

2017 Annual Report







Meeting the Demands of a Changing Labour Market



Learners' Quotes



time now to try
the new skills out!"

was great;
everyone took part
in it regardless of
their levels of
learning."

today's course on challenging behaviour. I feel the content was very helpful in aspects of my workplace."

() 2017

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Introduction

Peter Hunter, Chair Scottish Union Learning Board



Throughout the year, Scottish Union Learning has firmly engaged in the delivery of the broadest possible range of learning opportunities tailored to equip

workers with the knowledge, skills and confidence required to survive and to thrive in a changing labour market. In addition, the delivery of targeted positive action learning opportunities has led to increases in under-represented workers undertaking courses and becoming more involved in their union.

As this annual report explains, Scottish Union Learning courses cover everything from ePublishing to maritime cyber security, and from women's pensions to the environmental impact of waste. Our ability to offer this educational variety relies heavily on our diverse range of education partners. In total we worked with 39 providers in 2017 including colleges, universities and freelance specialists. Our procurement process is highly competitive and it is important that we acknowledge and thank our wide range of partners for helping us to maintain the quality and choice our learners demand.

This year, we have been working in partnership with the Scottish Government to develop the cyber resilience capacity of unions, reps, and workers. The Cyber Resilience project is helping to develop workplace skills by providing a series of personal cyber security workshops. These workshops, which are being delivered across the country, provide learners with the opportunity to develop their awareness and understanding of cyber risks and threats and demonstrate appropriate measures to stay safe online, both in the workplace and in their personal lives.

We would like to re-state our thanks to the Fair Work Directorate of the Scottish Government. We share the Scottish Government's vision for Fair Work as the central element of an economy that delivers inclusive growth, and we are fortunate that Scottish Government support for union learning reflects a wider commitment to provide access for all. Our unique "offer" is the way Scottish Union Learning extends that educational access to workers, at or near their place of work.

The disruption and dislocation of political, economic and technological change is a threat to the skills, jobs and livelihoods of workers across Scotland, but with our funding and delivery partners, we know that we met that challenge head on in 2017 and will do so again in the years to come.





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

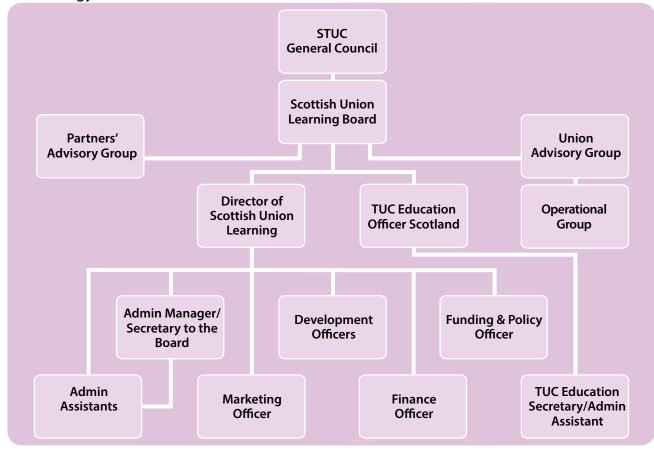
The STUC General Council established Scottish Union Learning to deliver, in partnership with unions, workplace learning opportunities in all sectors across Scotland, in line with STUC policy on learning and skills.

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** delivers the work of Scottish Union Learning in line with the Business Plan and Workplan approved by the 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 determines the aims and strategic objectives of Scottish Union Learning. These are outlined in the Business Plan and Workplan approved by the Board for the year. As well as agreeing the annual budget, the Board is responsible for the allocation and monitoring of all Scottish Union Learning funding, including the allocation of funding from the Development Fund and Learning Fund, and any additional funding secured to support the work of Scottish Union Learning.

Chair: Peter Hunter, UNISON

Vice Chair: John Brown, CWU

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

Grahame Smith, STUC General Secretary, is an ex officio member of the Board and Ian Borkett, unionlearn, is the TUC nominated member.

A representative of the Scottish Government's Fair Work Directorate attends as an observer 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.







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Advisory Groups

Union Advisory Group Partners' Advisory Group

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 was established by the General Council to provide support to the Board in the development of future strategy by providing updates on changes in the strategic direction of individual unions, examples of good practice in trade union learning, and operational information, as required.

The Group's remit includes:

- 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.

Co-Chairs

Wendy Burton, Director Gus Grubb, TUC Education Officer: Scotland

Membership

Membership is open by nomination from all STUC affiliated organisations.

Partners' Advisory Group

The Partners' Advisory Group was established to 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 Group's remit includes:

- 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

Membership

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, and 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 developmental work in workplace learning by increasing the capacity of unions to deliver courses to members.

Funding was allocated to 20 union projects in Scotland in 2017; of those, 16 were based in the Lowlands and Uplands area and four in the Highlands and Islands. The projects have used the funding to build strong relationships with existing and new employers, and develop a range of accredited and non-accredited learning opportunities across different sectors including food and drink, retail, transport, engineering, film/television, and healthcare.



