



# BRANCH WELFARE OFFICER TRAINING 2019

With jobs cuts and benefit reductions increasing the strain on household budgets and finances, our branch welfare officers (BWOs) need more than ever to be equipped to help members overcome the difficulties they face with practical advice and support.

UNISON BWO training has two stages:

- Stage 1: a short introductory online module (1 hour). See below for details of how to access this
- Stage 2, a two day face-to-face course. See below for 2019 course dates, course aims and an application form

## **Course Aims:**

This training will help branch welfare officers (BWOs) to:

- Understand their role and the confidentiality it involves.
- Understand the 'There for You' UNISON Welfare charity structure and staff responsibilities.
- Understand the application process and areas where welfare can assist members.
- Develop influencing and communication skills and practice active listening.
- Promote 'There for You' to managers and as a part of recruitment drives.
- Practice presentation skills and to handle problems in an assertive manner.
- Understand the importance of promoting and publicising 'There for You'.

## **STAGE 1: Accessing the online e-note (1 hour)**

You will need access to a computer with internet connection but no specialised computer skills are needed. You can do this at your workplace, at home or in your branch office. You may wish to use earphones to avoid disturbing those around you. You don't have to complete the e-note in one go - you can exit at any point and return to where you left off when you next log in.

To register for the e-note, go to <http://e-learning.unison.org.uk> :

- **If you have used this site before,**
  - Log in with your username and password;
  - Under the heading 'e-note categories', click on 'UNISON activists';
  - Click on 'Branch Welfare Officers'. Click on the yellow box and then click 'Enter'.
  - The e-note will open in a new window.

- **If you are new to the site:**

- Click on 'Create new account' and complete the registration form;
- Verify your email address by clicking on the link sent to you via email;
- Return to <http://e-learning.unison.org.uk> and log in using the username and password you have just created.
- Under the heading 'e-note categories', click on 'UNISON activists';
- Click on 'Branch Welfare Officers'. Click on the yellow box and then click 'Enter'.
- The e-note will open in a new window.

If you experience difficulty logging into or using the learning site, please contact [learningandorganising@unison.co.uk](mailto:learningandorganising@unison.co.uk).

If you don't have access to a computer, contact 'There for you' so that other arrangements can be made for you by calling 020 7121 5620.

## STAGE 2: 2 day training course

Region	Course Location	Course Dates 2019	Closing Date	Who to contact
West Midlands	Birmingham	3, 4 April	3 March	Regional Course – contact <a href="mailto:j.morris@unison.co.uk">j.morris@unison.co.uk</a>
Scotland	Glasgow	10,11,12 May	10 April	Regional Course – contact <a href="mailto:activisteducationscotland@unison.co.uk">activisteducationscotland@unison.co.uk</a>
Northern Ireland	Belfast	23 & 24 May	15 April	Regional Course – contact <a href="mailto:n.neal@unison.co.uk">n.neal@unison.co.uk</a>
<b>** Eastern, Greater London &amp; South East</b>	London (UNISON Centre)	4 & 5 June	23 April	National Course – contact <a href="mailto:learningandorganising@unison.co.uk">learningandorganising@unison.co.uk</a>
<b>** Northern, North West, Yorkshire &amp; Humberside</b>	Manchester	3 & 4 July	23 May	National Course – contact <a href="mailto:learningandorganising@unison.co.uk">learningandorganising@unison.co.uk</a>
East Midlands	Nottingham	4 & 5 September	4 August	Regional Course – contact <a href="mailto:j.palmer@unison.co.uk">j.palmer@unison.co.uk</a>
<b>** South West &amp; Wales</b>	Taunton	17 & 18 September	6 August	National Course – contact <a href="mailto:learningandorganising@unison.co.uk">learningandorganising@unison.co.uk</a>

**\*\* Nationally organised cross-regional courses:** To apply complete the application form at the end of this document and return it to UNISON Learning and Organising Services, UNISON Centre, 130 Euston Road, London NW1 2AY. Tel: 0207 121 5116.  
Email: [LearningAndOrganising@unison.co.uk](mailto:LearningAndOrganising@unison.co.uk)

## National Courses

All nationally organised courses start at 10am on Day 1 and finish by 4pm on Day 2.

