

Welcome to Organising Works!

We hope you enjoy the experience of this ACTU flagship program and go on to help strengthen the Australian union movement at a challenging time in its history.

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The Program – An Overview:

The aim of OW is to produce future union organisers and leaders committed to the rights of working Australians and their families and determined to assist unions grow and prosper.

It incorporates the nationally accredited qualification BSB41807 Certificate IV in Unionism and Industrial Relations, and is delivered as a combination of supervised work experience, and structured training room based Courses covering a broad range of topics.

OW also seeks to inject resources into the union movement to enable effective and sustained campaigns, utilising new and innovative approaches to organising.

Your primary role is to work at a grass-roots level, recruiting and organising principally in non-union areas.

OW has run over many years and has proven successful as a means of recruiting more women, young people and workers from diverse ethnic backgrounds into the union movement.

Access & Equity:

ACTU Organising Centre prohibits discrimination towards any group or individual.

We are committed to ensuring all participants have reasonable access to training irrespective of their sexual preferences, culture, age, race, socio-economic background or disability.

ACTU Organising Centre will make reasonable adjustments to facilities and program delivery in order to maximise access and participation by all participants. This includes providing, where necessary and appropriate:

- language, literacy and numeracy assistance
- client support, including any external support the Centre may arrange
- flexible learning and assessment procedures
- welfare and guidance services

Privacy Policy:

ACTU Organising Centre respects the privacy of all participants and is committed to protecting personal information provided to us.

We disclose personal information only for government reporting and statistical purposes. (OW Participants sign their consent for this on the OW Participant Application form.)

ACTU Organising Centre ensures information provided to us remains private and protected from misuse, loss, unauthorized access, modification or disclosure.

Participants may access their own training files by making a request in writing (signed and dated).

Fees and Refunds Policy for OW:

For the OW Program the Organising Centre charges fees and issues refunds that are fair and reasonable.

Each participant incurs a flat-fee of \$3,500, payable on enrolment by the participating union, to the ACTU Organising, Education and Campaign Centre.

Training is nationally accredited and therefore GST is not payable on fees.

Cancellation of a Program enrolment must be received in writing from the participant or the union.

If an enrolment is cancelled prior to commencement up until and including Course 4, a full refund applies (or no invoice is issued). If an enrolment is cancelled after Course 4, no refund is given.

In NSW and VIC where state government funding is available, the breakdown of fees and the refund policies follow the guidelines of the individual State Governments.

Delivery Mode:

Organising Works participants are employed as Organisers within Unions.

Training delivery is through a combination of:

- formal workshop-based training.
- on-the-job, work-based training, (each participant is assigned a mentor at their workplace who assists with the 'on-the-job' component.)

Program Duration, Dates & Venues:

The OW Program comprises 13 courses with a total of 42 days of face to face training.

Courses:
1. Induction
2. History and Values
3. Organising Foundations
4. Planning
5. Workplace Leaders
6. Workplace Structures & Action
7. Communication for Organisers

Courses:
8. Power in Diversity
9. Campaigning (Residential)
10. Grievance Organising
11. OHS Organising
12. Economics for Organisers
13. Review

Courses are scheduled in 3 or 5 day blocks and are delivered over 37 weeks / 9 months.

Generally the program starts in Feb/March each year and completes by the end of November.

Information about course themes and topics, plus exact dates, venues and ACTU contact details for each state are available at <http://www.actu.org.au/UnionEducation/OrganisingWorksProgram/default.aspx>

The OW Memorandum of Understanding between the ACTU and Unions:

All participating unions sign the OW Memorandum of Understanding between the ACTU and Unions. Signed copies are kept in individual participant files.

The MoU sets out the agreed obligations and responsibilities of both parties regarding all aspects of the Program. In particular, it reiterates to unions that they must:

- a) Provide a supportive environment to the participant;
- b) Nominate a mentor who has adequate time to be actively involved in on the job training, supervision and assessment; and
- c) Develop an organising plan for the participant to identify priority organising targets prior to the participant commencement.

OW Participant and Mentor Induction (Course 1):

Course 1 is a 2 day induction held at the commencement of the Program for both participants and their mentors.

Induction outlines everyone's roles and responsibilities and the OW MoU between ACTU and Unions is explained in full.

In Victoria and New South Wales where the program is funded, a representative from the Australian Apprenticeship Centre (AAC) attends so that participants may be signed up as trainees. A Training Plan is completed.

