2018.

Through a programme of workplace events, unions and their members encouraged people to read more by participating in book-reading related activities. The theme for Book Week Scotland was 'Rebel' and a free 'Rebel' themed book was produced by the Scottish Book Trust to support the Week. The book was distributed by unions to over 500 members across Scotland.

ASLEF and RMT organised two events during Book Week Scotland. A stall was set up at Glasgow Central Station with over 75 railway staff taking part in the ScotRail Mess Room. People were encouraged to bring in their old books and swap them with hundreds of books that were on offer in the Mess. ASLEF members were also asked to complete Union Learning Surveys to help identify the best courses for them. Glasgow Libraries visited the stall in the afternoon and organised online library accounts for staff, so they could access eBooks, audio books, music and eMagazines using the 'Borrowbox' library app. A promotional event was held with staff from ScotRail and London North Eastern Railway in Edinburgh. Books and book review forms were handed out to staff over the course of the Week, and book tokens were given to the those who wrote the best book reviews.

CWU organised two open days to promote Union Learning and Book Week Scotland at BT in Glasgow. CWU also hosted a writing competition for a six word story to inspire people to submit articles for the new Book Week Scotland 'Conversation' themed book in 2019. The days were well received by BT onsite staff who felt that producing six word stories was an inspirational idea and expanded on the 'rebel' theme to include topics such as slavery and freedom.

EIS delivered two events during Book Week Scotland. The first was a twilight book reading event organised by Dunfermline District, at St Columbus High School for EIS and UNISON members. People were asked to explore the term 'Rebel' using the free book. They were also encouraged to discuss well-known 'rebels' throughout history and in particular books that show rebels in a positive light, such as 'A Ravenscraig Picture' and the 'Long Walk to Freedom'.

The second EIS event was delivered at Liberton High School, where the union organised a 'Mindfulness' lunch and staff shared a lunch and read poetry from the latest anthology from the Scottish Poetry Library. As a result, staff participated in further lunches, based on sharing poetry and food, providing them with an opportunity to stop, talk and share experiences.

Usdaw organised a promotional campaign to highlight Book Week Scotland and support the distribution of Scottish Book Trust's 'Rebel'



book at Morrisons and Tesco retail sites, and Livingston and Newhouse depots. The campaign was used to start conversations about adult literacy in Usdaw workplaces across Scotland, which included linking the book distribution to members who were taking part in the new union bite-sized English course called, 'A Play on Words'. 'A Play on Words' is a short course using famous quotes to help members learn some basic English rules and avoid some of the most common grammatical mistakes. As 2018 was the centenary of Women's Suffrage, Usdaw also developed a feminist slant to its campaign by planning to develop 'Reading Rebels' packs using the bestselling book 'Goodnight Stories for Rebel Girls'.

Unite organised an event and a stall to promote Book Week Scotland and the 'Rebel' book to drivers at the Co-Op Newhouse driver's bothy. A selection of union training leaflets were distributed at the stall and information on other member services. As a result, the Book Week Scotland stall generated a great deal of interest in learning and book-reading activities from Co-Op drivers,

and other visiting drivers who were at the depot. Unite also distributed copies of the 'Rebel' books at its HQ in the John Smith building in Glasgow. The books were particularly popular with the cleaners who read them during their tea breaks.

The STUC Young Workers' project organised a one-person show based on 'The Ragged Trousered Philanthropists' based on life in the building trades over 100 years ago and won a place in literary history as the first authentic English working-class novel. Over 70 young activists and workers attended and were given copies of the Scottish Book Trust 'Rebel' themed book.

"Book Week Scotland remains a popular event in our project year. ULRs across Scotland welcome the opportunity to talk about books and reading, and to start conversations about literacy in our workplaces. We are grateful for the support from Scottish Union Learning and the Scottish Book Trust that allow us to add more to our campaign stalls and get even more of our members involved".