Priority for course places will be given to BWOs from the region(s) each course is targeted at. If BWOs from other regions wish to apply, places will depend on spare capacity after the closing date.

**Charges:** Branches will be charged a fee of £250 per person if residential (includes overnight accommodation where essential) and £150 pp if non residential. Both rates include travel, any care costs, all meals and a £5 per day out of pocket allowance.

**Allocation of Course Places:** To ensure the effective application of UNISON Proportionality and Fair Representation principles, places are allocated on national courses immediately after the closing date instead of on a first-come first-served basis.

**Cancellation Policy:** A charge will be made for places cancelled on national courses without good cause:

- within two weeks of the course start date: 50% of the course fee.
- within one week of the course start date: 100% of the course fee.

## Regional Courses

For details about regional courses please see the relevant Regional Education Course programme or contact the region using the contact details given in the table on the previous page.

**Facilitation and Dependent Care:** It is UNISON policy that no member should be deterred from applying for courses because of facilitation needs, necessary childcare or other care commitments.

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# UNISON National Activist Education Training - Application Form

## HOW TO APPLY

1. Complete this form
2. Get it signed by your Branch Secretary or Branch Education Co-Ordinator
3. Return it, by the closing date, to:  
UNISON Learning & Organising Services  
UNISON Centre, 130 Euston Road  
London NW1 2AY  
Email [LearningAndOrganising@unison.co.uk](mailto:LearningAndOrganising@unison.co.uk)  
Fax: 020 7121 5101

Course places are not allocated until the closing date and applicants should not make travel arrangements etc. until they receive confirmation of their place from LAOS.

We can only accept email applications when they are sent by your branch secretary and convey all the information requested on the form.

**Course Title:**

**Date(s):**

**Location:**

We use this information to add your name to the training database for this event and to update your membership details

**Membership No.**

**Last Name:**

**First Name:**

**Your home address:**

Gender is used to ensure equal access to all gender groups

**Postcode**

**Phone number (day time):**

**Female** ☐ **Male** ☐ **Other** ☐

Details of the course will be sent by email so please give the one most likely to get through

**Email**

Note – some employers have firewalls that block our emails so a personal email address would be preferable if you have one.

We use this information to ensure equal access to all branches

**Your Branch:**

**Union Activist Positions**

Tell us of any union activist positions you hold:

**Position**

**Dates: From/ To**

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We use this information for selection purposes for this event.

Have you attended other courses: ☐ Yes ☐ No

If yes, give details, including dates and locations

Course name

Date

Location

**Why would you like to do this course?** Give any information to be considered in support of your application (e.g. your experience or branch needs)

This information tells us if you have any specific requirements that will help you to fully participate in the course.

If you have access requirements, tell us here:

**NB If you would require assistance in the event of an emergency evacuation, please complete the questionnaire on the last page of this form and return it to [learningandorganising@unison.co.uk](mailto:learningandorganising@unison.co.uk)**

Tell us here of there any learning support requirements. For example do you require course materials in a different format, in large print, or on coloured paper?

## Food

Give details here if you have any special dietary requirements:

## Additional Support Requirements

You should not be put off from applying for a course because of child/dependent care commitments, disability or learning support requirements

This information tells us if you need any help with dependent care so that you can attend this course.

If you need assistance with childcare to attend this course (up to age 17) give details here:

- ☐ Tick here if you need assistance with adult dependent care home care to attend this course.
- ☐ Tick here if you have already completed UNISON's Authorisation for Adult Dependant Home Care Costs?

# UNISON National Activist Education Training - Application Form

**Accommodation Required? \* Yes** ☐ **No** ☐

\*If you have a long way to travel you will be booked accommodation for the night(s) of the course (i.e. for a 3 day course that starts at 11am on day 1 you will be booked in for 2 nights). Please contact LAOS on 0207 121 5116 / [learningandorganising@unison.co.uk](mailto:learningandorganising@unison.co.uk) if you feel you need to stay longer. **N.B. LAOS will only meet the cost of accommodation booked by ourselves. For accommodation request changes or late bookings, 7 days notice minimum is required.**

## Travel

How do you wish to travel to the course?

