



HARROW UNISON TRAINING

INDEPENDENTLY ACCREDITED TRAINING CENTRE

*Harrow L.G. Branch
UNISON Office
Central Depot, Forward Drive
Harrow, Middlesex
HA3 8NT*

Tel: 020 8424 1795

Fax: 020 8424 1835



**Branch Training and Education Officer:
Ken McDonald
email ke.mcdonald@harrow-unison**

January 2011

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Brief organisational profile

UNISON is Britain's leading and fastest growing trade union with over 1.3 million members and plays a major role in national campaigns.

Harrow UNISON Branch employs two full time staff along with the elected officers and Convenors who are available to respond promptly to members. The Branch works with and for its members to maintain, improve and protect terms and conditions of employment. Our aim is to help ensure that rights are protected at work and that our members are in a safe and secure environment.

Harrow UNISON produces a Branch Network newsletter to keep members informed of local and national campaigns. Members also receive a copy of the INFOCUS monthly magazine.

Harrow UNISON also provides a comprehensive range of in-house and externally accredited training opportunities facilitated by our own accredited trainers and promotes UNISON and TUC courses for members and workplace representatives.

Key to our aim is our ethos of **placing the customer first** and to providing our members and stakeholders a 'one stop shop' for all of their training needs (within the boundaries of our remit) whilst at work including advice, personal development, representation and training during their employment with Harrow Council.

Key contacts

Ken McDonald – Branch Training and Education Officer

Varsha Patel – Centre Contact

Please contact either Ken or Varsha above to discuss any of your specific training needs and to obtain a quotation.

Tel: 020 8424 1795



Partnership Working

Harrow Unison Training(HUT) is fully committed to partnership working with all affiliated organisations including firstly and principally the employer of the members for which it represents namely the London Borough of Harrow, and additionally all other organisations including TUC, GMB, NUT and other employers subject to TUPE arrangements and agreements.

HUT fully supports and endorses the **CREATE** values adopted by the London Borough of Harrow to enable it to become one of the best London Councils by 2012.

Namely:-

C Customer first – we are focused and invested in improving the lives of our customers, going the extra mile to resolve their issues and empowering them to take responsibility for their own decisions.

R Respect – so we treat each other with courtesy and regard, earning respect through working with others to engender trust.

E Engaged Communication – that’s why we listen actively placing a premium on engaging in conversations that bring people together, allows curiosity and interest in areas other than their own.

A Actively “One Council” – we collaborate not blame, because we believe the “sum of the parts” is more powerful than its individual parts.

T Taking responsibility – we always deliver what we say we will, empowering and challenging each other to enhance performance and behaviour.

E Energise and Improve – while distinguishing ourselves by taking actions that innovate and improve.

HUT will actively embrace these values and ensure they are communicated to course delegates through leading by example and raising awareness. Furthermore, on any occasion where we feel that any of our members are disadvantaged as a result of these values being ignored or compromised we will raise any concerns at the highest levels within this council.

Equal Opportunities

Policy Statement

HUT is an equal opportunities employer and training provider. This means that it is the organisations policy that there should be no discrimination, harassment or less favourable treatment or victimization of any employee, job applicant, customer, provider of services or member of the public either directly or indirectly on the grounds of :

- a) Race, nationality or ethnic origin;
- b) Gender, gender re-assignment, marital or family status;
- c) Disability;
- d) Trade union membership or activity;
- e) Sexual orientation;
- f) Age;
- g) Religion or religious beliefs

The organisation is fully committed to providing a good and harmonious working environment that offers equal treatment and equal opportunities for all its employees and associates and where every person coming into contact with our organisation is treated with respect and dignity.

Signed: Branch Secretary
Garry Martin

Signed: Branch Training and Education officer
Ken McDonald

Date: January 2011



Procedure for ordering examination materials

The Centre Contact is responsible for the ordering and processing of examination material. Orders will be placed by telephone/e-mail and/or the awarding body (AB) website. Upon receipt of the examination material the Centre Contact/Trainer will check the package and contact the AB immediately should there be any discrepancies.

Procedure for issuing examination papers

The sealed security bag containing the examination papers will not be opened until no more than 5 minutes before the commencement of the examination. Prior to this, the examination papers will be kept in a locked, secure place. Should the papers be taken to another site they will be transported in a secure locked container.