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
- RCM: Learning and Development for Maternity Support Workers in LUPS
- 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
- W UNISON: Member Learning Project
- Unite: Learn with Unite



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The Development Fund



Union: UNISON

Location: Highlands & Islands

Funding: H&I Development Fund

The UNISON Highlands and Islands project is supporting workers in the health and social care sector with the skills and knowledge to manage the challenges of a range of demanding roles in hospitals, care homes and within clients' own homes. Marta Chaba, UNISON Project Worker, said: "Many workers in this sector have few or no qualifications, are lowpaid, part-time, based in remote and rural areas and have little opportunity to develop their skills. By reintroducing them to learning, we aim to support them to develop their skills and realise their potential." Equality of opportunity is key to the project approach, with courses being delivered in some of the most rural and remote areas of the Highlands and Islands. Through the

UNISON project, Palliative and End of Life Care courses were piloted by Highland Hospice experts to care homes in Dornoch and Invergordon. These courses were the starting point for a partnership programme between UNISON, the Highland Hospice, and Scottish Care, bringing an unparalleled level of training expertise to benefit care workers and clients in locations such as Gairloch and Wick. Workers have also participated in a range of courses including, in the Inverness area, CMI Introduction to Management course, in Invergordon, PC Passport, and, in Stornoway, workers from across the Western Isles studied for the Introduction to Counselling SQA qualification. A bespoke Pre-SVQ Preparation course equipped healthcare workers with IT and study skills to undertake the SVQ for mandatory SSSC registration. With this diverse offering to healthcare workers, UNISON is contributing to the development of a confident and skilled workforce and securing the employability of its members in this fast growing sector.











The Development Fund



Union: NUJ

Location: LUPS

Funding: The Development

Fund

The Scottish Production Talent Forum is a group representing broadcasters and independent television companies. Its focus is finding, retaining and developing the best television production talent in Scotland. There is an identified lack of talent available for TV roles, particularly in the growing current affairs sector in Scotland, which needs people with journalism skills. These skills are useful, transferable across a range of programmes and are needed regularly when journalists work as part of the production team. Due to the fragmented job market in journalism and increasingly freelance nature of employment, journalists regularly seek new opportunities for jobs.

In response, the Scottish Talent Forum and NUJ hosted an event to bring together senior staff from the TV sector and journalists to discuss the kind of roles that are available in the industry. The NUJ promoted the event to its network of freelance journalists and received an overwhelming response with over 160 people applying for 50 available places.

As well as 50 journalists, the event was attended by 10 representatives from independent production companies. Journalists were given the opportunity to gain first-hand knowledge from key speakers about how to get into TV, network for potential jobs and identify potential skills gaps. As a result of participant feedback about the success of the event, NUJ has been asked to organise similar activities in Wales and with BBC Scotland in 2018.







Footballers Kick Off with IT Skills



Union: PFA Scotland

Duration: 1 day

Location: Paisley

Attendees: 9

Funding: The Learning Fund

PFA Scotland (Professional Footballers' Association Scotland) is helping its members take the stress out of making the step from the football pitch to the world of employment.

The first of the accredited IT Skills courses kicked off at St Mirren's Stadium, in Paisley, with the aim of giving players the ability to competently use a computer and the Microsoft Office Suite – skills they will need for future employment be it in

coaching, an office environment or setting up their own business.

Michael Hart, Personal Development
Officer at PFA Scotland, said: "As a former
player myself, I know only too well that
football doesn't last forever and the sooner
you start planning for it the better. We are
here to help the players with putting their
Career Exit Strategy in place and making
them think outside the box. The IT Skills
Course is the first of many courses and
projects we will be involved in as we reach
out to the players and make them focus
on planning for the day they hang up their
boots."

IT skills are becoming increasingly important within all areas of employment, and this is a great example of trade unions once again taking the lead in developing the skills of workers beyond their current job roles. Feedback from course members evidences a real thirst for learning opportunities such as this.

The Learning Fund

Lowlands and Uplands Scotland

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

Unions throughout Scotland use the Learning Fund to offer workplace-based learning for workers who find it difficult to access traditional learning through colleges or training centres due to complicated shift patterns, additional caring responsibilities or living in rural or isolated areas. Unions arrange learning to take place at a location and time to suit the specific needs of the group of learners and the content is tailored to take account of both individual learner requirements and the workplace environment.

Unions work with employers in a wide range of industries and some of the learning undertaken through the Learning Fund is specifically tailored to address identified skills gaps and to protect employment for workers who are at risk of redundancy. Up to 3,500 learners a year are supported into learning by unions through the Learning Fund, with more than 300 courses running at locations from the Borders to the Highlands and Islands.

The expanding gig economy has led to an absence of employer-led learning in some areas and unions are stepping in to help affected workers to recognise and evidence their current skills through assessment and certification, and to

develop new or improved skills to protect or improve their employability and enhance their future career prospects.

The type of learning offered by unions through the Learning Fund ranges from low to high level learning and includes employability and Everyday Skills, and vocational and trade skills. Courses offered include a range of transferrable skills including IT, digital and social media skills, mental health, workplace equality and diversity and management skills. Learning needs are influenced by the industry or workplace in which learners are employed, and by the geographical area in which they live and work.

Learners gain increased confidence through improving their current skills or developing new skills and this can be the first step towards gaining a recognised qualification or progression in the workplace. Some learners will progress to higher level courses and some will also achieve a recognised qualification.

The data collected from participants attending courses supported by the Learning Fund in the Lowlands and Uplands area of Scotland reveals that 58% of the learners were female. The majority (60%) of both male and female learners fall within the 25-50 age group.



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The Learning Fund

in the Highlands and Islands

The Learning Fund 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.

