



Course Guide

Union education drives union growth

COURSE GUIDE

FOR UNION ORGANISERS | SPECIALISTS | LEADERS | EDUCATORS | DELEGATES

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INTRODUCTION

The ACTU Organising Centre works with Australian Unions to build power and influence through effective organising and growth. We do this through educating for social change, working with unions on campaigns and building union capacity through internal change.

The education provision of the Centre is aimed at developing the skills and knowledge of union leaders, organisers, specialist staff, delegates and activists.

The Centre also works with unions to build comprehensive internal programs in order to strengthen capacity and grow. This work includes the development and implementation of campaigns, systems development and consultancy.

The Organising Centre offers:

- Courses for delegates and activists that can be delivered for individual unions or as multi-union courses;
- A flagship training program for trainee organisers, called Organising Works, which blends formal training with mentor-supported workplace learning over a nine month period;
- Short courses for new organisers, experienced organisers and lead organisers aimed at expanding their skills and knowledge of organising and campaigning;
- Workshops on specific issues such as IR laws, discrimination and harassment;
- Management training and forums for union leaders and lead organisers;
- Professional development and network-building for educators;
- Consultancy work on organisational change built around developing industry strategies for growth;
- Placements in individual unions where external assistance would assist change;
- Assistance with specific union campaigns.

As a Registered Training Organisation, the Centre also provides accredited training to Health and Safety Specialists, via our Certificate IV in Work Health and Safety, and Educators via Certificate IV in Training and Assessment. The Certificate IV in Unionism and Industrial Relations is delivered via our Organising Works program, and can also be delivered to unions in partnership with us.

Information on the current schedule of training including dates and locations can be obtained by visiting www.actu.org/unioneducation.

If you would like further information about the education, consultancy or campaigning services offered by the ACTU Organising Centre, please contact our Melbourne Office on 03 9664 7360 or email orgcentre@actu.org.au.

COURSES FOR ORGANISERS

The ACTU Organising Centre runs a comprehensive education program for union organisers. Courses reflect the training needs of organisers with different levels of experience, and the needs of unions for organisers with a diversity of roles and responsibilities.

We recommend that unions plan for new organisers to attend 'Organising Foundations' before undertaking those Level 2 courses relevant to their roles. At Levels 3 and 4 we assume that organisers have completed appropriate courses from earlier levels.

In addition to our scheduled program, courses for organisers can be adapted and run for particular unions.

LEVEL 1

Organising Foundations	3 days + 2 days
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LEVEL 2

Advanced Recruitment Skills	3 days
Bargaining under the Fair Work Act	3 days
Call Centre Organising	3 days
Campaigning Skills for Organisers	3 days
Developing Workplace Leaders	2 days + 2 days
Grievance Handling for Organisers	3 days
Interactive and Social Media Skills	1 day
Negotiation Skills for Organisers	3 days
Organising for Safer Workplaces	2 days
Public Speaking Skills	1 day
Recruiting at Inductions	1 day
Workplace Bullying and Harassment	1 day

LEVEL 3

Advanced Negotiation Skills	2 days
Craft of Organising	4 days + 4 days

LEVEL 4

Lead Organiser Development Program	1 week/5 days - residential/non-residential
Leading Campaigns	5 days

LEVEL 1

ORGANISING FOUNDATIONS

This course is aimed specifically at newly appointed organisers. The course covers essential approaches and techniques that underpin effective organising within the contemporary union movement. These include: the organising approach to unionism; the characteristics of an organised workplace and the role of the organiser in building union strength; effective planning; identifying and developing activists; communication skills; and recruiting workers to the union.

Participants will: examine the elements of analysis and planning and why they are critical to effective workplace organising; identify what motivates people to act; learn to apply effective recruitment strategies; and look at the nature of a strong unionised workplace/workforce, and the role of the organiser in building union strength.

DURATION: 5 days (3 days + 2 days)

PRE-REQUISITE: NIL

LEVEL 2

ADVANCED RECRUITMENT SKILLS

This course assists organisers to develop the skills and knowledge required to conduct the recruitment or sign-up conversation with potential members. Participants will practice effective listening skills, and learn to recognise different communication preferences amongst potential members. The course looks at: the steps involved in effectively handling objections and closing a conversation; using the services provided by the union in the recruitment conversation; and learning to confidently articulate the purpose of their union.