Digital Unions: Cyber Resilience



Building on the success of the Digital Unions and Cyber Resilience projects, Scottish Union Learning successfully obtained further funding from Scottish Government's Cyber Resilience Unit during 2018-2019.

The project is continuing to build the capacity of organisations, unions, reps and workers by embedding cyber resilience into their learning offer in workplaces. In partnership with Digital Skills Education Limited, the project provides reps and workers with the opportunity to continue to improve their cyber security and data protection skills. From October to December 2018, the project delivered cyber security workshops with BDA, CWU, RMT, UNISON and Usdaw reaching over 200 workers.

Recent developments include the production of the first stage of a cyber security 'Train the Trainer' programme providing reps and workers with the necessary skills and expertise to deliver basic cyber security sessions with learners in their workplaces. The first workshop took place in late October with ULRs from RMT, and further workshops have been planned.

A new cyber security 'Train the Trainer' online and downloadable resource has been developed to support the cyber security 'Train the Trainer' workshops. This resource will be used by the cyber trainers to deliver their cyber sessions with learners. The resource is available free of charge and accessible to all organisations, unions, reps and workers who attend the workshops.

Case Study

Personal Cyber Security and 'Train the Trainer' RMT and Scotrail



Union: RMT

Location: Glasgow

Funding: Cyber Resilience

In October 2018, RMT Union Learning Reps and union activists attended a Scottish Union Learning Cyber Security workshop and 'Train the Trainer' workshop at the STUC. Funded by Scottish Government's Cyber Resilience Unit, the workshops provide participants with the knowledge to improve their own cyber security skills and the teaching techniques to deliver basic cyber security skills sessions with workers in their workplaces.

One of the participants, Nicola Melling is a union activist at RMT and works as a Ticket Examiner for ScotRail, where her duties include inspecting, checking and selling tickets to passengers, providing them with information, and assisting travellers with reduced mobility.

Aware of the importance of cyber security in both her personal and working life, Nicola learned how to set secure passwords, spot fake

websites and keep data safe online. In addition, Nicola was provided with the tutoring skills to deliver "bite sized" cyber security modules on how to choose safe passwords and safer web browsing with her colleagues

Shortly after attending both workshops, Nicola delivered a two-hour cyber security training session with RMT members in her workplace. The session covered how to create strong passwords and use password managers such as 1Password, Dashlane and iCloud Keychain. Nicola discovered that the learners really enjoyed testing the strength of their current passwords against an online password checker, and completing the interactive 'Diceware' random password generator exercise to create more secure passwords.

Nicola thought that taking part in the 'Train the Trainer' workshop made her feel more confident about sharing her knowledge with others, and gave her the best tips to deliver a session herself. Nicola was impressed with what she learned on both workshops and has been sharing this information with others.

Nicola said, "I would definitely be interested in attending an additional workshop to develop my cyber tutoring skills, as I feel this would be an ever-changing topic which would be a continual challenge in the future as hacking advances."



Fair Work: Leadership and Equality Programme

The STUC obtained funding from the Scottish Government's Fair Work Directorate in 2017-2018 to help develop leadership capacity with a focus on equality within the trade union movement in Scotland.

This programme is aimed at developing leadership capacity at all levels within the trade union movement in Scotland, with a focus on under-represented groups. Funding was awarded to: Aegis, EIS, FDA, PCS, POA Scotland, Prospect, RMT, UNISON and Unite, and to three cross-union projects delivered through the STUC Black Workers' Committee/Prospect, UNISON/PCS and STUC Young Workers' Project,.

Aegis organised a course entitled 'Consciously Building Our Future'. The course, which focused on 'Unconscious Bias', was attended by 21 learners, all of whom were union reps. The course sought to increase the leadership skills of Aegis union reps by increasing knowledge around unconscious bias, as well as discussing tools for addressing unconscious bias in the workplace. A working group of reps has been established from this session to take this work further.