In 2017 Unite the Union was the latest union to establish a learning project in the Highlands and Islands, supported through the Development Fund, and led by a seconded Project Worker.

Each union's distinct learning strategy, supported by the Learning Fund, drives a range of bespoke learning interventions developed to meet the different needs of workers in each sector and workplace. Working in partnership with employers, agencies like SDS and HIE, and local learning providers, union project workers play a key role in diversifying the learning offer in the Highlands and Islands and building the capacity of providers in the region to meet the challenges posed by adult learners.

In the first year of Unite's learning programme, the project is supporting accredited training in PAT-testing and MIG-TIG and Stick Welding to extend the skills of local authority workers. Through an expanding network of trained Union Learning Reps, the Unite project aims to use the Learning Fund to support

courses in workplaces from Fort William to Shetland in the coming year.

With a focus on the health and social care sector, UNISON has organised courses on basic computer skills and Pre-SVQ workshops to equip care home workers with the skills to undertake their qualification for Scottish Social Services Council (SSSC) registration. The project has supported learners to enhance work skills through courses in Dyslexia Awareness, Palliative and End of Life Care and to achieve qualifications in CMI Management, PC Passport, SQA Counselling Skills, and more.

The RMT project works closely with one employer, Caledonian MacBrayne, to promote digital skills, Modern Apprenticeship opportunities and provide accredited learning for admin workers. In a partnership programme with See Me Scotland, the Learning Fund is supporting a wide-ranging Mental Health awareness programme across Calmac's ships and onshore workplaces.





Journalists in the Highlands and Islands are predominantly freelance and benefit greatly from the provision of training through the NUJ's Learning Fund to update and extend their skills in a rapidly evolving sector. The NUJ project has prioritised bringing learning opportunities to more remote areas and developing partnerships with employers which in turn provide pathways for young people into the industry.

The Learning Fund also supports courses organised by groups of ULRs from different unions through Local Learning Forums in Inverness, Caithness, Western Isles and Orkney. These courses include CMI Management, Introduction to Digital Photography and Scottish Mental Health First Aid.

Data collected from the learners of all these Learning Fund-supported courses confirms that the typical Highlands and Islands learner is aged over 40 (73%) and a woman (73%), reflecting a known H&I demographic, particularly in public sector workplaces where union organisation is well-established.

appointed first
line manager (with a
number of challenges
ahead!) I found this
course to be useful. It
has given me perspective
on assessing a situation
as a manager and an
employee/colleague and
how better to deal with
situations together with
self awareness."

me to add to the knowledge I already had and was delivered in an effective way."







Unite connects Highland workers with PAT course



Union: Unite

Duration: 3 days

Location: Inverness

Attendees: 10

Funding: H&I Learning Fund

A learning request from workers at Highland Council led Unite to gain agreement from the local authority to organise a Portable Appliance Test (PAT) course. Legislation within the Institution of Electrical Engineers' (IEE) Code of Practice demands that only qualified personnel can administer and carry out the inspection and testing of appliances. This PAT Testing course supported learners to achieve the recognised City & Guilds 2377-22 qualification. Ten workers from the Building and Maintenance section

were allocated places on the course, which was opened to electricians or anyone with responsibility for the maintenance of portable appliances in their workplace. The Council agreed time off to attend the course, delivered by UHI Inverness College. However, when staff shortages in the Council threatened to affect the course, Unite reached out to other workplaces in Inverness. This generated such a demand that the two courses were filled and a third course was arranged for later in the year. Council workers on the original PAT courses were joined by participants from NHS Highland.

Wendy Skinner, Unite Project Worker, said: "Completion of the course will enable participants to broaden their skills, open up work opportunities and progress their careers. It will also have a benefit to their employer who will have in-house electricians able to carry out the testing of on-site appliances and cease the costly practice of outsourcing to contractors."





RMT brings training onboard to CalMac workers



Union: RMT

Duration: 1 day

Location: Oban

Attendees: 18

Funding: H&I Learning Fund

Through the joint union learning steering group, RMT worked with CalMac Ferries and SCVO to sign up to the Scottish Government's Digital Charter, which aims to offer basic digital skills training to all employees and work together to provide these opportunities. In a remote workplace that is constantly moving to rely on digital participation, the RMT aimed to train ULRs to carry out training onboard the ships in the west coast of Scotland where an internet connection is unreliable. Through the Learning Fund, a one day course was

arranged in Oban for ULRs to train other crew members using onboard iPads. The training covered Basic Skills, Social Media, Social Engineering, Password Security, Device Security and Safe Browsing.

Graham Wallace, RMT ULR, said: "The course has given me the knowledge and confidence to deliver sessions in the workplace and support colleagues to develop their digital skills and make them more aware of the benefits of cyber security." Caroline Barry, CalMac Learning and Development partner, said: "Working with RMT and Scottish Union Learning to deliver this course has had a very positive effect on employees who otherwise have lacked in the skills and confidence to participate in digital opportunities or progress their careers where these skills were required." Dan Henderson, RMT Learning Organiser, said: "We hope to provide more training that will give us as much coverage as possible throughout the CalMac network which covers 23 routes in the west coast of Scotland."





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, WEA 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, Digital Participation: A National Framework for Local Action, and Scottish Government Mobile Action Plan. Unions are also supported in participating in national initiatives such as Adult Learners' Week, Book Week Scotland and Dyslexia Awareness Week. 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 related to workplace literacies, digital participation and dyslexia; it is also responsible for contributing to the planning of the annual Everyday Skills Event.