- ☐ By rail - ☐ buying your own ticket and claiming back on expenses / ☐ ordering through Stewart Travel (an order form will be sent with your course information).
- ☐ Make your own arrangement (e.g. travel by car) and claim the equivalent standard rail fare as expenses after the course.
- ☐ By air (when this is justified by savings in time and cost to the organisation). An Air Travel Order Form will be sent to you with your course information.

Please note that we use your name and branch on the course register which is provided to all participants and the tutor in the course pack.

In case of emergency  
please let us know who  
we should contact

**Name**

**Relationship to you**

**Telephone Number**

## Declaration and signature

The information supplied in this application form is accurate to the best of my knowledge.

Applicant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## This section must be completed by the Branch Secretary or Education Co-Ordinator:

(Applications cannot be accepted unless approved by the branch)

Branch: \_\_\_\_\_

The branch supports this application and agrees to pay any course fee due

Signature: \_\_\_\_\_ Print Name \_\_\_\_\_

Branch Position: \_\_\_\_\_

Date: \_\_\_\_\_

**Any information given will be treated in the strictest confidence and will only be used for the purposes stated on the form. This form and any attachments will be securely stored and destroyed after one year.** For information on how UNISON uses your personal data, please go to: [www.unison.org.uk/privacy-policy](http://www.unison.org.uk/privacy-policy)

# UNISON National Activist Education Training - Application Form

## ACTIVIST EDUCATION TRAINING - EQUALITY MONITORING FORM

**Your co-operation in completing this questionnaire would be appreciated.**

This information is gathered so that UNISON can monitor and evaluate participation. We appreciate the categories below are limited, but within these constraints, please answer the questions that apply to you. All questions are optional. Some may have multiple answers.

**All information will be treated in absolute confidence.**

**Course/Event applied for:**

1. **Is your gender:** ☐ Female ☐ Male ☐ Identify in another way
2. **How would you describe your ethnic origin?**  
☐ Asian UK ☐ Asian Other ☐ Bangladeshi ☐ Indian  
☐ Pakistani ☐ Black African ☐ Black Caribbean ☐ Black UK  
☐ Black Other ☐ Black mixed heritage ☐ Chinese ☐ Irish  
☐ White UK ☐ White Other ☐ Other mixed heritage
3. **Would you describe yourself as:** ☐ A disabled person
4. **Would you describe yourself as:** ☐ Lesbian ☐ Gay ☐ Bisexual
5. **Would you describe yourself as:** ☐ Transgender
6. **UNISON has self-organised groups for women, lesbian, gay, bisexual and transgender, Black and disabled members. In which, if any, of the groups do you participate?**  
☐ Women members ☐ Lesbian, gay, bisexual & transgender members  
☐ Black members ☐ Disabled members
7. **How long have you been a UNISON member?**  
☐ 0 - 2 years ☐ 3 - 5 years ☐ 6 - 10 years ☐ 11+ years
8. **Which of UNISON's service groups are you in?**  
☐ Community ☐ Energy ☐ Health Care ☐ Higher Education  
☐ Local Government ☐ Police and Justice ☐ Water, Environment and Transport
9. **Which sector do you work in?**  
☐ Public sector ☐ Private sector ☐ Voluntary sector
10. **In which occupational group is your job?**  
☐ Managers ☐ Professional ☐ Administrators  
☐ Other non-manual ☐ Technical ☐ Personal & caring services  
☐ Clerical & secretarial ☐ Other manual  
☐ Other occupation – please specify :
11. **What is your age group?**  
☐ 16 – 26 ☐ 27 – 39 ☐ 40 – 49 ☐ 50+
12. **What subscription band (based on yearly income) are you in?**  
☐ A. Up to £2,000 ☐ B. £2,001 - £5,000 ☐ C. £5,001 - £8,000