The STUC Black Workers' Committee, in conjunction with Prospect, organised a 'Re-thinking Leadership' day. The course was attended by 10 learners, and the majority of trainers and speakers were themselves black

workers. The course aimed at providing union members from black and ethnic minority communities with the knowledge to challenge current barriers to leadership. The outcome was that learners felt more confident in taking on leadership roles within their respective unions. The BWC organised a follow-up session which encouraged participants to reflect on their own behaviour, noting personal patterns and preferences.

The EIS course, entitled 'Leaders Among Equals: Leadership Learning to Support Equality' was attended by 34 learners. The vast majority of learners were either current Equality Reps, or training to be Equality Reps. The aim of the course was to increase knowledge around the role of Equality Reps, and increase potential for new Equality Reps from under-represented groups. Feedback from the sessions indicate that more members have undertaken EIS Equality Rep training.

Entitled 'Diversity in Leadership', the FDA course was held on eight separate dates. In total, 48 learners attended at least one or more of the training days. The aim of the course was to enhance the leadership capacity of current FDA reps, and to engage with potential new leaders from under-represented groups. A particular focus was placed on individuals with self-identified confidence issues. Two further events - 'Women into Leadership', and 'BME into Leadership Scotland', were subsequently arranged.



PCS organised courses entitled 'Women to the Front – The Future of Our Movement'. The courses were attended by 13 learners and were aimed at developing campaign skills and building power and capacity through power structure analysis. A session on building a grassroots campaign through video was delivered. As a result, two learners have entered leadership roles within the union, and the majority of learners have started local campaigns.

POA's 'Taking Leaders Forward' was attended by six learners. The course aimed to enhance leadership at local levels, and more importantly for under-represented groups. The course was organised during the POA Scottish Conference to allow those attending to be integrated with the main event. As a result of the course, POA has five new reps; all either young members or women.

Entitled 'Leading the Way to a Fairer Workplace', Prospect's course was attended by 16 learners. The course placed emphasis on Fair Work and workplace equality, and included a session on the Fair Work Framework. The course sought to equip learners with the ability to identify occupational inequalities – specifically discriminatory outcomes resulting from embedded historical institutional practices. The planned outcome was to ensure members had wider knowledge of Fair Work and a better developed approach to diversity and inclusion.

The RMT leadership event, entitled 'Developing New Activists and Representatives', was attended by 18 learners. Cyber security, dyslexia awareness, and mental health were the topics covered in the course. These areas were selected following feedback from members, and sought to provide members and reps with the necessary

skills to be able to undertake leadership roles within the union. The course facilitators were all RMT reps, and following the event, some learners have started rep training.

Unite's construction sector (formerly UCATT) organised an event entitled 'Developing New Leaders in the Private Sector of Construction', which was attended by six learners. The course developed skills around approaching hostile employers, engaging with precarious workers, and identifying new leaders in the construction sector. The course produced six trained assessors/organisers who have skills in engaging with employers in precarious working environments, and progress was made in establishing fluid networks of communication within hard to reach workplaces.

Unite organised a course which was attended by 24 learners. Entitled 'Campaign Leadership Skills', the course looked at different leadership styles, conflict resolution, digital communications, and developing public speaking skills. The overall aim was to increase the skills of current reps, and develop skills of emerging reps. As a result, some learners went on to secure full-time positions with Unite, and overall, the course has strengthened skills in communications.

In partnership with PCS, UNISON organised a course entitled 'EU Workers Facing Brexit', which was attended by 14 learners. The aim of the course was to better understand EU workers' circumstances, provide training on issues related to Brexit, and

develop the leadership skills of workers. As a result of the course, 12 members were identified as new leaders who would take on local issues at work related to Brexit.

Entitled 'The Whole Worker', a course organised by the STUC Young Workers' Learning Project was attended by eight learners. The course focused on building collective power in precarious workplaces. Among the topics explored were hierarchies of power within workplaces, and how workers can use different tactics to address issues arising from power dynamics. Feedback from the event indicated that participants felt more confident in dealing with workplace issues, and were more positive about taking on a leadership role.

