

Collective Learning

Partnership

Issue 4 | March 2019

Take learning to the workplace

- Communication skills
- Computing
- Shift friendly
- Accredited Courses
- ICT Support
- CV Writing
- Modern Languages



2009-2019

10 YEARS ON AND GOING FROM STRENGTH TO STRENGTH

2019 sees the 10th anniversary of the start of the Collective Learning Partnership.

The partnership has grown from an initial idea into a strong and vibrant community across Scotland with dedicated and committed tutors supporting the needs of learners on a daily basis.

This newsletter has been produced for the 10 year celebration event held at the Scottish Parliament on 20th March 2019.



WELCOME

Welcome to the 10 year anniversary celebrations of the Collective Learning Partnership.

This special edition newsletter will provide you with an insight of what the partners have been able to successfully offer and deliver to the Scottish workforce.

Throughout the 10 year period the partners have worked tirelessly to provide fantastic opportunities year on year that supports workers on their learning journey.

As a collective group the CLP has been able to facilitate and deliver over 5000 courses in dozens of workplaces all over Scotland. We continue to respond to the demands of the workforce, trade unions and employers by developing the delivery and content of the courses. This is evident in the successful courses that have run in several employers since 2009.

Within this newsletter you will find some great success stories, overviews of achievements and plans for the future.

Scottish Fire & Rescue Service

The Scottish Fire and Rescue Service (SFRS) have continued to support the partnership, and by opening their stations across Scotland they have facilitated learning on a Scotland wide basis. Some of the courses would have been difficult to arrange if it were not for the current arrangement with the SFRS.

The Fire Brigade Union (FBU) Learning Organiser Ian McGregor works closely with the SFRS's Ceri Dodd (Leadership & Skills Development Manager) and City of Glasgow staff within the Trade union Education Centre to promote lifelong learning and continue their long term commitment in upskilling their workforce. SFRS members have successfully completed several courses such as ECDL, Interview Skills and Spanish in many of their stations. FBU and SFRS have been the key driving force in encouraging and embedding learning into their local communities. This was demonstrated on many occasions when they supported local workplaces and workers by collectively organising courses at their stations. Ayr, Greenock and Irvine stations hosted several Spanish courses which included employees from surrounding employers, e.g EE Call Centre, James Walker Devol Engineering Plant, RBS Mortgage Centre and the local train stations. This is an excellent example of the opportunities the CLP can offer to members by removing barriers to education, and collectivising learning opportunities.

We look forward to delivering many more successful courses with the SFRS in the coming months and years including an exciting learning programme developing the skills of their Scottish workforce on Microsoft 365.

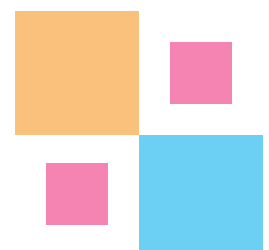
Community

Again, special thanks to Susan Cassidy and Community the Union for the opportunity to hold courses in the Jimmy Brandon Centre, Motherwell which hosted a number of courses over the years including I.T. courses for the staff at the local Rail stations. This was also used for several other courses including tablet courses, and communication skills training. Community have now moved location but will continue to make their premises available for future training, for their own members and members of the CLP.

European Computer Driving Licence – No backstop required

Unions and employers can vouch for the importance of upskilling our workforces especially with the technology that we find in our everyday lives. ECDL has been delivered to members in almost all of our Union partners and in the following workplaces; Rolls Royce, BAE systems, Glasgow Life, Gemini Rail Services Ltd (formerly Knorr Bremse), Royal Mail Centres, MAHLE, Diageo, Phillips Lighting, East Dunbartonshire Council, Alexander Dennis and SFRS.

ECDL training has allowed the development of new transferable skills benefiting individuals and employers. With the progression from ECDL Essentials to ECDL Extra delivered using the successful model of workplace based, shift friendly, flexible courses, free at point of delivery this remains a pivotal element of the CLP programme.



Next Stop – Learning Central

Abellio Scotrail have also seen a large number of their employees participate in a diverse range of courses over the last 10 years. Associated Society of Locomotive Steam Enginemen and Firemen (ASLEF) members throughout Abellio Scotrail have witnessed the employer's effort to make learning easy and accessible to all ASLEF members. Courses have been delivered at various times in the day to cater for the shift patterns of the workers. Some courses being delivered 2 and 3 times in the same day to allow as many workers as possible to access the learning. Venues for courses have covered the length and breadth of Scotland; Inverness, Aberdeen, Perth, Edinburgh, Stirling, Glasgow, Dundee and Dumfries. Scotrail workers have successfully completed dozens of courses thanks to the work of the CLP.