This course has a very practical focus and participants will be expected to participate in a number of conversations held in public areas and workplaces during the three days. It is vital that unions sending participants to this course provide an opportunity immediately following the course for Organisers to hold recruitment conversations and that these conversations are debriefed as part of the ongoing development of the person's skills.

DURATION: 3 days

PRE-REQUISITE: Participants are required to currently or prospectively have organising responsibilities as part of their duties and have completed 'Organising Foundations' or equivalent course.

BARGAINING UNDER THE FAIR WORK ACT

Bargaining for workplace agreements changed with the introduction of the Fair Work Act and good faith bargaining provisions. Using an integrated campaign approach to link bargaining with organising and growth strategies, this course explores the implications of these changes on the bargaining process, agreement content, workers' rights, and the role of unions.

The course covers the essential skills and knowledge that underpin a successful bargaining campaign, including: the legal background to bargaining provided by the Fair Work Act; research and analysis of union and employer strategy and tactics; using a framework to integrate the bargaining campaign with the organising and growth strategies of the union; and strategic planning to promote member engagement, manage areas of risk and establish benchmarks to measure and evaluate the effectiveness of the bargaining process. This course is designed for organisers who have direct responsibility for bargaining.

DURATION: 3 days
PRE-REQUISITE: NIL

CALL CENTRE ORGANISING

This course is designed for staff who work in a union call centre, or work with call centre staff as an organiser or officer. Participants will practice the skills involved in efficiently responding to phone inquiries, to improve communication with members and assist in resolving grievances and disputes. Participants will also learn about organising frameworks, and how to utilise them in a call centre environment.

DURATION: 3 days
PRE-REQUISITE: NIL

CAMPAIGNING SKILLS FOR ORGANISERS

This course explores the fundamental skills and knowledge required to deliver an effective union campaign. The course will look at the essential steps in planning and delivering an effective campaign, developing strategies with achievable objectives and goals, and using campaigning to advance the union's objectives and priorities. This course is aimed at organisers and officials who have campaigning responsibilities as part of their role.

DURATION: 3 days
PRE-REQUISITE: NIL

DEVELOPING WORKPLACE LEADERS

This course emphasises a whole-of-union approach to delegate development and is offered only as an internal course for individual unions.

The first two days of this course provide organisers with a practical understanding of adult learning principles and their application when working one-on-one with delegates. It encourages a planned approach to working with Delegates, to assess their learning needs and to build their confidence, skills and knowledge.

The second part of the course builds on the skills and knowledge of the first, and develops organisers' capacity to work with groups of delegates, to manage group dynamics, and to create effective learning exercises.

DURATION: 4 days (2 days + 2 days)
PRE-REQUISITE: Completion of 'Organising Foundations', and 12 months' work experience following completion of 'Organising Foundations'.

GRIEVANCE HANDLING FOR ORGANISERS

This course develops the skills of organisers in dealing with member grievances. The course builds on the skills introduced in our entry level course for organisers, and develops skills for problem solving and negotiating outcomes at the workplace level. Practical case studies are included, along with opportunities to practice skills and different approaches with other participants.

DURATION: 3 days
PRE-REQUISITE: Completion of 'Organising Foundations' or equivalent course.

INTERACTIVE & SOCIAL MEDIA SKILLS

This one day course will give both experienced organisers and new starters the skills to increase the effectiveness of their communications and reduce the time and effort involved.

The course looks at the multiple communication platforms and formats that are available to organisers, including one to one conversations, site meetings, mass meetings, e-bulletins, social media, flyers, and magazine articles. Organisers are encouraged to attend this course to learn the simple framework which covers all forms of communication and to choose the most effective media to reach their audiences.

DURATION: 1 day
PRE-REQUISITE: NIL

NEGOTIATION SKILLS FOR ORGANISERS

This course is for experienced organisers, industrial staff or other officials who regularly negotiate grievances, disputes or are involved in bargaining. The course builds listening and negotiating skills, introduces negotiating theories, and assists participants to identify effective methods of planning and evaluating negotiations.

DURATION: 3 days
PRE-REQUISITE: Must have general negotiating experience and be regularly involved in representative negotiations on behalf of members.

ORGANISING FOR SAFER WORKPLACES

This course provides organisers and officials with the skills and knowledge to effectively communicate, organise and provide leadership on Work Health and Safety issues in Australian workplaces.