On completion of the activities funded through the programme, a final dissemination event took place in Glasgow in January 2019, allowing participating unions to share experience and good practice in relation to the development and delivery of leadership and equality training.

As part of the Fair Work: Leadership and Equality Programme, further efforts are being made to develop the National Equality Rep Network. Scottish Union Learning has been successful in obtaining further funding for 2019-20 to continue work through the Fair Work: Leadership and Equality Programme.

Apprenticeships

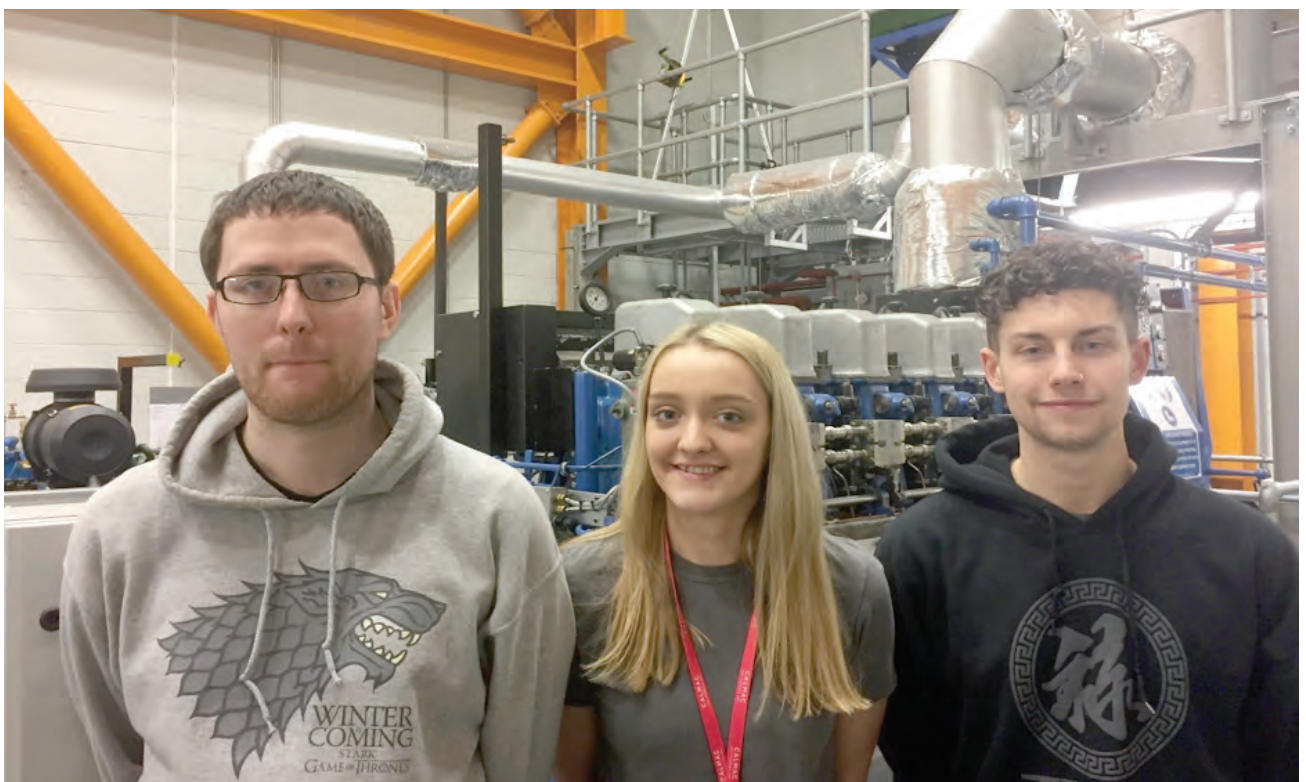
Scottish Union Learning has continued to work with unions and Skills Development Scotland on the growing 'Apprenticeship Family' programme.

