



BRANCH WELFARE OFFICER TRAINING 2020

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) **plus** the GDPR e-note (20 mins).
- Stage 2, a two day face-to-face course. See over page for 2020 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'.

BEFORE ATTENDING THE STAGE 2 COURSE (AND TO BECOME AN ACCREDITED BRANCH WELFARE OFFICER) YOU MUST:

Complete e-training - there are two e-notes that you are required to complete before attending the two day, stage 2 course:-

1. **General Data Protection Regulations (GDPR)** – This e-note covers the main data protection issues that you need to be aware of as a UNISON activist. It outlines the scope and requirements of the law, and explains what you should do to ensure that you and your branch don't breach the GDPR. It should take you around 20 minutes to complete.
2. **Branch Welfare Officers (Stage 1)** - This is an introduction to the branch welfare officer role, and forms the first part of the induction training

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-notes in one go and you can exit at any point and return to where you left off when you next log in. **It is essential that you complete them before attending the stage 2, face to face course. Please note that until you have completed the GDPR e-note you will not be accredited as a BWO and you will not receive your course certificate.**

HOW TO ACCESS E-LEARNING

To access the e-notes, go to <http://e-learning.unison.org.uk> and click on the log in button. This will take you to the **My.UNISON** log on page, where you can login using your UNISON membership number. If you've used My.UNISON to update your details, or access WARMS, OLBA or the online conference system, you'll be familiar with this system.

If you have used My.UNISON before then the password that you set up on that occasion will also let you login to the e-learning site

1. Log in with your membership number and password, this will return you to the e-learning site;
2. Under the heading 'e-note categories', click on 'Getting more involved in UNISON: activist roles' and go to **Branch Welfare Officers -**
3. Click on 'Branch Welfare Officers'. Click on the green box and then click 'Start'.
4. The e-note will open in a new window.
5. Once you've completed the BWO e-note you should complete the GDPR e-note (linked below the BWO).

If you haven't used My.UNISON before:

- go to <http://e-learning.unison.org.uk> and click on the log in button. This will take you to the My.UNISON log on page
- you will need to set up your account. You do this by inputting your membership number and choosing a password.
- You will be returned to <http://e-learning.unison.org.uk> - log in using the username and password you have just created.
- Follow steps 2-5 as above

If you experience difficulty logging into or using the learning site, please contact 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. The telephone number is 020 7121 5620.

STAGE 2: 2 day training course

NATIONAL BRANCH WELFARE OFFICER COURSES - 2020

NATIONAL Course run for these regions	Course Location	Course Dates	Closing Date	Who to contact / where to send application form
** East Midlands, Greater London, Northern Ireland, West Midlands & South East	London (UNISON Centre)	3 & 4 June	22 April	<p>To apply for these courses please complete the application form at the end of this document and send to:</p> <p>learningandorganising@unison.co.uk</p> <p>Learning & Organising Services UNISON Centre 130 Euston Road London NW1 2AY</p>
** Northern, Northern Ireland, North West, Scotland & Yorkshire & Humberside	Manchester	8 & 9 September	29 July	
** Cymru/Wales & South West	Cardiff	7 & 8 October	26 August	
** Scotland	Edinburgh	27 & 28 October	15 Sept	

Nationally organised cross-regional courses:

Times for all nationally organised courses are 10.30am – 4.30pm on day 1 and 9.30am to 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.

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

Charges: Branches will be charged a fee of £250 per person if residential (includes overnight accommodation on a dinner, bed & breakfast basis, where essential) and £150 pp if non residential. Both rates include travel, any care costs, lunch, refreshments and a £5 per day out of pocket allowance.

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 BRANCH WELFARE OFFICER COURSES - 2020

Region	Course Location	Course Dates	Closing Date	Who to contact / where to send application form
Eastern	Five Lakes Resort, Tiptree, Essex	16, 17 May	16 April	Andrea Shute UNISON, Church lane House, Church Lane, Chelmsford, CM1 1NH a.shute@unison.co.uk

Regional Courses

These courses are administered in each region hosting the course. 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 above.