The course covers the key concepts required to enable participants to co-ordinate a campaign or **organising strategy** in health and safety and to educate and involve workers. These concepts include: an understanding of the main WHS frameworks operating in Australia; an understanding of how Unions have traditionally organised and built worker collective power around WHS issues; an understanding of how legislation can assist in establishing unionised health and safety structures and decision-making processes; how to communicate and consult effectively with workers and employers around WHS issues.

At the conclusion of the course, participants will be able to explain how to use current WHS, and other related legislation, to build union organising power at a workplace.

DURATION: 2 days
PRE-REQUISITE: NIL

PUBLIC SPEAKING SKILLS

A one day workshop building understanding of public speaking and communication skills, and how to use them effectively in workplace meetings, to improve communication between officials and workers and enable more considered and inclusive decision making and representation in workplaces.

DURATION: 1 day
PRE-REQUISITE: NIL

RECRUITING AT INDUCTIONS

As more unions seek to refine their recruitment strategies in issues-based campaigns, it is still important to take advantage of opportunities presented by neutral employers, especially through access to staff inductions.

This short course will examine case studies where unions are successfully recruiting new workers at inductions. Set up, delivery, strategic team work and systematic follow up will be examined and where appropriate practiced. This course aims to increase recruitment at staff inductions.

DURATION: 1 day

PRE-REQUISITE: NIL

WORKPLACE BULLYING & HARASSMENT

Many workers face bullying and harassment in their workplace. This course provides organisers with information on the legislative provisions and safeguards and will equip them with the skills to deal with bullying and harassment issues being experienced by their members.

DURATION: 1 day

PRE-REQUISITE: NIL

LEVEL 3

ADVANCED NEGOTIATION SKILLS

This course builds on existing negotiation skills and techniques in a union context. It addresses important issues such as planning and preparation, body language, questioning skills, motivational factors and provides a four phase model for negotiation.

For experienced organisers, industrial staff or other officials who have completed our Negotiation Skills for Organisers course and want to develop a wider range of negotiation skills and techniques in a union context, this course emphasises the importance of planning for negotiations, developing strategies and tactics and applying a range of techniques to different situations. There will be a range of practical opportunities for participants to review tactics and behaviours, consider strategies and develop arguments. Participants will be able to reflect on where negotiations fit into the bigger picture, and know how to use union power effectively.

DURATION: 2 days

PRE-REQUISITE: Participants must have extensive negotiation experience in grievance handling, disputes and bargaining. Completion of the 'Negotiation Skills for Organisers' is preferred.

CRAFT OF ORGANISING

In this course we critically analyse organising techniques and further develop skills and knowledge in organising theory and practice. This course gives organisers the important opportunity to reflect on their achievements and challenges, refresh their organising work with new ideas and share their experiences, techniques and tools with other experienced organisers.

At the completion of the Craft of Organising course participants will be able to: plan to increase power in the union movement to achieve change; apply mobilisation theory, public narrative and strategic questioning techniques to their organising work; develop their organising skills; apply organising techniques and frameworks to campaign scenarios; practice using communication skills to activate members; develop a collective bargaining strategy which includes the development of campaign activists; analyse employer tactics and plan to overcome them; devise on the ground and online organising strategies and tactics for our current industrial environment. This course is a pre-requisite for the Lead Organiser Development Program.

DURATION: 8 days (4 days + 4 days)
PRE-REQUISITE: Completion of 'Organising Foundations' (or equivalent course).

LEVEL 4

LEAD ORGANISER DEVELOPMENT PROGRAM

The Lead Organiser Development Program aims to equip Leaders of organising to drive structured, effective and systematic organising that consistently delivers successful outcomes for unions and workplaces. Our aim is to focus on development that builds capacity, power and winning campaigns.

The course is designed for people who are Leaders of organising, who lead a team of Organisers at a local or national level, and who are responsible for developing and implementing organising plans. The course has a focus on practical ideas and skills development, and is delivered residentially to enable greater interaction and more opportunities for informal peer to peer learning.

DURATION: 1 week - residential/5 days - non-residential
PRE-REQUISITE: Completion of 'Craft of Organising'.