Partly due to the introduction of the UK Apprenticeship Levy in April 2017, the apprenticeship programme has continued to expand the number of apprenticeships from across the growing Apprenticeship family. Scottish Union Learning is represented on the Modern Apprenticeship Group (MAG), which provides unions with the opportunity to contribute to the development and review of MA Frameworks. It is likely that the remit will expand to include Foundation and Graduate Apprenticeships.

SUL is also represented on the Scottish Apprenticeship Advisory Board (SAAB) Employer Engagement Group and Frameworks and Standards Group. Trade unions have participated in the

consultation process of Apprenticeship Frameworks through working with the relevant Sector Skills Councils. SUL is also involved in the Future Standards Architecture (FSA) Project with SDS and SQA. The main aim of this project is to create the work-based learning system of the future, and to transition from where we are now to this new model.

During 2018, SUL began to update the Modern Apprenticeship Toolkit and has undertaken site visits to develop case studies of apprentice and union experiences of the programme within unionised workplaces. Through the Development Fund and Learning Fund, Aegis, ASLEF, RMT, UNISON and Unite have continued to work with employers to deliver and develop apprenticeship programmes within workplaces. Unions have also been encouraged to work with employers to nominate an apprentice to join the new SAAB Scottish Apprenticeship Network.



Awards

Learner of the Year Award

The Learner of the Year Award was established by Scottish Union Learning to recognise the range of journeys currently undertaken by learners in the workplace, supported by trade unions.

The recipient of the 2018 Learner of the Year Award was Isabella Sutherland, a member of Unite the Union. Isabella was chosen as 2018 Learner of the Year because of her commitment both as a learner and as an advocate for adults returning to learning in the workplace.

Isabella found education at school to be challenging due to large class sizes and the subsequent lack of a supportive environment in which to learn. She was aware that returning to learning was necessary in order to maintain and build her skills base to support her development at work. The support provided by Unite the Union's 'Learn with Unite' project ensured a high-quality learning experience and inspired Isabella to make use of the learning opportunities which were made available.

Isabella currently works for Aramark in Aberdeen as a Heli-pad administrator, in the offshore catering sector. Through Unite, she has undertaken learning opportunities on Mental Health Awareness, Understanding Equalities, ECDL, Writing and Presenting Motions, and Automation. This has had a positive impact on her working life, improving her confidence and abilities in her workplace, and also in her personal life.



Juggling work and family commitments was challenging for Isabella, but with support from her family, and union colleagues, she has persevered and already has plans for further learning through the union's Leadership course.

Having participated in a range of training opportunities, Isabella was keen to ensure that her colleagues were fully aware of the learning opportunities on offer through the union. She has therefore, become a Unite ULR and is keen to encourage her colleagues to participate in learning in order to increase their knowledge and skills. Her message to her colleagues who may be apprehensive about going back to learning is not to be afraid, as there is always someone there to support you.

STUC Union Rep Awards

STUC Helen Dowie Award for Lifelong Learning

The STUC Union Rep Awards consists of four awards, two of which are administered by Scottish Union Learning: The Helen Dowie Award for Lifelong Learning and the STUC Equality Award.

The recipient of the 2018 STUC Helen Dowie Award for Lifelong Learning was Lisa McGuinness, an FDA member who works at HMRC Cotton House in Glasgow. Lisa has been a committed trade unionist since 2004 and is currently a Union Learning Rep, a learning lead for HMRC in Scotland, and the FDA lead on Learning in Scotland. Lisa's work to promote learning within HMRC has largely focussed on working with those from under-represented groups, such as women and BME workers.

The FDA now has a core group of ULRs across Scotland thanks to Lisa

and her collective approach to learning. The Leadership Development Project that Lisa ran was so successful that it was rolled out nationally and in total, the union has engaged with over 450 women learners through this Project. Many of the learners who took part have subsequently become actively involved in the union.