The CLP was involved with the Scotrail apprentices and have continued to support the learning programme with bespoke language, computing and communication courses. The language courses have been particular popular and feedback from learners indicate that they have been able to confidently utilise the skills that they have developed by communicating with their customers in Spanish, Italian or Sign Language. An important aspect of the support availed through the CLP was the training in the use of new technology and 4G enabled tablet devices which were issued to all staff. The training has proven to be invaluable in making the introduction as smooth as possible.

New courses are currently being developed around mathematics and numeracy skills aimed at helping parents with their children's education and refreshing rusty skills for use in the workplace.

Computing courses do not cover ECDL only. Courses are designed around the needs of the learners which enhance their ability to work confidently with Computers in the workplace and equally at home tackling everyday tasks online. Computing courses cover a broad spectrum of specialist areas such as; Microsoft Word, Excel, and PowerPoint, CV writing, digital skills, introduction to IT, computing levels 1, 2 & 3. We have run some of the above courses in BAE systems, Royal Mail centres, Alexander Dennis, Motherwell, Perth, Dundee, Aberdeen and Ayr Rail stations, Remploy, Rolls Royce, Prestwick Airport and Saheliya.

BAE Systems – launching learning to the workforce

BAE Systems has been a member of the CLP since the start and courses have been delivered to hundreds of workers over the last 10 years. These include Understanding Pensions, Spanish, Italian and Communication Skills. However, undoubtedly the most successful range of courses have been around ICT. Numerous courses have been delivered at shift friendly times, including to night shift workers, from introductory taster sessions, right through to introductory classes covering aspects of Microsoft Office (Word/Excel/PowerPoint). Over the next few months we will be running the first ECDL Essentials courses before progressing on to ECDL Extra after the summer. Demand for the courses is high and Billy McKay the Unite the Union Convenor feels that "this is an opportunity for workers here at BAE Systems Surface Fleet to further develop their IT skills and gain an internationally recognised qualification." Once again the course will be delivered to facilitate those workers often excluded from learning opportunities, especially night shift workers.



BAE Systems launching learning to the workforce

Training on point

Another partner to the CLP has been the National Union of Rail, Maritime and Transport Workers Union (RMT). Since joining the partnership in 2016 they have also seen great success with their members working within Scotrail and completed courses involving Health & Wellbeing and Languages at Atrium Court in Glasgow. RMT members in Aberdeen also benefited from the computing and ESOL training provided through the CLP.

Distributing new skills to the workforce

The workforce within the Tesco distribution centre in Livingstone have already gained additional skills from several courses ran at the workplace. ESOL courses were highly successful with employees whose first language is not English, helping with making day to day life that much easier. The courses were very popular with more planned for the future. Karen Petrie the Union of Shop, Distributive and Allied Workers (USDAW) Union Learning Representative (ULR) said “the courses have been a great success and the feedback has been tremendous. It is really encouraging to see so many people taking up these new learning opportunities”. Similarly, courses related to the mental health of the workforce have been a key component in maintaining a fit and healthy workplace for all. Recent courses related to Microsoft Word and Excel have proven to be a big success and we look forward to delivering further courses in 2019.

A Sign of Success

One of the most rewarding and popular courses delivered continually over the 10 years has been Sign language. Several workplaces have successfully ran several courses including: Glasgow Airport security staff and Fire Fighters, BAE systems, Phillips, Abellio Scotrail, Glasgow First Bus, Glasgow Life, East Ayrshire Council, Rolls Royce, BT, Royal Mail Centres, Diageo and SPT. The feedback received is always very positive as learners recognise the confidence that they develop from attending a Sign language course. There are reports year on year of how learners have been able to help, support, communicate and converse with family members, work colleagues, customers and friends. First Bus drivers completed Sign language

courses previously and then again in 2018. The bus drivers have been able to successfully hold conversations with passengers who have a hearing impairment. Another example of how successful the Sign language courses are is how the Security staff at Glasgow Airport were able to calm and support a deaf passenger after the cancellation of her flight by using the sign language they learned from the course. There is a huge importance given to the content of the courses as they need to be relevant to the learners and the workplace. There are further Sign Language courses already scheduled April 2019 for administration staff and drivers within First Bus.