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 disabilities.







Everyday Skills Spotlight

Book Week Scotland

Scottish Union Learning, in partnership with Scottish Book Trust, worked with unions to celebrate Book Week Scotland, which took place in November 2017. Unions participated in a programme of workplace activities to read more during Book Week Scotland. Based on Scottish Book Trust's 'Nourish' theme, Book Week Scotland encouraged people to share their stories about health and wellbeing, culture, identities and traditions, and to celebrate the joy of food.

ASLEF organised a book swap and promotional stall at the Central Station bothy on St Andrew's Day which attracted train drivers from ScotRail and Virgin. Workers who supplied books for the stand were provided with the opportunity to enter a free raffle and win a Kindle. The Book Week Scotland nourishment theme linked to ASLEF's mental health and wellbeing initiative.

The CWU organised a book swap stall with a 'nourishing' lunch in Aberdeen. The event provided the opportunity to bring people together, in particular BT engineers who are often out in the field and work regularly from home. Fifty of the 60 workers employed on the site attended the event. As a result, a new designated area has been established for reading and book swaps.

Usdaw delivered a reading promotional event with a stall and union learning survey at Morrisons in Lindsayfield, East Kilbride. The event was launched by a piper on St Andrew's Day. Usdaw also hosted a book swap box at Tesco in Livingston.



The NUJ organised a 'Writers in Digital Times' evening event in Glasgow. The event provided an opportunity to find out how to self-publish in the digital age and participants listened to stories from five journalists who have had various types of work published. Participants mingled with the authors at the end of the event to get further tips about publishing.

In the Highlands and Islands, Unite organised a pop-up stand in the canteen at Raigmore Hospital in Inverness and free books were distributed. Reps handed out information on local story-telling, creative writing and promotional events taking place during Book Week.

The RMT organised a number of events in Oban at the Ferry Terminal and on the ferries. As well as running promotional activities on and off shore, workshops were organised around health and wellbeing, faith, spirituality, physical fitness, mental health, mindfulness and holistic approaches to self-nourishment. The workshops were delivered in partnership with a local literacy group. Over 250 copies of Scottish Book Trust's 'Nourish' book were distributed.



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Cyber Resilience

Building on the success of the Digital Unions project, Scottish Union Learning was awarded funding from the Scottish Government to deliver a Cyber Resilience project during 2017-2018. The objective of the project is to develop the cyber resilience capacity and cyber security skills of unions, reps, and workers across Scotland.

Faster, cheaper digital technologies are delivering an unprecedented array of social and economic benefits. However, the pace and process of digitisation introduces an entire new set of risks from known and unknown sources. Increasingly, Everyday Skills and Digital skills have developed to include Cyber Resilience skills in the workplace.

The funding was secured from September 2017 to provide a series of personal Cyber Security workshops for 500 workers delivered in partnership with Digital Skills Education Ltd. The workshops provide learners with the opportunity to develop their awareness of password security, social engineering and phishing attacks. This includes how to spot hackers, prevent them from stealing confidential information or accessing accounts using malicious software, and identifying scam emails from bogus companies and individuals.



During the first four months of the project much progress was made:

- Over 1000 Reps and workers took part in promotional activities at stalls at Aegis, EIS, GMB, and POA events, external partner learning forums, STUC and Scottish Union Learning Conferences.
- Over 500 Reps and workers from 11 unions: Community, FDA, GMB, POA, Prospect, PFA Scotland, PCS, RMT, UNISON, Unite, and Usdaw participated in Personal Cyber Security workshops across Scotland. Workshops were also delivered at ULR Development Days in Dumfries, Edinburgh, Kirkcaldy and Glasgow. As a result, the annual workshop targets were exceeded during the first three months of the project.
- As a result of requests from unions, at the end of 2017, Personal Data Protection workshops were developed in line with the European General Data Protection Regulation, which comes into effect in May 2018.





Digital Unions



Union: Community

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Location: Glasgow

Attendees: 5

A 10-week filming and editing course was developed with support from the Scottish Union Learning Digital Unions project and in partnership Community, RSBi, WEA and Stuart Platt, freelance digital film-maker. The course provided learners with the skills to produce an inclusive and accessible short film to promote the health and well-being of workers at the RSBi factory in Glasgow. Support for the learners, who have a range of disabilities and additional learning needs, was provided throughout the programme by WEA's Glasgow Workplace Literacies tutor.

The course took place from April to the end of June 2017 and was delivered with a small group of administrative assistants and machine operators.

The main benefits of the training for the learners were opportunities to:

- develop their planning, communication and team building skills;
- gain practical skills on the use of cameras, lighting, sound and drones, and experience of editing; and
- increase their confidence levels in a supported learning environment.

This was the first time RSBi workers were provided with the opportunity to get access to this type of training.

As a result of the course, further additional training is being explored by RSBi to provide all their union reps with the digital skills to blog about their experiences.



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Highlands and Islands

Scottish Union Learning has a small team based in Inverness, whose remit is to work with local trade unions to provide learning opportunities, which are tailored to the range of needs of workers in the Highlands and Islands. A priority is to encourage unions to engage and develop union learning programmes for their members in the various sectors in the area.