Lisa has developed a variety of high-quality learning opportunities for her fellow workers, and has also implemented a mentoring project to support new learners. This has helped the FDA to recruit new members and develop new activists from minority groups. The growing cohort of activists that Lisa has been instrumental in developing is helping the FDA to build and organise in Scotland.





STUC Equality Award

The STUC Equality Award recipient for 2018 was Linda Ford from Prospect. Linda works at the James Hutton Institute and is the Equalities Representative within her section and Prospect's "Scottish Research Establishments" Branch. In addition, Linda sits on the STUC Disabled Workers' Committee. Linda has engaged with the Scottish Government's Disability Stakeholder Events to tackle the disability employment gap and encouraged the project to consult with the STUC Disabled Workers' Committee.

Through her involvement with the STUC's Equality Rep Network and with the support of Scottish Union Learning, Linda established an Equality Rep Network in Dundee. Linda has worked hard to develop her knowledge and understanding of equality issues and has attended various development events and is currently working on the TUC Equality Rep online course.

When terms, conditions, and policies were being re-negotiated in her workplace, Linda insisted that equality proofing was a fundamental part of the process rather than a retrospective 'add-on'.

Although her employer is not a public body, Linda has ensured that they carry out a statutory Equality Impact Assessment for all policy changes. In addition, she has successfully campaigned for Prospect membership forms to include appropriate options for non-binary people. Her newest campaign is to see that all materials, printed or electronic, conform to accessibility best practice levels.

Conferences and Events

Scottish Union Learning organises conferences and development events throughout the year to support Union Learning Reps and trade unions in promoting and accessing learning opportunities.

Everyday Skills Event

The Everyday Skills Event was held on 22 February 2018 at the Scottish Youth Theatre in Glasgow. The theme of the Event was Everyday Skills: Innovative Approaches to Learning in the Workplace. Speakers at the Event included Dave Moxham, STUC Deputy General Secretary, and Jamie-Max Caldwell, Community Organiser, Unite. The Event provided delegates with the opportunity to take part in interactive storytelling activities, improve their data protection skills and explore online support for workers with autism. The event was attended by 83 delegates from 17 different unions.

Leadership Dissemination Event

The Leadership Dissemination Event was held in Glasgow on 28 March 2018. Unions which had received funding through the Leadership Development Programme attend this event to deliver presentations on the activities which they had undertaken, sharing experience and good practice.

STUC Congress

SUL held a fringe meeting at the STUC Congress on 16 April 2018 to discuss the future of freelance work in the creative industries, and across the 'gig' economy.

SUL Highlands and Islands Conference

The SUL Highlands and Islands Conference was held on 8 June 2018 in the Kingsmills Hotel, Inverness. Speakers included Grahame Smith, STUC General Secretary, Fiona Bruce, Dounreay Women's Network, Craig Lowther, Programme & Development Manager Education, UHI Inverness College, and Priscilla Maramba, UNISON – recipient of the SUL Learner of the Year Award in 2017.

Scottish Union Learning Conference

Around 100 delegates attended the annual Scottish Union Learning Conference held on 13 November 2018 at the Golden Jubilee Conference Hotel, Clydebank. The theme of the Conference was "Developing an Inclusive Workforce".

The Conference was chaired by Wendy Burton, SUL Director, and John Brown, Vice Chair of the SUL Board. Speakers at this event included Ivan McKee MSP, Minister for Trade, Investment and Innovation, Grahame Smith, STUC General Secretary; Marion Beattie, Skills Development Scotland; and Gerry Britton, Chief Executive, Partick Thistle Football Club. Workshops were held on: Building an Effective Voice, How to Be Irreplaceable in an Automated Workplace, Disability Equality in the Workplace – Making the Most of Staff Training, and Menopause and the Workplace. Twelve partner organisations had exhibition stands at the conference.