Learning just keeps Rolling on

Workers based at Rolls Royce have attended languages course in the workplace which were delivered to workers who work with complicated shift patterns. Popular language courses in Rolls Royce include Spanish, German and Sign Language. The German courses which ran at Rolls Royce covered vocabulary specific to engineering terms which enabled the workforce to communicate more effectively with the German visitors that they would meet on a regular basis either in the workplace or at European Works Council meetings. Rolls Royce is a prime example where a wide and diverse range of courses clearly benefits everyone involved. “Over 1000 members have successfully completed a range of courses delivered at shift friendly times in a familiar and comfortable environment based at their workplace of which the CLP has been instrumental” *Pat McIlvogue, Unite the Union*

Peel Ports Hunterston

Redundancy is never a situation that you wish to be in and the help and assistance we received through the CLP was invaluable to our members. Many of those had worked within Peel Ports for many years and it had been some time since they last had to write a CV let alone go through an interview. Daunting as it was for them 2 cohorts attended a CV and Interview skills workshop with June (McLean) which gave them the confidence and tools to be successful in getting their skills outlined and taking the dread out of the interviewing process. They may not all be employed as yet; however a couple of them have managed to secure employment. For those who are still looking they do so with renewed self-assurance and a few pointers up their sleeves.

Parliamentary Support has been vital

Throughout the last 10 years the CLP has been supported by members of the Scottish parliament. Their input, support and practical guidance has been invaluable and has been a great asset for the CLP.

We would like to take this opportunity to thank our previous chairs including the late Helen Eadie, and more recently Karen Whitefield, and

Christina McKelvie, MSP for their exceptional support of the CLP throughout their terms in position.

We would also like to welcome our new joint chairs of the CLP; Neil Findlay, Labour MSP for Lothian, and Tom Arthur, SNP MSP for Renfrewshire South. Both Neil and Tom have a strong belief and passion for opening learning opportunities to as many people as possible, and we look forward to working with them to further develop this exciting partnership.



Learning is never on hold

The CWU have worked in partnership with the CLP over many years, hosting opportunities at the Glasgow and Edinburgh Mail Centres, and BT Call Centres in Glasgow and Aberdeen

One of the courses we were able to run was Spanish for Beginners with follow up courses, running for 2 years in total. “The learners loved the course and we got great feedback about the course and tutor. Spanish is the third most spoken language in the world and the learners were keen to develop their skills further. This was evident when each block was due to complete, I would receive requests to continue it on, these requests were even sent into myself in Spanish!”

Mel Gorrie, CWU Learning Officer

“It’s been really great learning a new language and Miriam is such an excellent and patient tutor” – Aileen

“Loved the Spanish, learning so much. Miriam is a great tutor, please, please can we continue with more classes next term? Thanks to the Union for laying this on” - Paul

“Muchas Gracias for putting on the Spanish class Mel, looking forward to future classes, if you can manage to put on any more. Felt we’ve all built up a head of steam now ☐ really worthwhile and enjoyable” – Kevin

Leading from the front

Employer’s, Trade Unions, City of Glasgow College and course members are vital in the success of the learning provided. However we must not overlook the hard work and expertise that our tutors apply to all the courses ran through CLP. The feedback has universally been rightly positive in relation to the course delivery, with courses being as enjoyable as they are valuable. Tutors have built up lifelong friendships with many of the learners, and their flexibility, professionalism and willingness to go the extra yard has been a key component in the programme.

A huge thanks to our IT and communications tutors; Paula Bauge, Gillian Bell, June Mclean and Catia Della Croce, our Spanish tutors; Lorraine Mullen, Miriam Maraver, and Jose Rodriguez, and Sign Language tutors; Amanda Carson, Nicola Mitchell and Elizabeth Lafferty. Thanks also to Steve Tolland, Alan Richardson, Sonya Cassidy and Scott McCabe who have all been involved in a range of CLP course. Many other tutors too numerous to mention have also played a key role in the course delivery.

COURSE DELIVERY

Over the first 10 years a wide variety of courses have been delivered, often bespoke to particular workplaces and groups of learners

Locations

Courses have been delivered at workplaces as diverse as Glasgow Shipyards, Train stations, Factories, Bus Stations, Fire Stations, Nuclear Establishments, Hospitals, Call Centres, Postal Depots, Distribution Centres, Football Stadiums, Schools, Libraries and Administration Centres.