The Highlands and Islands team supports unions and their members across a geographical area which covers more than half of Scotland but has only 10% of its population. Remoteness and fewer services are arguably the biggest challenges for unions in striving to provide the same learning opportunities as their colleagues elsewhere in Scotland. Distances between workplaces and learning centres mean that the traditional approaches such as day release or evening classes are often not an option. The role of ULRs in the Highlands and Islands has developed in response to these challenges. Supported by their union, the typical ULR works with a fair degree of autonomy and builds strong relationships between the union and employer, and with partners and learning providers in the community. The local knowledge of ULRs is invaluable for learning providers to develop courses that meet the learning needs of workers, and take account of geographical and cultural considerations.

Consequently, Scottish Union Learning prioritises support for this crucial role though the provision of Development Days, guidance and resources for organising courses and events throughout the year, including the annual Highlands and Islands ULR Conference.

The Team's activities focus on:

- Working with unions to increase the number of ULRs and developing the ULR infrastructure;
- Establishing and maintaining Local Learning Forums across the region, supporting ULR skills acquisition through Development Days which provide opportunities for networking and support for organising courses;
- Developing and co-ordinating good practice models of cross-union working extending the reach of union learning;
- Identifying innovative ways to deliver learning programmes which help overcome potential barriers such as remoteness and low density population;
- Working with government agencies to contribute to economic strategies for the Highlands and Islands which reflect workers' aspirations in workforce development;
- Supporting unions and ULRs to build collaborative working relationship with employers, to develop more productive and rewarding workplaces;
- Working in partnership with trade unions, local learning providers and other key partners to develop learning provision that meets the needs of unions; and
- Ensuring that the needs of the Highlands and Islands are incorporated in the development of Scottish Union Learning.

Young Workers' Learning Project

The Young Workers' Learning Project delivers courses that give young and precarious workers the skills to build collective power and take control of their work. Hosted by the STUC on behalf of affiliated unions, it supports other STUC initiatives including the Better than Zero campaign, the STUC Youth Committee, and the Unions into Schools project, and helps facilitate educational opportunities for young workers across unions.

The STUC supports young and precarious workers through the cross-union Young Workers' Learning Project. The Project aims to identify the skills and resources that young workers need to win more control and better conditions in the economy and workplaces, and deliver appropriate courses, support events and

school visits, and develop social media and a digital strategy.

A course on workplace leadership skills was delivered for workers from different industries who had raised issues with the Better than Zero Campaign. A workshop on 'Controlling your Future' focused on the impact automation can have, positively and negatively, in the workplace and gave young workers some basic coding skills. A 'Script to Screen' course was delivered by the WEA to develop young activists' skills on how to visualise a message and build a story around the issues young workers face in the workplace.

The Project also worked with the Scottish Artists' Union to organise an Artivism project, which has developed young workers' creative talents to highlight exploitation and exclusion at work. In addition, the Project organised an event in December 2017 in conjunction with STUC Unions into Schools. This event was attended by 35 school pupils from four schools. The theme allowed pupils to learn about different forms of workplace control.





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The Leadership Development Fund

The STUC again obtained funding from the Scottish Government's Fair Work Directorate in 2016-2017 to help develop leadership capacity within the trade union movement in Scotland.

Scottish Union Learning secured further funding from the Scottish Government's Fair Work Directorate to continue the Leadership Development Project in 2016/17. The Project is aimed at developing leadership capacity at all levels, within the trade union movement in Scotland. The activities funded through this fund were expected to be a catalyst to future work on leadership, and participating unions confirmed their commitment to this.

During the year, the Board allocated Leadership funding to Community, EIS, FBU, FDA, GMB, PCS, POA, RCM, UNISON, Unite, USDAW and to a cross-union project delivered by the Young Workers' Learning Project. Unions met the challenge of creating new and original activities which were interactive, challenging, innovative and expressly inclusive resulting in a wide range of leadership activities being delivered by these unions during the year.

A final dissemination event, held in Glasgow in March 2017, allowed participating unions to share experience and good practice in relation to the development and delivery of leadership training.

Scottish Union Learning has applied for further funding for 2017-18 to continue work through the Leadership Development Fund.





Equality Rep Development Project



The STUC obtained funding from the Scottish Government's Fair Work Directorate in 2016-2017 to take forward work with unions and employers aimed at increasing the number and effectiveness of Equality Reps across Scottish workplaces.

During 2017, Scottish Union Learning worked with many unions and employers to consider the best ways to improve the number and effectiveness of Equality Reps across Scottish workplaces.

The absence of facility time, and the related lack of training and development provision that is available to Equality Reps, remains the main issue to be addressed. Representations have made to the Scottish Government to highlight this issue and seek support for the introduction of facility time to allow Equality Reps to operate effectively.

The National Equality Rep Network continues to operate and co-ordinate regional and national meetings, allowing the sharing of good practice. Workshops have been delivered at conferences and meetings organised by individual affiliates to discuss how best to make the case with employers for equality and diversity and Equality Reps. The Project will continue to work with unions to promote equality and diversity as a crucial issue to be addressed by employers across Scotland.

A Leadership course aimed at developing and supporting union reps and activists who were keen to help to lead on promoting equality and tackling inequality in their workplace was organised through the Equality Rep Development Project. Participants were provided with the skills required to help influence others to take equality seriously and to motivate employers and unions to take concrete steps to tackle inequality.