LEADING CAMPAIGNS

Effective campaigning is essential to the growth, visibility and power of the union movement. A major priority of the ACTU Organising Centre is to develop the materials, networks, skills and resources required to assist lead campaigners to be effective in their roles. The Leading Campaigns course aims to develop the skills and knowledge necessary to establish and deliver large, well resourced, strategic organising campaigns.

This course builds on the skills developed in the Campaigning Skills course, and is aimed at lead campaigners and lead organisers who have direct responsibility for campaigning.

DURATION: 5 days
PRE-REQUISITE: NIL

COURSES FOR SPECIALISTS

Our specialist courses are designed for staff with particular responsibilities for industrial, research, media, leadership, WHS, education and other union work.

In addition to our scheduled program, these courses can be adapted and run for particular unions.

ADMINISTRATIVE & NEW UNION STAFF

Working for Unions 2 days

CALL CENTRE STAFF

Call Centre Organising 3 days
(Refer to Level 2: Courses for Organisers for further information)

ECONOMICS & RESEARCH SKILLS

Economics/Political Economy for Unionists 3 days
Introduction to Strategic Industry and Corporate Research 3 days

INDUSTRIAL STAFF

Advocacy 5 days

MEDIA OFFICERS & OFFICIALS

Media Skills for Union Officials 3 days

WORK HEALTH & SAFETY SPECIALISTS

Certificate IV in Work Health and Safety 3 days + 3 days
Certificate IV in Work Health and Safety - Upgrade 1 day
Commonwealth Work Health and Safety Entry Permit Holders 1 day

ADMINISTRATIVE & NEW UNION STAFF

WORKING FOR UNIONS

Working for Unions is a foundation course for new union staff, officials, officers and administrators. The course covers essential topics that underpin and contextualise working within the contemporary union movement, including: why unions are important to workers; the critical role unions play in today's society; how our vision and values support our actions; union history and contemporary union culture; and effective communication skills.

This course examines union history and culture, and provides participants with an opportunity to share experiences and ask questions. It is recommended that new union staff attend this course within their first six months of appointment.

DURATION: 2 days
PRE-REQUISITE: NIL

ECONOMICS & RESEARCH SKILLS

ECONOMICS/POLITICAL ECONOMY FOR UNIONISTS

This course is for organisers, researchers and other union officials who want to understand more about economics from a union perspective. The course introduces economic ideas in plain language, and applies them in case studies. Topics include economics and union values, productivity and growth, labour markets, inflation, unemployment, banking, the role of government, and global financial crises.

This course will assist discussions with members and participation in union policy debates, inform involvement in bargaining, and assist in analysis of relevant industries and corporations. The course forms a good basis for the Introduction to Strategic Industry and Corporate Research course.

DURATION: 3 days
PRE-REQUISITE: NIL

INTRODUCTION TO STRATEGIC INDUSTRY & CORPORATE RESEARCH

This course is for new union researchers and others involved in campaigns who want to learn how strategic industry and corporate research can contribute to campaigns that will strengthen and grow unions.

The course uses case studies to introduce participants to strategic industry and corporate research plans, methods, tools and sources of information. Topics include industry mapping, identifying key decision makers and how to influence their decisions, reading financial reports and identifying key stakeholders in campaigns.

DURATION: 3 days
PRE-REQUISITE: Participants not familiar with economics are advised to complete the 'Economics/Political Economy for Unionists', which forms a useful background for this course.

ADVANCED CORPORATE RESEARCH

This course is for experienced union researchers and others who have completed the Introduction to Strategic Industry and Corporate Research course, or who have corporate research or campaign experience.

The course builds on previous research and campaign experience to explore and apply advanced corporate research and campaigning methods using case studies. Topics include campaign planning, corporate governance, financial analysis, shareholder activism, government regulation and inquiries, media and legal issues.

DURATION: 3 days
PRE-REQUISITE: Completion of 'Introduction to Strategic Industry and Corporate Research' or experience in corporate research or campaigning.

INDUSTRIAL STAFF

ADVOCACY

This course is for officials who will present matters in the Fair Work Commission (FWC) and State IR Tribunals and is designed as a step by step approach to researching and presenting a submission to FWC or other jurisdictions.

The course identifies the areas in which FWC can arbitrate, and those matters that a lay advocate can take to the Magistrates Courts, both State and Federal. The course will spend significant time covering techniques and practices for researching and presenting a case.

