
Overview

This unit is appropriate for you if your role involves:

1. Assisting members to access learning opportunities.
2. Representing members' learning interests.

The activities you are likely to be involved in:

3. Gathering and collating learning information.
4. Encouraging members to make use of learning opportunities.
5. Representing learner interests with authorities and agencies.
6. Maintaining a learning information base.
7. Negotiating access to learning for members.

What the unit covers:

8. Obtaining and providing information on learning opportunities.
9. Supporting and encouraging current and potential learners to access learning opportunities.
10. Setting up and maintaining a stock of learning resources.
11. Representing the interests of members by negotiating access to learning opportunities.
12. Developing and improving local learning opportunities.

**Performance
criteria**

Obtain and provide information about learning opportunities

- You must be able to:*
- P1 Find out what information is available and where it can be obtained.
 - P2 Identify people who can provide information on a regular basis and request details which are useful for the workplace.
 - P3 Identify the features and details of learning opportunities which are available locally and online.
 - P4 Explain the information clearly and simply to people who are unfamiliar with it.
 - P5 Summarise complicated information and pass useful information on to members who have expressed an interest in learning.
 - P6 Set up a system to store and classify the information and keep it up to date.
 - P7 Regularly update union notices and posters and remove any information which is no longer relevant.
 - P8 Make sure that any information given is accurate and current.
 - P9 Pass on requests and queries to people who can provide advice if you are unsure of the answer.

Support and encourage current and potential learners to access learning opportunities

- You must be able to:*
- P10 Identify barriers in access to learning opportunities and find ways to overcome them.
 - P11 Encourage members who have not recently been involved in active learning to identify the benefits of gaining access to learning opportunities.
 - P12 Give accurate and up-to-date information so that learners can make informed decisions about learning opportunities and possible qualification routes.
 - P13 Provide learners with unbiased information which is based on the opportunities available, any constraints, and the learner's preferences.

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Enable union members to access learning opportunities and resources

P14 Promote equality of opportunity in access to learning opportunities.

P15 Suggest learning opportunities which take account of previous learning and experience and advise on a suitable learning route.

P16 Act on behalf of the learner by representing their interests with people who have the authority to resolve problems of access.

Set up and maintain a stock of learning resources

You must be able to:

P17 Obtain learning resources including online resources which are suitable for local learning needs.

P18 Check that the language, style and format of the learning resources are appropriate to the needs of learners and are designed to promote equality of opportunity.

P19 Use learning resources, particularly those which have been produced by external organisations, according to the requirements of copyright law.

P20 Store learning resources in a suitable manner and in a way which helps learners to use them.

P21 Provide learners with clear and accurate information on how to find and use the resources.

P22 Make resources available at times which suit the needs and circumstances of learners.

P23 Get feedback from users on the suitability of the learning resources and the way in which the resources were made available.

P24 Record members' usage of learning resources.

Represent the interests of members by negotiating access to learning opportunities and resources

You must be able to:

P25 Identify and prioritise cases where action is needed to improve members' access to learning opportunities and resources.

P26 Prepare background materials for negotiators which clearly summarise the issues.

P27 Prepare cases on behalf of members for presentation to decision makers.

P28 Present clear arguments during negotiations and meetings and

emphasise the benefits of improving members' access to learning opportunities and resources.

- P29 Note down what is agreed and check with everyone concerned that you have an accurate record.
- P30 Note down and check disagreements and differences in the interpretation of the information presented.
- P31 Decide what action could be taken within legislation, agreed procedures and union policy if the result is not acceptable.
- P32 Take time to review and assess what has been gained and what has been learned after.
- P33 Present a case, and note these points down for future use and to help others.

Develop and improve local learning opportunities

You must be able to:

- P34 Identify the range of learning opportunities and resources available locally.
- P35 Assess the level and quality of learning opportunities and resources available locally.
- P36 Identify areas where existing learning opportunities and resources could be used or adapted to meet local needs.
- P37 Identify areas where there are no learning opportunities and new opportunities are needed.
- P38 Estimate the likely costs of adapting existing learning opportunities and provide new opportunities.
- P39 Identify key areas for negotiation with decision makers about learning opportunities, resources and access.
- P40 Make contact with decision makers and suggest changes to existing opportunities, and propose new opportunities and resources to meet identified local needs.
- P41 Suggest ways in which access to learning opportunities could be improved.
- P42 Monitor the usage of learning opportunities by learners and obtain feedback on the quality of their learning experience.

Knowledge and understanding

You need to know and understand:

The nature and role of learning needs and opportunities

- K1 Sources of information on learning opportunities.
- K2 Research on learning opportunities.
- K3 Appropriate sources of funding for learning.
- K4 Appropriate web sites.
- K5 Learning and development opportunities available locally.
- K6 Learning and development opportunities available through the employer.
- K7 Workplace trends which may affect the projections of skills needed locally.
- K8 Workplace agreements on access to learning opportunities.
- K9 Situations which give rise to difficulties in accessing learning opportunities and resources.
- K10 The benefits of improved access to learning opportunities and resources.

Principles and concepts

You need to know and understand:

- K11 Choice of learning technology.
- K12 Use of the terminology, acronyms and concepts associated with lifelong learning.
- K13 Barriers to learning, their impact on current and potential learners, and ways of overcoming the barriers.
- K14 Options for learning programmes, qualifications and progression routes.
- K15 Types of information and advice learners are likely to need.
- K16 Issues of equality of opportunity and non-discriminatory practice in relation to promoting learning and achievement.
- K17 Copyright requirements relating to the use of learning resources.

External factors influencing learning opportunities

You need to know and understand:

- K18 Identify and access sources of funding to meet the costs of learning.
- K19 Ways of conforming to copyright requirements relating to the use of learning resources.
- K20 Apply the requirements of data protection legislation.

CFAUL4

Enable union members to access learning opportunities and resources

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