Issuing examination results

HUT will issue candidate examination results within 2 days of receipt from the AB or accrediting organisation. Certificates will be issued direct to candidates by the Centre Contact/ Trainer either in person or via first class post within 2 days of receipt.

Recording results

Records of results will be kept by HUT for a period of one year for 'In house' courses. For externally accredited courses results will be kept in accordance with the accrediting body's requirements.



Complaints procedure – making a formal complaint

Please forward details of the complaint to **Harrow Unison Training**.(HUT) You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at HUT about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent.

Receipt of the complaint will be acknowledged on the same day that it is made by fax or e-mail. If the complaint is able to be resolved over the telephone we will attempt to do this.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days. Details of the investigation and our proposed remedial action will be included within the response.

Detail of all complaints will kept on the complaint file for a period of one year.

Procedure for the conduct of appeals

Any appeal in respect of externally moderated examination results will be conducted in accordance with the appeal process issued by the external accrediting or awarding body.



Registration and Booking

Registration/booking forms are provided to candidates as part of the course enrolment process and kept on file. This information also contains details of previous achievements where appropriate. The Centre Contact will ensure that all candidate achievements will be correctly entered onto the company database and/or stored in a paper file for future reference. Forms must be fully completed and returned to HUT prior to the commencement of training with the appropriate fee.

Cost of courses

All of our courses are tailored to client specific requirements and as such it is difficult for us to provide an exact guide to cost. As a small training organisation our overheads are low and as such we can virtually guarantee to better any quotation on a like for like basis. Most of our courses are delivered on a trainer's day-rate cost basis instead of a cost-per-head basis as is often the case with many of our competitors and as such will often provide excellent value for money. In many cases for in house courses training can be as low as **£15.00** per head* inclusive of course handouts and materials.

Course Venue

Our approach to training is totally flexible. Whilst we have dedicated facilities located at the Depot in Forward drive Harrow, we can provide on site training at any suitable premises within the borough at no additional cost providing we have a minimum of **10** candidates and the venue complies with *the examination room* requirements if an externally accredited course is to be undertaken.(see next page)

* depending on length, type of course and numbers of candidates

Examination Room Checklist

Exam Title: _____

Exam Date: _____

Is a clock visible to all candidates? Yes / No

Are all candidates desks approximately 1.25 square metres apart? Yes / No

Is seating arranged in such a way to prevent malpractice? Yes / No

Are all desks clear, apart from necessary equipment Yes / No

Is the environment comfortable, e.g. temperature, light and noise levels all of an acceptable level? Yes / No

Have all subject-related display materials been removed? Yes / No

Are 'Examination in Progress' signs visible on all entrances? Yes / No

Are details of Centre Number, start/finish times and examination paper number visible to all candidates, e.g. on a board or flipchart? Yes / No

Are all measures in place to accommodate those with special needs? Yes / No

Print Name: _____

Sign: _____

Position: _____

Health and Safety

Policy Statement

It continues to be the policy of the organisation, **Harrow Unison Training**, to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and associates when at work. Equally, we accept a similar responsibility for other persons who may be affected by our activities. Training in the majority of cases is carried out for Harrow Council employees on council premises and consequently this policy must be read in conjunction with the Council's health and safety policy.

In particular, we recognise that it is our responsibility to prevent personal injury which may occur as a consequence of our activities. This is achieved by providing a safe working environment through effective partnership with the Council and clients and providing information, training and supervision in the organisations activities so far as we are able given the nature of our work (Often at premises not directly under our control)

In accordance with our continuing policy we have examined our established safety procedures and practices to ensure that they meet the requirements of The Health and Safety at Work etc. Act 1974, subsequent regulations and other appropriate legislation and all approved codes of practice.

The success of this policy rests with employees and associates at all levels. Employees and associates have the personal responsibility to ensure that nothing is done to endanger themselves or others at work; to co-operate with site management and comply with regulations and procedures for safe working.

This policy will be annually monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Signed: Branch Secretary - *Gary Martin*

Signed: Branch Health and Safety officer- *Bob Thomas*

Date: January 2011

January 2011

COURSE FORMS

*Harrow L.G. Branch
UNISON Office
Central Depot, Forward Drive
Harrow, Middlesex
HA3 8NT*



Tel: 020 8424 1795

Fax: 020 8424 1835

Email: info@harrow-unison.org.uk

Branch Secretary: Gary Martin

Course Evaluation

Course Title _____ **Date** _____

Please tick the box that mostly nearly corresponds to your view.