The course provides practical instruction in all stages of preparing and presenting a matter for hearing before an industrial tribunal, and culminates in a mock arbitration hearing before a member of the FWC.

DURATION: 5 days
PRE-REQUISITE: NIL

MEDIA OFFICERS & OFFICIALS

MEDIA SKILLS FOR UNION OFFICIALS

With the fragmentation and multi-platform nature of the modern media, and the growth of user generated material, it is clear that the media is a constantly evolving phenomenon vital to communicating effectively with members and to the growth of the union movement. It is essential that unions understand how the media works to enable them to harness its power to move and influence people.

This course will help media-facing officials to focus on the best ways to build relationships with, and utilise the possibilities created by the contemporary media landscape. This practical course will be delivered from a number of locations, including training rooms, auditoriums and television studios, to create the environments in which media takes place. This course will be a vital component in the creation of positive and effective union campaign skills.

DURATION: 3 days
PRE-REQUISITE: NIL

WORKPLACE HEALTH & SAFETY SPECIALISTS

BSB41412 CERTIFICATE IV IN WORK HEALTH & SAFETY

The Certificate IV in Work Health and Safety is a nationally accredited program which incorporates a proactive and preventative union approach to health and safety in the workplace. This course is for union trainers who deliver WHS training, union officials and organisers involved in WHS issues, and health and safety representatives who wish to gain a formal qualification and increase their knowledge and involvement in the application of WHS legislation and policy-making in Australian workplaces.

The course is made up of two three-day workshops, with at least six weeks separating each workshop. Between workshops, participants will have the opportunity to relate their learning to a workplace, and to practice and consolidate their skills.

DURATION: 6 days (3 days + 3 days)
PRE-REQUISITE: Participants must be a union member to enrol in this course. Additionally, it is recommended that participants have access to a workplace for completion of some assessment; good writing, computing and internet skills, email and web access; a personal computer and telephone.

BSB41412 CERTIFICATE IV IN WORK HEALTH & SAFETY - UPGRADE

This one day workshop is for participants who hold the BSB41407 Certificate IV in Occupational Health and Safety qualification and wish to upgrade to the new BSB41412 Certificate IV in Work Health and Safety.

Assessments are designed to collect evidence of the participants' skills, knowledge and abilities relating to the topics covered in the upgrade workshop. Participants will need to allocate additional time at work and/or at home to complete assessment activities.

DURATION: 1 day
PRE-REQUISITE: Participants must already hold the BSB41407 Certificate IV in Occupational Health and Safety qualification. If the qualification was not obtained through the ACTU Organising Centre, a verified copy must be submitted with the application.

COMMONWEALTH WORK HEALTH & SAFETY ENTRY PERMIT HOLDERS

Union officials wishing to obtain an entry permit required to use the right of entry provisions under the Commonwealth Work Health and Safety (WHS) Act to enquire into suspected breaches of WHS Act and/or Regulations or to consult / advice workers they have industrial coverage over.

DURATION: 1 day
PRE-REQUISITE: Participants must hold a current industrial Federal Right of Entry, to obtain a Commonwealth WHS Entry Permit.

COURSES FOR LEADERS

The ACTU Organising Centre delivers courses for union leaders which aim to Assist Secretaries, lead organisers, lead campaigners and other senior officials to develop their capacity to lead and empower their unions to achieve greater outcomes for Australian workers.

Our courses provide Leaders with an opportunity to share and draw upon the experiences, knowledge, skills and strategies of fellow leaders across unions and industries.

A number of our leaders' courses are delivered residentially, to allow a greater opportunity for interaction and informal learning, and to provide an opportunity for professional development in a focused, reflective environment.

Lead Organiser Development Program (Refer to Level 4: Courses for Organisers for further information)	1 week - residential/non-residential
Leading Campaigns (Refer to Level 4: Courses for Organisers for further information)	5 days
Union Governance	1 day
Union Management	3 weeks (split) - residential

UNION GOVERNANCE

The Fair Work (Registered Organisations) Act 2009 requires union officers with financial decision-making responsibilities (including elected officials, finance staff and members of committees of management) to undertake Fair Work Commission-approved training in the area of financial governance within six months of their appointment.

The course has four main topics, addressing: the financial governance requirements of the legislation; conflict of interest and disclosure of financial interests; financial management issues, and; reading and understanding financial reports.