These have been within partner organisations such as Rolls Royce, Bae Systems, First Scotrail, Glasgow Life MAHLE Engineering, Scottish Fire and Rescue Service, NHS Tayside, Knorr Bremse, SPT and many others too numerous to mention.

Accessibility

Using the model which lies at the heart of the Collective Learning Partnership, of shift friendly, workplace location, short sessions, course choice, flexibility and TUC trained tutors has made the courses available to thousands of workers who may otherwise have been denied the opportunity. The role of Trade Union Learning Representatives working with employers and with the support of the Trade Union Education Centre at City of Glasgow College through joint Learning Committees have proven to be invaluable. Courses have been delivered throughout Scotland, from Glasgow to Thurso, from Aberdeen to Dumfries, from Oban to Inverness.

Course Variety

The range of courses is wide and diverse with everything from Literacy and numeracy support, Languages (inc. Spanish French, German and Italian), ESOL, Computing from Basic to ECDL Advanced, Employability Skills including CV and Interview training, to very bespoke Minute Taking courses. New developments include courses aimed at helping parents support their children with modern mathematics while learning new skills to help them in the workplace. (see

chart) One of the most successful areas has been the support offered during periods of change including the development of new skills and new technology (tablet devices)

Numbers of Learners

Year on year the numbers accessing the courses has been consistently growing with over 500 learners per year benefiting from the opportunities on offer. (see graph opposite)

Reaching Out to the Community

The CLP took a collective decision to support Saheliya, which is a specialist mental health and well-being support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) in the Edinburgh and Glasgow area. As a result of this support adult literacy courses, IT courses, and practical support to assist with improving access to mainstream services have proven to be invaluable.

Website

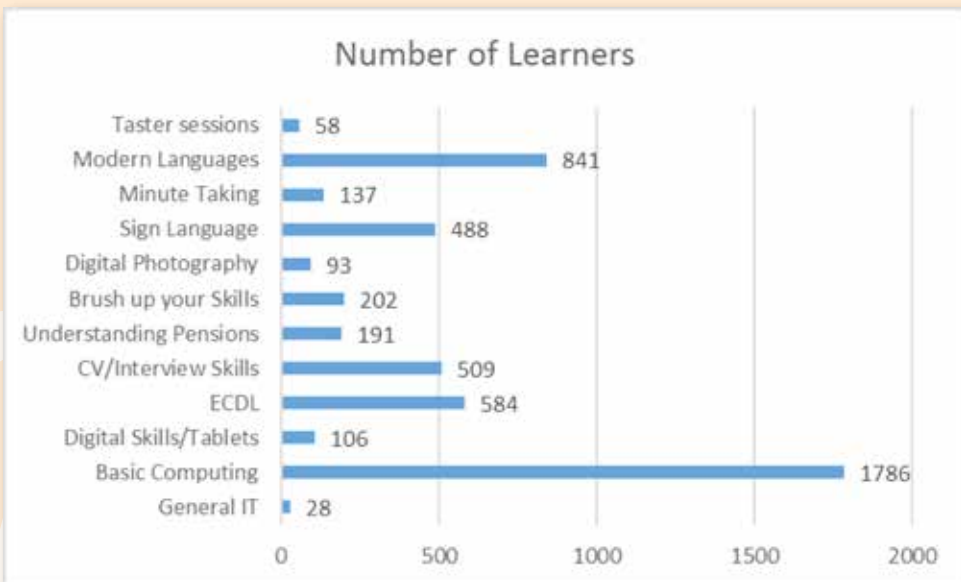
The CLP took a decision a couple of years ago to develop its own bespoke website to promote and advertise courses available and encourage recruitment and the collectivising ethos of the partnership. The website is constantly evolving and will prove to be a real asset in the coming years.

Resources

The CLP now has over 40 dedicated laptop devices, and 20 I-Pads and 10 Samsung galaxy Tablets. In addition we have just invested in a new bank of mobile wi-fi devices which will facilitate the accessibility of courses across Scotland.

10 YEARS OF SUCCESS

Type of course	No. of Learners	No. of courses delivered
General IT	28	4
Basic Computing	1786	202
Digital Skills/Tablets	106	18
ECDL	584	59
CV/Interview Skills	509	63
Understanding Pensions	191	21
Brush up your Skills	202	25
Digital Photography	93	11
Sign Language	488	46
Minute Taking	137	16
Modern Languages	841	89
Taster sessions	58	14
TOTALS	5023	568



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