	Excellent	Good	Adequate	Poor
Content of course (was it what you expected?)				
Pace of instruction (could you keep up?)				
Tutor's attitude (was it helpful?)				
Practical work activities (were they appropriate)				
Handouts (were they useful?)				
Conclusions made (were they correct?)				
Materials (were they sufficient?)				
Venue (was it appropriate?)				
Domestic (was the venue clean?)				
Overall, how do you rate the course?				

Would you be interested in attending future Branch Training workshops?	Yes	No
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If yes what subjects would you like included?

Please list overleaf any other comments you may have about the course.

(If you are critical of any areas of the course please indicate how you believe these areas could be improved.)

January 2011

Booking Form

CANDIDATE NAME AND CONTACT DETAILS-Please advise us separately if you have any special needs or arrangements

FEE ENCLOSED



COURSE TITLE

1.	£
2.	£
3.	£
4.	£
5.	£
6.	£
7.	£
8.	£
9.	£
10.	£
11.	£
12.	£
Total:	£

PLEASE COMPLETE AND RETURN TO:

Harrow Unison Local Government Branch

Unison, Central Depot, Forward Drive Harrow,

MiddleHA3 8NT

Tel: 020 8424 1795

Fax: 020 8424 1835



On what date do you wish to attend the course?
Contact details of manager/department requesting course?

NOTE: Please ensure that the candidate names and addresses are clear and legible, as course certificates will bear the candidates name and may be posted to the candidates address/departmental contact. On completion and return of this form we will notify you of confirmation of your booking. **Internal candidates will be advised of payment details separately.**

IN-HOUSE COURSES

HUT training courses represent excellent Value for money-most of our in-house courses are provided at cost often as low as **£15 per candidate** for LBH employees.



Harrow Unison Training in-house Courses - 2011

1. Fire Safety and Fire Evacuation Training.
2. Health and Safety Induction.
3. Manual Handling.
4. Driver Health and Safety.
5. Display Screen Equipment.
6. Food Hygiene
7. Home Worker Health and Safety.
8. Personal Protective Equipment (PPE).
9. Office Health and Safety.
10. Stress in the Workplace.
11. Lone Worker.
12. Environmental Awareness.
13. COSHH Awareness.
14. Fire Risk Assessment.
15. Risk Assessment.
16. Permit to work Procedures.
17. Working at Height
18. Electrical Safety.
19. Confined Spaces.
20. Violence at Work.
21. Writing Reports and Letters
22. Workplace Health and Safety Inspections

HUT training courses represent excellent Value for money in that they are delivered by an experienced and qualified trainer(s) often utilising PowerPoint presentations from externally accredited organisations such as The Royal Society for Public Health etc. Course materials are obtained from a wide variety of sources including HSE, Unison, TUC and Highfield publications. Often courses are provided FOC to Unison activists, but where there is a cost to the branch a minimal charge is made to cover that cost on a non profit making basis. All courses are undertaken on a half day basis with the exception of externally accredited courses. Where more detailed information is required courses can be adapted to run over a full day. Courses can be tailored to meet individual requirements.

For further information, course outline or a course application form contact Ken McDonald or Varsha Patel at Harrow Unison. Tel. 020 8424 1795. Fax 020 8424 1835

Or preferably by email at info@harrow-unison.org.uk

EXTERNALLY ACCREDITED COURSES

January 2011



Harrow Unison Training (HUT)- Externally accredited courses

Royal Society for Public Health (RSPH)

Level 1 Award in Hazard Awareness

Highfield Awarding Body for Compliance (HABC)

Level 2 Award in Food Safety in Catering

Level 3 Award in Supervising Food Safety in Catering

Level 2 Award in Health and Safety in the Workplace

Level 3 Award in Supervising Health and Safety in the Workplace

Note- These courses attract an external accreditation and marking fee depending on numbers attending. As such it is difficult for us to give a precise outline of cost. Generally we are able to provide these courses at around half the cost of the current market going rates.

Please contact us for specific course outlines and syllabus.