The course guides participants through the relevant legislative provisions with the use of case studies and practical examples.

DURATION: 1 day

PRE-REQUISITE: NIL

UNION MANAGEMENT

The Union Management program is designed for union leaders who have responsibility for the management of their union at federal or state level.

This comprehensive program provides leaders with an opportunity to share experiences, and engage with and learn from key industrial and social leaders and academics in a reflective, educational environment.

The course aims to motivate union leaders to take the necessary steps to develop unions that will improve the working lives of Australians, to establish the place of unions in the community and political landscape, and to lead with union principles and values.

The course will provide participants with the analytical, strategic, financial, governance, managerial and communication knowledge and tools needed to lead their unions effectively.

If your union is going through a change process it will be beneficial for two or more leaders to attend the same program.

DURATION: 3 weeks (1 week + 1 week + 1 week) - residential

PRE-REQUISITE: Participants should be union leaders with responsibility for the management of their union at federal or state level.

COURSES FOR UNION EDUCATORS

The ACTU Organising Centre has a responsibility for the development of union educators.

We run regular Trans-Tasman Union Educators' Conferences in association with the Organising Centre in New Zealand. Centre offices in each state facilitate union educator networks and support educators on a daily basis with assistance in developing and running delegate and activist education.

Training Skills for Union Educators	4 days + 3 days
Advanced Educators' Course	1 week – residential

TRAINING SKILLS FOR UNION EDUCATORS

Incorporating TAE40110 Certificate IV in Training & Assessment

This course is designed for union trainers/educators who are responsible for design and delivery of their union's delegate courses. It is also recommended for other union staff, such as organisers or industrial staff, who deliver sessions or courses to delegates and members as part of their role.

This course gives educators and organisers the knowledge and skills to prepare and deliver short training sessions for members, activists and delegates.

At the end of this course, participants will be able to: describe the union values and key principles that underpin education; prepare session plans, including aims and objectives; identify learning styles and strategies to meet different learner needs; develop activities, visual aids and other supporting resources; identify strategies to manage group dynamics; demonstrate basic training techniques and presentation skills; and explain the overlap and separation between accredited and non-accredited training. Upon completion of two additional Learning Guides, participants will be able to: define VET and analyse Training Packages and Units of Competency; design Learning Programs that meet the requirements of Units of Competency; plan, develop and conduct competency based assessments including RPL; and conduct assessment review and validation.

Please refer to our website for further information about course content and enrolment process.

DURATION: 7 days (4 days + 3 days)
PRE-REQUISITE: Participants must be a union member to enrol in this course. Additionally, for participants wishing to achieve the TAE40110 Certificate IV in Training and Assessment, it is recommended they have: access to a workplace for completion of some assessment activities; good reading, writing, computing and internet skills; email and web access; a personal computer and telephone.

ADVANCED EDUCATORS' COURSE

This course builds on the skills and knowledge covered in the Training Skills for Union Educators course.

On completion of this course, participants will be able to: understand the elements of program design; understand the links between progressive adult education and union education; identify and use informal learning opportunities for organisers and delegates; and practice training sessions that use active learning techniques.

This course is for existing union trainers who have responsibility for design and delivery, and who wish to know more about adult education theory and practice. It may also appeal to lead organisers who have a substantial training and development role.

DURATION: 1 week - Residential
PRE-REQUISITE: Completion of the 'Training Skills for Union Educators' or equivalent course.

COURSES FOR DELEGATES, REPRESENTATIVES & ACTIVISTS

The Organising Centre is committed to providing education that ensures that union representatives and activists have the time, skills, knowledge and confidence to act effectively in their workplaces and industries. Delegate courses are at three levels and can be offered as multi-union, or scheduled for individual unions upon request.

In addition to these courses, the Organising Centre can offer support to unions who run or are designing their own in-house delegate development programs.

LEVEL 1

Core Skills for Delegates and Activists	3 days
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LEVEL 2

Advanced Communication Skills	2 days
Campaigning Skills for Delegates	2 days
Handling Grievances in the Workplace	2 days
How to Run a Picket	1 day
Work Health and Safety for Delegates	1 day/2 days
Organising around Bargaining	2 days
Negotiation Skills for Bargaining	2 days

LEVEL 3

Workplace Union Leaders	3 days + 2 days
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LEVEL 1

CORE SKILLS FOR DELEGATES & ACTIVISTS

This is a course for new representatives. The course introduces the role, knowledge and skills involved in being a workplace Representative and discusses how to represent members effectively, communication skills, and how to strengthen union organisation in the workplace. Participants will practice skills such as identifying issues, holding one-on-one conversations with members, and solving problems in the workplace.