Apprenticeship Family

As the Modern Apprenticeship programme continues to grow and evolve, Scottish Union Learning continued to work with unions and Skills Development Scotland to support apprentices. The 'Apprenticeship Family' is the broad term now being utilised to cover the growing array of these employment opportunities.

Unions have continued to work with employers to deliver and develop Apprenticeship programmes within workplaces.

Over the past year, through the Development Fund and Learning Fund, UNISON delivered a three day block of workshops specifically targeted at Modern Apprentices employed by South Lanarkshire Council. The series of half-day workshops reached 40 learners and covered topics such as dealing with conflict in the workplace and staying safe online. Funded through the union's internal mechanisms, workshops were delivered by Show Racism the Red Card. For many of those Apprentices, an apprenticeship is their first job after leaving school and the delivery of these workshops provided them with their first experience of trade unions.

The RMT has worked in partnership with CalMac to grow the Modern Apprenticeship programme from Deck and Engineering with the addition of a Modern Apprenticeship in Hospitality (with maritime enhancements). The programme has supported apprentices into sustained employment. Scottish Union Learning has also continued to work with Skills Development Scotland on the Apprenticeship programme through representation on the Modern Apprenticeship Group and Scottish Apprenticeship Advisory Board.





Learner of the Year Award

Scottish Union Learning

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

Scottish Union Learning presented the 7th Annual Learner of the Year Award to Priscilla Maramba, a member of UNISON who works for Stirling Council. Priscilla was born and brought up in Zimbabwe, and worked as a solicitor there until life started to become challenging under the government regime of Robert Mugabe. In 2001, Priscilla came to the UK to study and make a new life for herself and her three children. Priscilla worked in many jobs to make ends meet including working in a potato factory, ice cream factory, then as a cleaner, care assistant, and support worker for people with Learning Disabilities, as well as volunteering at a Citizens Advice Bureau.

In 2005 Priscilla moved to Scotland, and whilst working as a Care Worker for Falkirk Council, she became a member of the local UNISON Branch, which supported her return to learning. Priscilla currently works as a Support Worker for Stirling Council. Priscilla has continued her learning journey by completing an HNC in Business Studies and gaining her Masters in Law.

In the last year, Priscilla has also completed UNISON's Black Workers into Management Course, supported by the Learning Fund from Scottish Union Learning, and has now started a Chartered Management Institute Certificate in First Line Management through the Learning Fund. She is a UNISON Black Members Committee rep on UNISON Scotland's Learning and Organising Committee, and is working closely with the UNISON Development Fund Project. Priscilla has completed her Social Work Qualification and hopes to work as a Social Worker in the future.





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STUC Union Rep Awards

STUC Helen Dowie Award for Lifelong Learning

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

The recipient of the 2017 STUC Helen Dowie Award for Lifelong Learning was Brian Ronald, Unite the Union, who works at Rolls-Royce in Inchinnan. Sponsored by Skills Development Scotland, the award was presented at STUC Annual Congress by First Minister Nicola Sturgeon MSP.

Brian works as an Engineering Inspector and is the Lead Union Learning Rep at Rolls-Royce. Brian was instrumental in setting up a unique learning partnership organising the Open University degree programme that runs at Rolls-Royce in conjunction with Unite, Rolls-Royce, Scottish Union Learning and the OU. The unique funding arrangement between the union, employer, and learning provider has provided members at Rolls-Royce the opportunity to study for a degree at a time that suits them, at their own pace, and at a fraction of the cost of achieving a degree as a regular part-time learner.

Grahame Smith, STUC General Secretary, said: "Brian's ability to lead by example in workplace learning whilst also achieving a degree and working full-time is remarkable. He is a credit to his union, Unite, and to Rolls-Royce and is a fitting recipient of this year's award."

Brian Ronald said: "I am honoured to receive this year's Helen Dowie Award, and would like to thank the STUC for selecting me for such a prestigious award. I think it's great that the STUC formally recognises the work carried out by Union Learning Reps in this way. I would also like to thank my team of ULRs, Unite the Union and Rolls-Royce for their support in such a worthwhile project."









STUC Equality Award

The recipient of the STUC Equality Award for 2017 was Sharon Sweeney, President of the University and College Union (UCU) Branch at the University of Dundee.

The award was presented at STUC Annual Congress by First Minister Nicola Sturgeon MSP.

Sharon has been an active trade union representative for a number of years within the Dundee UCU Branch Committee. Sharon has pursued the disability equality agenda, and through negotiations with her employer, successfully negotiated a Disability Leave Policy (one of few in Higher Education Institutions). The policy includes provision of disability leave in long-term absence policies, so that disabled staff are not penalised or subject to unfair absence management procedures within the sickness absence process.

Following the agreement of this policy, Sharon then instigated a UCU training session together with UCU's National Head of Equality, and the Human Resources Director of Dundee University, to show the positive outcomes for good negotiations and best practice around Disability Leave policies. In 2015, Sharon was elected as the UCU Scotland Equality Officer, where she takes forward the union's equality agenda at a Scottish level, and participates in the work of UCU Scotland officers. This has involved raising issues around the gender pay gap and casualisation with the Scottish Funding Council and Scottish Government.