## UNISON National Activist Education Training - Application Form

- ☐ D. £8,001 - £11,000      ☐ E. £11,001 - £14,000      ☐ F. £14,001 - £17,000  
☐ G. £17,001 - £20,000      ☐ H. £20,001 - £25,000      ☐ I. £25,001 - £30,000  
☐ J. £30,001 - £35,000      ☐ K. Over £35,000      ☐ Apprentice/ Member in education

**13. On average, how many hours per week do you work?**

- ☐ 35 hours +      ☐ 30 - 34 hours      ☐ 16 - 29 hours      ☐ Less than 16 hours

**14. Are you a retired member?**      ☐ Yes      ☐ No

**15. Are you a member of any of the following national committees?**

- ☐ National Executive Council  
☐ National Service Group Executive  
☐ National Self-organised Group Committee  
☐ National Labour Link Committee  
☐ National Young Members' Forum  
☐ National Retired Members' Committee  
☐ Other National Committee (Please specify below)

**16. Are you a member of any of the following regional committees?**

- ☐ Regional Council      ☐ Regional Committee  
☐ Regional Service Group Executive      ☐ Regional Self-organised Group Committee  
☐ Regional Young Members' Forum      ☐ Regional Labour Link Committee  
☐ Regional Retired Members' Committee  
☐ Other Regional Committee - please specify

**17. Do you hold any of the following positions in your branch?**


- ☐ Chairperson      ☐ Secretary  
☐ Treasurer      ☐ Education Co-ordinator  
☐ Lifelong Learning Co-ordinator      ☐ Equality Co-ordinator  
☐ Health & Safety Officer      ☐ Communications Officer  
☐ International Officer      ☐ Membership Officer  
☐ Young Members' Officer      ☐ Welfare Officer  
☐ Steward      ☐ Other - please specify:

**18. What Region are you a member of?**

- ☐ Eastern      ☐ Northern      ☐ Scotland  
☐ Cymru/Wales      ☐ East Midlands      ☐ North West  
☐ South East      ☐ West Midlands      ☐ Greater London  
☐ Northern Ireland      ☐ South West      ☐ Yorkshire & Humberside

**Thank you for your cooperation**

# UNISON National Activist Education Training - Application Form

	<h2>Meeting Attendees PEEP Form</h2>
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### Personal Emergency Evacuation Plan

This questionnaire is intended for completion by anyone that requires special assistance in the event of an emergency evacuation, **you do not need to fill this form in if you do not need assistance**. Please return it to [learningandorganising@unison.co.uk](mailto:learningandorganising@unison.co.uk) prior to attending the event. This document is to remain confidential between the meeting attendee, meeting organiser and UNISON Facilities.

### Person and Meeting Details (to be completed by attendee)

Attendee's Name			
Attendee's Telephone			
Attendee's Email			
Course Attending			
Course Location			
Course Date			
Course Times	Start		Finish

PEEPs Questionnaire	Yes	No
Would you benefit if you were provided with a written emergency evacuation procedure?		
Do you require the emergency evacuation procedures to be provided in an alternative format; Braille or large print?		
Do you have any problems reading or identifying the signs that mark the emergency exits and evacuation routes to the emergency exits?		
Do you have any problems hearing the fire alarm(s) provided in your place of work?		
Would you experience any problems raising the alarm if you discovered a fire?		
Is anyone designated to assist you to get out in an emergency?		
Are you likely to experience difficulties independently travelling to the nearest emergency exit for a safe and timely evacuation?		
Do you find the stairs difficult to use?		
Are you dependent on a wheelchair for mobility?		
If you use a wheelchair would you have any problems being able to transfer from your wheelchair without assistance?		

The UNISON Centre is committed to developing a means of escape to suit your needs in the event of an emergency evacuation. If you or the Health & Safety Manager consider there to be significant issues raised in this process that require attention, please contact the Facilities Helpdesk at [facilitieshelpdesk@unison.co.uk](mailto:facilitieshelpdesk@unison.co.uk) or [reception@unison.co.uk](mailto:reception@unison.co.uk)