DURATION: 3 days
PRE-REQUISITE: NIL

LEVEL 2

ADVANCED COMMUNICATION SKILLS

This course is aimed at union delegates, shop stewards, representatives and activists. This is a two day course developed to ensure union delegates have a range of high level communication skills to enable them to consult, communicate and organise effectively. This course covers different communication formats including one to one conversations, site meetings, mass meetings, e-bulletins, flyers, magazine articles and reports.

DURATION: 2 days
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course.

CAMPAIGNING SKILLS FOR DELEGATES

This course is intended for workplace delegates and activists who are preparing to take part in a workplace level enterprise bargaining or issues-based campaign. The course addresses the key elements, phases and structure of a campaign; identifying and developing stakeholders, planning strategy and tactics and the principles of escalating action. Participants will study examples from a range of bargaining and non-bargaining based campaigns, including industry and community campaigning.

The course is intended for delegates who are about to initiate a campaign and incorporates practical analysis and planning skills. It can be tailored to fit an intended campaign for a particular union.

DURATION: 2 days
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course.

HANDLING GRIEVANCES IN THE WORKPLACE

This course will provide delegates with skills and knowledge around handling grievances in the workplace, in the context of an enforcement or 'maintenance' organising period. The course will address the principles of procedural fairness, develop problem-solving and analytical skills, and develop strategies for communicating with workers and employers on grievance issues and procedures. . The course will also look at legal principles and interpreting grievance procedure clauses in awards and agreements.

Delegates will be asked to complete a task around educating members about their rights under grievance procedures, requiring a commitment to follow-up by organisers.

DURATION: 2 days
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course.

HOW TO RUN A PICKET

This course has a very practical focus and you will be expected to participate in a number of activities throughout the day. Experienced picketers from different union will share their experience and knowledge. The aim of the course is to: advance the skills and knowledge of organisers and delegates to run effective pickets at their worksites; deliver capacity to unions to update and maintain skills around pickets.

At the end of the course, participants will be able to: develop effective industrial strategy that utilises picketing; confidently articulate the purpose of picketing; lead pickets at their worksite; demonstrate a conversation to non-members and community members to seek support for the picket and to sign up to their union.

DURATION: 1 day
PRE-REQUISITE: Participants are required to currently or prospectively have organising and/or representative responsibilities as delegates or organisers.

WORK HEALTH & SAFETY FOR DELEGATES

This course is for delegates and builds on skills introduced in the Core Skills for Delegates and Activists course.

It provides delegates with an overview of the Work Health and Safety (WHS) legislation, with particular focus on the consultation and risk management process. This course also gives delegates the skills to set up health and safety structures within their workplace e.g. the establishment of work groups, election of Health and Safety Representatives (HSRs) and safety committees to ensure WHS issues and grievances are effectively dealt with.

The course also explores how delegates can work with HSRs to provide an integrated union approach to the resolution of WHS issues, organise around WHS issues and thus strengthen union growth. Delegates and HSRs from the same workplace are encouraged to attend together.

The course can be delivered as either a one or two day course. The two day course will in addition cover the area of worker's compensation and return to work.

DURATION: 1 day/2 days
PRE-REQUISITE: HSR to have completed the accredited basic training course under the relevant jurisdictional WHS legislation is preferred but not mandatory. Delegate to have completed 'Core Skills for Delegates and Activists'.

ORGANISING AROUND BARGAINING

This course will prepare delegates to organise their workplace in preparation for, and throughout, an enterprise bargaining campaign. The course will address the phases of a bargaining campaign in the context of workplace organising. The course will cover recruiting new members and activists, consulting and communicating with members, building support around a log of claims, establishing and supporting networks and taking collaborative action throughout the bargaining process.

The course is intended for delegates in workplaces preparing for the commencement of bargaining, and participants will be asked to complete an organising task relating to communication networks following the course, requiring a commitment to follow-up from organisers.

This course can be run as a stand-alone course or as a prerequisite for delegates or activists who will act as bargaining representatives, before they take part in the Negotiation Skills for Delegates course.