Union Rep Development Days

ULRs have regular opportunities to further develop their skills, network and share good practice through attendance and participation at Union Rep Development Days across Scotland.

Lowlands and Uplands Scotland

In the Lowlands and Uplands ULRs had the opportunity to attend Development Days in Dumfries, Fife, Glasgow and Lanarkshire.

The focus of the Development Days was on Digital Unions and Everyday Skills. ULRs utilised the Development Days to share good practice and an understanding of the local needs and demands of learners within their workplaces. ULRs also use these days as opportunities to influence the agendas of the Scottish Union Learning Conference and Everyday Skills Event. Representatives of Fife Trades Union Council and Dumfries Trades Council regularly participate.

Highlands and Islands

There are four ULR Learning Forums - Inverness and Nairn, Western Isle,; Orkney, and Caithness. Development Days are held regularly, where ULRs enhance their skills through bite-size learning sessions and by networking with colleagues from other workplaces.

Local learning providers often attend to discuss how they can work with unions to meet the learning needs of their members.

Development Days also provide an opportunity for the ULRs to propose cross union courses on topics which have a broad relevance across different workplaces, for instance mental health or equality.

Working with Partners

Skills Development Scotland (SDS)

Scottish Union Learning has a strong focus on working with SDS around the apprenticeship programme through membership of the Scottish Apprenticeship Advisory Board Employer Engagement Group, Standards and Frameworks Group, Modern Apprenticeship Group, Future Standards Architecture Advisory Forum and the Engineering Skills Leadership Group. This work ensures that unions are aware of the changes to the programme and have the opportunity to influence the development of Apprenticeship Frameworks and the development of the wider apprenticeships programme. Through meetings and exhibitions at Scottish Union Learning conferences, union members have been made aware of the wider services available to unions through SDS.

Education Scotland

Scottish Union Learning was represented on the National Strategic Forum for Adult Learning which is facilitated by Education Scotland. SUL was also represented on two working groups, the Professional Learning Group which is co-chaired by the SUL Director, and the Wider Access and Participation Working Group. The Professional Learning Working Group has undertaken research to identify professional development opportunities for adult educators in Scotland. The Wider Access and Participation Working Group carried out an initial audit of existing adult guidance services across Scotland and disseminated examples of good practice. Through the work of the Forum, Scottish Union Learning has promoted the Adult Achievement Award across Scotland and supported the Adult Guidance National Conference.

Scottish Book Trust

Scottish Union Learning, in partnership with Scottish Book Trust, celebrated Book Week Scotland in November, 2018. The aim of Book Week is to encourage people to read more by participating in book-reading related events and activities. The theme for Book Week Scotland 2018 was 'Rebel' and over 600 copies of Scottish Book Trust's 'Rebel' themed books were distributed by unions to reps, members and workers across Scotland.

Zero Waste Scotland

Scottish Union Learning worked in partnership with Zero Waste Scotland and the Scottish Waste Industry Training, Competency and Health & Safety Forum (SWITCH) to promote the Safety Health Environmental Awareness (SHEA) Passport Scheme, and Competence Framework for the waste and resources sector to employers and unions.

SCQF Partnership

The STUC established a Partnership Agreement with the Scottish Credit and Qualifications Framework (SCQF) Partnership in 2016, and SUL has continued to take this work forward with the SCQF and trade unions to support joint activity. Using the Framework to credit rate course provision, employers' internal training, and recognition of prior learning enables workers to obtain accredited qualifications.

TUC Education Scotland

TUC Education provides training for more than 40,000 union representatives, Health & Safety representatives and Union Learning Reps in the UK each year.