Sharon was elected to the STUC Disabled Workers' Committee a few years ago. Two years ago, her colleagues nominated her to the vice chair role, and in the past year she was elected as the Chair of the STUC Disabled Workers' Committee, leading the work of the Committee in its engagement with the Scottish Government, other unions and third sector organisations. In November 2017, she chaired the STUC Disabled Workers' Conference.

Grahame Smith, STUC General Secretary, said: "Sharon's work is unparalleled in challenging inequality in her workplace and supporting others in her workplace, her union's national structures and the wider trade union movement through the STUC Disabled Workers' Committee throughout her years as a trade union rep."



2017 Annual Report

Conferences and Events

Scottish Union Learning Conferences 2017

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

Scottish Union Learning Conference

The 2017 Scottish Union Learning Conference was held on Wednesday, 15 November in the COSLA Conference Centre, Edinburgh. The theme of the Conference was: "The Demands of a Changing Labour Market." The Conference, chaired by Peter Hunter, Chair of the SUL Board, was attended by around 100 delegates from 23 different unions. The Conference was addressed by Grahame Smith, STUC General Secretary; Suzie Bowman, Senior Service Designer, Skills Development Scotland; Jamie Hepburn MSP, Minister for Employability and Training; and Atta Yaqub, Actor & Community Activist.

A Panel Session was held on "The Demands of a Changing Labour Market." Workshops were delivered on: Using Learning to Tackle Inequality; The Gig Economy – Empowering Workers; Personal Cyber Security; Apprenticeships and Unions. Scottish Union Learning is grateful for the sponsorship provided by Skills Development Scotland (SDS) and the Scottish Qualifications Authority (SQA).

Highlands and Islands ULR Conference

The annual Highlands and Islands Learning Conference was held at the Kingsmills Hotel in Inverness on Friday, 16 June 2017. The theme of the Conference was

"Generations Learning Together in the Workplace". Speakers included David Coyne, Skills Development Scotland, Roisin Connolly, Connecting Carers, Pete Cannell, Open Educational Practices Scotland, and Grahame Smith STUC General Secretary. Workshops were delivered on Organising Learning for Young; Precarious Workers; Digital Self-Defence; and Knowing Me, Knowing You, which explored the Johari window technique.

Everyday Skills Event

The Everyday Skills Event was held on Thursday, 23 February 2017 in the Albany Learning and Conference Centre, Glasgow. The theme of the event was Everyday Skills: Building a Resilient Workforce. Speakers at the Event included Dave Moxham, STUC Deputy General Secretary, Yvonne MacDermid, Chief Executive, Money Advice Scotland, Mandy Haeburn-Little, Chief Executive, Scottish Business Resilience Unit, University of Stirling and Gerry Grant, Chief Ethical Hacker, Scottish Business Resilience Unit, University of Stirling.

International Engagement

In September 2017, Scottish Union Learning met with 20 representatives from Arbeit und Leben, part of the German Trade Union family and one of the largest providers in Germany of adult education for workers and union members/works councils. Presentations were made by members of the team on the work of Scottish Union Learning and trade unions in delivering workplace learning in Scotland. The Group was particularly interested in the strong link between trade union learning and organising and hoped to introduce the Scottish model in the future.

Union Rep Development Days

(Previously Local Learning Forums)

Union Rep Development Days support the skills development of union reps through delivery of focused workshops on specific topics. Reps also have an opportunity to network and share practice, on a cross-union and cross-employer basis.

Lowlands and Uplands Scotland

Union Reps in the Lowlands and Uplands attended Development Days in Dumfries, Edinburgh, Fife, Glasgow, Lanarkshire and Tayside. The autumn round of Development Days saw the merging of the Tayside and Fife groups.

Digital Unions workshops were delivered with a focus on Cyber Security. Workshops were also delivered on Adult Achievement Awards (AAA), 'Supporting collective learning in workplace' and 'Becoming an Open Educator'. The AAA workshops utilised the real life case study of the CWU multi-partner project while the other two highlighted workshops explored Open Learn resources.





Highlands and Islands Scotland

In the Highlands and Islands, Scottish Union Learning continued to support local ULR Forums in Inverness, Caithness, Orkney and the Western Isles, with meetings being held face to face or by Skype.

In the last year, Development Days have generated a great deal of interest in innovative ways of learning that can be transferred to the workplace, with aspects of cyber security proving popular. Courses which have been organised on a cross-union basis include Planning for Retirement, which has been very beneficial for public sector workers considering their future options as a result of organisational restructuring, also Women and Pensions, focusing on raising awareness of the gendered nature of women's pay in retirement, and Scotland's Mental Health First Aid, which has grown in popularity with the current media interest in mental health.

The Development Days in the Highlands and Islands continue to provide opportunities for ULRs to develop and be inspired by the learning opportunities they are able to offer their colleagues.



Working with Partners

Skills Development Scotland (SDS)

Partnership work with SDS has focused on the growing apprenticeship programme. Scottish Union Learning participation in the Scottish Apprenticeship Advisory Board Employer Engagement Group, Frameworks and Standards Group and the Modern Apprenticeship Group ensures union perspectives on apprenticeships are represented. SDS has addressed the Union Advisory Group and the Operational Group to ensure unions maintain an understanding of changes to apprenticeships and the application of the apprenticeship levy. Through meetings and exhibitions at Scottish Union Learning conferences, union members have been made aware of the wider services available to unions through SDS.