Please do not send the application form for regional courses to LAOS – it needs to be sent to the relevant region (minus PEEP form).

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.

Branch Welfare Officer Course – National Course 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: **(National courses ONLY)**
UNISON Learning & Organising Services
UNISON Centre, 130 Euston Road
London NW1 2AY
Email 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 the course organiser.

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

Branch Welfare Officer Course – National Course Application Form

We use this information for selection purposes for this event.

Have you completed the Welfare Officer e-note? ☐ Yes ☐ No

Have you completed the GDPR e-note? ☐ Yes ☐ No

NB: these e-notes must be completed before attendance at the 2 day Welfare Officer course – please go to <https://www.unison.org.uk/my-unison> to access the e-learning site.

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 with your application form to 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?

Branch Welfare Officer Course – National Course 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 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 (NB a receipt must be provided when making your claim) / ☐ 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 will not be accepted unless approved by the branch) **NB You cannot sign your own form**

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

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.

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+

Branch Welfare Officer Course – National Course Application Form

12. What subscription band (based on yearly income) are you in?

- | | | |
|---|---|--|
| <input type="checkbox"/> A. Up to £2,000 | <input type="checkbox"/> B. £2,001 - £5,000 | <input type="checkbox"/> C. £5,001 - £8,000 |
| <input type="checkbox"/> D. £8,001 - £11,000 | <input type="checkbox"/> E. £11,001 - £14,000 | <input type="checkbox"/> F. £14,001 - £17,000 |
| <input type="checkbox"/> G. £17,001 - £20,000 | <input type="checkbox"/> H. £20,001 - £25,000 | <input type="checkbox"/> I. £25,001 - £30,000 |
| <input type="checkbox"/> J. £30,001 - £35,000 | <input type="checkbox"/> K. Over £35,000 | <input type="checkbox"/> 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?

- | | |
|--|--|
| <input type="checkbox"/> Regional Council | <input type="checkbox"/> Regional Committee |
| <input type="checkbox"/> Regional Service Group Executive | <input type="checkbox"/> Regional Self-organised Group Committee |
| <input type="checkbox"/> Regional Young Members' Forum | <input type="checkbox"/> Regional Labour Link Committee |
| <input type="checkbox"/> Regional Retired Members' Committee | |
| <input type="checkbox"/> Other Regional Committee - please specify | |

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


- | | |
|---|---|
| <input type="checkbox"/> Chairperson | <input type="checkbox"/> Secretary |
| <input type="checkbox"/> Treasurer | <input type="checkbox"/> Education Co-ordinator |
| <input type="checkbox"/> Lifelong Learning Co-ordinator | <input type="checkbox"/> Equality Co-ordinator |
| <input type="checkbox"/> Health & Safety Officer | <input type="checkbox"/> Communications Officer |
| <input type="checkbox"/> International Officer | <input type="checkbox"/> Membership Officer |
| <input type="checkbox"/> Young Members' Officer | <input type="checkbox"/> Welfare Officer |
| <input type="checkbox"/> Steward | <input type="checkbox"/> ULR |
| <input type="checkbox"/> Other - please specify: | |

18. What Region are you a member of?

- | | | |
|---|--|---|
| <input type="checkbox"/> Eastern | <input type="checkbox"/> Northern | <input type="checkbox"/> Scotland |
| <input type="checkbox"/> Cymru/Wales | <input type="checkbox"/> East Midlands | <input type="checkbox"/> North West |
| <input type="checkbox"/> South East | <input type="checkbox"/> West Midlands | <input type="checkbox"/> Greater London |
| <input type="checkbox"/> Northern Ireland | <input type="checkbox"/> South West | <input type="checkbox"/> Yorkshire & Humberside |

Thank you for your cooperation

Branch Welfare Officer Course – National Course 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. Please return it to learningandorganising@unison.co.uk prior to attending the event. This document is to remain confidential between the meeting attendee, meeting organiser and UNISON Facilities.

You do not need to fill this form in if you do not need assistance

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 or reception@unison.co.uk