There are three trade union education centres across Scotland, based within City of Glasgow College, Edinburgh College, and Fife College. TUC tutors deliver education for trade unionists in union learning, equalities, health and safety, and more. Our centres are part of a network of TUC approved providers across the UK through which learners achieve nationally recognised education credits and awards up to Diploma level. TUC Education also offers specialist short courses on a range of topics including mental health, accident & investigation, and employment law, and several fully online courses, either self-directed or with tutor support, for reps who are unable to attend classroom-based courses. Union staff and officers can also access development opportunities via TUC Education.

eLearning

TUC Education has developed an extensive range of short, topic-based eLearning resources to help reps and activists keep their skills and knowledge up-to-date. They can be accessed at any time on a PC, tablet or phone.

eNotes are short modules which contain a mixture of real-life case studies, videos, and quizzes and take between 20 and 45 minutes to complete. There are over 30 eNotes available with topics covering equalities, employment law & rights at work, building the union, health, safety & well-being, and union learning.

Webinars are live discussions with experienced reps and officers about different issues relevant to trade unionists today. They are broadcast live online and are then available via YouTube. Recent topics have included Third Party Harassment, Menopause Support, and Pensions.

Course Directory

Union reps can view the current course directory, book a place, and access the eLearning resources at www.tuceducation.org.uk



Resources and Communications

Scottish Union Learning has continued to raise its profile in 2018 through social media, publications and the website, as well as through trade union and partner websites.



Scottish Union Learning website scottishunionlearning.com

The Scottish Union Learning website provides access to resources, publications, events and information and is a valuable resource for unions, ULRs, learners and partner organisations.

Scottish Union Learning News Flash scottishunionlearning.com/content/newsletter

Scottish Union Learning distributes an electronic newsletter on a regular basis. This news flash highlights union learning information and photographs, and is sent to unions, ULRs, partners and others who have an interest in learning.



Find us on Facebook

facebook.com/scottishunionlearning



Follow us on Twitter

twitter.com/unionlearning

Scottish Union Learning can be found on Facebook and Twitter at the addresses listed. There is also a Facebook Group for ULRs in the Highlands and Islands, accessible via the main Scottish Union Learning Facebook page.



Scottish Union Learning General Information Leaflet

The Scottish Union Learning General Information Leaflet provides a brief overview of the different areas of work covered, such as the Learning and Development Funds, Leadership Development Fund, Equalities, and Digital Unions.



Scottish Union Learning Cyber Security & Cyber Resilience Leaflet

This resource from Scottish Union Learning describes the resources available through the Embedding Cyber Resilience into Workplace Learning through Unions Project, including common terminology and definitions.

Scottish Union Learning Fair Work: Leadership and Equality Programme Leaflet

This leaflet provides details about the Fair Work: Leadership and Equality Programme, which increases awareness around the Equality Rep network, and highlights the various leadership and equalities opportunities that are available through Scottish Union Learning.



Learners' Quotes

“ Clear, concise, engaging – good examples of actual practice ”

“ The course will add value to my day to day work, and home life, and will help me to be confident in providing support for colleagues. ”

“ Very positive and inspiring. I hope this course will be run again in the future and I will actively encourage colleagues to attend. ”

“ Enjoyed course, now feel more confident to apply for a job. ”

“ Really helpful, good practical workshops. ”

“ I didn't feel out of my depth but learnt a lot of new tools and tricks I can apply in my daily role and increased my confidence. Great course. ”

“ Very thought-provoking workshop, felt engaged and listened to. Loved the relaxed atmosphere. ”

“ Very easy to understand and a nice relaxed environment. ”

“ This has been a fantastic course. Thank you. I feel that I have learned more about myself today and how to be a more effective leader. I have achieved exactly what I had hoped to. ”

“ Brilliant session, really informative. Presented in easy digestible chunks for a day. ”

“ Good course, well explained, good facilities. ”



Scottish Union Learning supports trade unions in accessing skills and lifelong learning opportunities for their members that contribute to collective prosperity, fairness and equality, for workers across Scotland.



Scottish Union Learning, in partnership with the Scottish Government's Fair Work Directorate, is currently providing support to unions in developing leadership capacity within unions and increasing the number of Equality Reps in workplaces in Scotland.



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