SCQF Partnership

Scottish Union Learning and SCQF
Partnership continued to work closely
with a particular focus on using credit
rating to upskill existing employer training
to recognise the high skills many workers
have. This included a pilot project with
Aegis, and the employer Aegon, to
credit rate the training for workers in its
customer care platform section.

Cyber Resilience Network

Scottish Union Learning worked with Scottish Government's Cyber Resilience funded projects to discuss policy and curriculum developments including the Public Sector Cyber Resilience Learning and Skills Action Plan and Cyber Resilience Implementation Toolkit, which were published in November 2017. The Network also agreed to explore opportunities to work together, share resources and apply for funding in the future.

The Open University in Scotland (OU)

2017 marked the 10th anniversary of the STUC and The Open University in Scotland signing an Memorandum of Understanding. In the intervening period both organisations have worked closely to promote workplace learning despite changes in the funding environment. To mark the anniversary, both organisations held a joint event attended by 12 trade unions in December 2017. This focused on how unions and the OU can work together to enhance opportunities for union members to access higher education study. Scottish Union Learning has developed a model to pilot during The Open University's Autumn enrolment.

Scottish Book Trust

Scottish Union Learning, in partnership with Scottish Book Trust, celebrated Book Week Scotland which took place in November, 2017. The aim of Book Week Scotland is to engage people in reading activities, and a series of workplace events were organised. Over 600 reps and workers participated in Book Week Scotland and 250 'Nourish' themed books were distributed.

Making Maths Count

Scottish Union Learning worked with the Scottish Government, Education Scotland, Skills Development Scotland and Scottish Funding Council on the Making Maths Count Group to implement recommendations from the Scottish Government's final report on 'Making Maths Count' (2016). Several of the union project workers on the Scottish Union Learning Everyday Skills Group provided initial feedback to Education Scotland on maths and numeracy provision in their unions and workplaces.



Open Educational Practices in Scotland

With support from Scottish Union Learning, the Unite Development Fund project developed a unique, ground breaking and powerful partnership with Open Educational Practices in Scotland (OEPS) which builds on its collective ethos to bring additional learning opportunities to the workplace. Unite is piloting an initiative which will combine the advantages of open education resources with the rewards of learning alongside fellow workers.

"We could see the benefits of working with open, online materials straight away," said Pat Egan, a Learning Organiser with Unite, after attending one of the OEPS workshops.

During early discussions with OEPS, Unite's ULRs identified potential barriers to the take-up of open courses from members. These included a perception that online courses offered an isolating learning experience with limited support. In addition, the sheer volume of online courses available could be overwhelming for those trying to locate appropriate material. Unite developed a portal on its website that takes members directly to open courses that have been approved by the union as appropriate for their learning needs. To diminish any sense of learning in isolation, participants will be placed in groups with other union members where they will have an initial induction with a ULR who will act as coach and mentor over the course of their studies. It is anticipated that this structure will encourage members to support each other, which in itself will increase the skills and confidence of participants.

Crucially, these courses award learners an online badge on completion. Recognition of learning is particularly important to Unite, not only to help members feel encouraged and motivated, but to ensure their learning is acknowledged by their current, and any future, workplace. The union is discussing formal recognition of online badges with health boards who have shown a particular interest in this aspect of the project.





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TUC Education

Across the United Kingdom, the TUC Education Service provides training for more than 40,000 union representatives, Health & Safety representatives and Union Learning Reps each year.

TUC Education in Scotland has four education centres across Scotland at City of Glasgow College, Edinburgh College, Fife College and West College Scotland, which provide access to trade union education for trade union reps in union learning, equalities, health and safety, and more. TUC Education also provides learning for union full-time officers, union members and their families. The Trade Union Education Centre is part of a network of TUC approved providers across the UK through which learners achieve nationally recognised education credits and awards.

eNotes

TUC Education has developed short, topic based e-learning modules, called "eNotes" for union reps who wish to study online, without the need to join a formal college course. eNotes are a convenient way for reps to get up to speed on fast moving topics such as: Cancer in the Workplace, Mental Health in the Workplace, Facility Time, Health and Safety and Organising as well as other relevant themes. All eNotes can be accessed online at www.tuceducation.org.uk/eNotes.

Course Directory

Union reps can find information and how to book TUC training courses as well as how to access any of the eNotes courses on the TUC Education Course Directory at www.tuceducation.org.uk.





Resources and Communications

Scottish Union Learning has continued to raise its profile in 2017 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.



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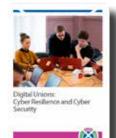
Scottish Union Learning can be found on Facebook and Twitter at the addresses above. There is also a Facebook Group for ULRs in the Highlands and Islands, acessible via the main Scottish Union Learning Facebook page.



Scottish Union Learning General Information Leaflet

The Scottish Union Learning General Information Leaflet provides a brief snapshot 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 and 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.





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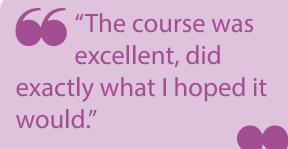
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Learners' Quotes



pace, good challenge. Very thought provoking."

"I appreciated the way the tutor allowed each individual to ask questions and have the opportunity to discuss various parts of the training material."

enjoyable course.
Learned a lot and will be using the techniques spoken about. Would be keen to progress to Mental Health First Aid course."

was pitched at a level that was easy to understand."



"This was an enjoyable and informative course, one of the few courses where I know I can take the knowledge and skills back and use many in the workplace."





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