DURATION: 2 days
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course.

NEGOTIATION SKILLS FOR DELEGATES

This course is intended to prepare workplace delegates or activists who will be acting as representatives in collective bargaining negotiations. The course will cover the key phases of bargaining and the legal triggers, rights and obligations for unions and bargaining

Representatives under the Fair Work Act, the course will address negotiation theory and take a practical approach to developing negotiation skills for delegates in a collective, good faith bargaining context.

The course can be run as a stand-alone course or in conjunction with another Level 2 course, and would ideally be run for delegates after the development and endorsement of the log of claims, but prior to the commencement of bargaining.

DURATION: 2 days
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course plus completion of the 'Organising around Bargaining'.

LEVEL 3

WORKPLACE UNION LEADERS

This course is aimed at experienced delegates and workplace leaders, to develop leadership skills among union delegates at a workplace and industry level. This course will bring together union Representatives from different unions and industries, and focus on communication, leadership and campaigning skills.

DURATION: 5 days (3 days + 2 days)
PRE-REQUISITE: Completion of the 'Core Skills for Delegates and Activists' or other introductory level course.

The ACTU Organising Centre's online courses broaden the reach of our education program, and provide unions with greater flexibility about when and where participants learn. We offer online Delegate Education for delegates, activists, union officials and Federal Right of Entry for union officials.

DELEGATES ONLINE PROGRAM

This program provides access to high quality union education regardless of time or location constraints.

The program is available for union members and examines the history and role of unions in our society, the role of delegates in the workplace, as well as some of the practical aspects of union work including mapping, problem solving and recruitment conversations.

Please refer to our website for further information about course content and enrolment.

FEDERAL RIGHT OF ENTRY

We also deliver the Fair Work Commission (FWC) Right of Entry online course.

The Fair Work Act of 2009 brought about important changes to workplace laws. This has impacted on how unions may enter workplaces. The Organising Centre's online course focuses on these legislative changes, and provides a multiple choice quiz to test participants' understanding of changes. Successful completion of the quiz can be used to demonstrate understanding of the legislation - a pre-requisite to applying for a right of entry permit.

Please refer to our website for further information about enrolment.

ORGANISING WORKS PROGRAM

Training new organisers in the skills of organising and recruitment

Incorporating BSB41807 Certificate IV in Unionism & Industrial Relations

The Organising Works program assists unions to develop trained and competent organisers, capable of delivering effective and sustained campaigns.

The program prepares new organisers in the skills of organising and recruitment, covering topics such as: knowledge of the workplace relations system and laws; bargaining and dispute resolution; consultation and communication with workers and employers; identifying and resolving issues of concern to workers; implementing and monitoring WH&S laws, policies and procedures; and understanding current economic and policy issues relevant to the workplace.

Training is nationally accredited and formally assessed via a range of methods, including workplace-based projects, written activities and observation of demonstrated skills. Participants successfully completing all assessment are awarded the BSB41807 Certificate IV in Unionism and Industrial Relations qualification, comprising ten Units of Competency.

The Organising Works program has one intake per year. The program will commence in each participating state in February, and conclude by late November of the same year.

Please refer to our website for further information about course content and enrolment process.

BSB41807 CERTIFICATE IV IN UNIONISM & INDUSTRIAL RELATIONS - SINGLE UNION

The Organising Centre can also deliver the Certificate IV in Unionism and Industrial Relations qualification to individual unions via tailored face-to-face training sessions stretching over a number of weeks.

Please contact the ACTU Organising Centre for further information.

EXPERIENCED ORGANISER PROGRAM

Incorporating BSB41807 Certificate IV in Unionism & Industrial Relations

This program provides an opportunity for experienced organisers to gain the nationally accredited qualification BSB41807 Certificate IV in Unionism and Industrial Relations.

Participants are experienced and lead organisers employed by a union, with at least four years' experience as an organiser. The program builds on the organiser's existing knowledge and skills to advance their capacity and professionalism, through a flexibly delivered and accessible training program.

For participants who have previously completed the Organising Works program, it provides an opportunity to update their qualification and will be especially useful for experienced organisers currently involved in mentoring Organising Works participants.

The program comprises classroom-based group workshops, as well as visits by a qualified educator to each participant in their workplace to reinforce and individualise the learning, and to gather assessment evidence.

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