Participants have the opportunity to individually discuss any special needs they have with the Educator and/or Mentor. (Educators have results of Literacy Indicator activity completed by participants.)

Educators note arrangements for support on the individual participant file (and Training Plan where applicable).

Course Attendance Requirements:

You are required to attend every day of all Courses as per the scheduled dates.

In general, training commences at 9am and concludes at 5pm, with an hour lunch break.

Punctual attendance at all sessions is expected.

You will sign an attendance sheet each day as confirmation of your attendance.

If Mentors require information regarding your attendance at Courses they may contact the Educator.

What if you are unable to attend a Course?

If you are unable to attend training due to illness, or other valid reason, contact your Educator asap in advance or on the morning of training – preferably before 9am.

You and/or your mentor need to follow up with a written explanation to the Educator as to why training was missed.

Your Educator will discuss with you, and your Mentor, how you will make up the missed training. Any letters/emails regarding absences will be kept on your participant file.

Behaviour During Courses:

All Organising Works participants are responsible for helping to maintain both a positive and safe learning environment.

You are expected to observe the Code of Conduct.

Under our Code of Conduct, participants are expected to:

- Follow attendance requirements and observe punctuality for all training sessions;
- Show respect for each other, for the Educators and for all visitors;
- Take care of training facilities

If a participant fails to observe the Code of Conduct he/she will be subject to the Disciplinary Counseling Procedure as follows:

- The participant is spoken to on a one-to-one basis;
- The participant is given the opportunity to respond and if they wish, someone of their choice may be in attendance;
- If the matter cannot be resolved or a further incident occurs, the matter is taken up with the mentor (if applicable) and/or union concerned;
- If the matter still cannot be resolved, the participant is formally counselled and their ongoing participation in the program examined;
- The participant is given opportunity to see recorded file notes.

Support During OW Courses:

OW Educators will try to give you reasonable access to training and assessment. This includes providing support such as;

- Referral to language, literacy and numeracy assistance, where required
- Referral to external welfare and guidance services, if appropriate.
- Reasonable / allowable adjustments of assessments if you have special needs.

Educators are available to participants outside course hours via telephone and/or email.

If you experience difficulty with OW Course work talk to your Educator for help.

Participant Files:

Your file is confidential and kept in accordance with ACTU Organising Centre Privacy Policy.

We disclose personal information only for government reporting and statistical purposes. OW Participants sign their consent for this on the OW Participant Application form.

If requested, we may report your course attendance and/or assessment outcomes to your mentor/union.

Personal information kept in your file is not provided to any other third party without your written consent.

You may access your file by submitting a written (signed and dated) request to your Educator or the RTO Compliance Officer.

All participant files are kept at the ACTU Organising Centre Melbourne Office.

It is your responsibility to inform the Organising Centre of any changes to your details.

If, during the Program, you change your contact details or your mentor or union, or you withdraw from the OW Program, notify the RTO Compliance Officer in writing, as soon as possible.

OW Units of Competency:

The OW Program incorporates the nationally accredited qualification, BSB41807 Certificate IV in Unionism and Industrial Relations (BSB41807).

Participants complete the following ten units of competency to achieve the qualification.

Unit Code and Name
BSBWRK401A Develop and implement an organising plan
BSBWRK402A Empower workers
BSBWRK403A Communicate with workers
BSBWRK404A Promote equality of opportunity and fair treatment for all workers
BSBWRK405A Promote union values, principles and policies
BSBWRK406A Participate in the bargaining process
BSBWRK407A Provide advice to union members
BSBLED401A Develop teams and individuals
BSBWRT401A Write complex documents
BSBOHS407A Monitor a safe workplace

A summary of each unit is available at

<http://www.actu.org.au/UnionEducation/OrganisingWorksProgram/default.aspx>

Full details of each unit are available from the RTO Compliance Officer.

Outcomes and Pathways:

On completion of Certificate IV in Unionism and Industrial Relations (BSB41807), you will have the skills and knowledge required to carry out a number of official roles within a Union.

You may go on to study the Diploma of Unionism and Industrial Relations.

OW Assessments:

Assessment is the process of collecting evidence and making judgements about whether the standard (the unit of competency) has been achieved.

Participants complete TEN assessment projects.

Each assessment project comprises 1 or more tasks designed to collect evidence of your skills, knowledge and abilities relating to the topics covered in Certificate IV in U&IR.

Once you successfully complete all assessment project tasks you will have completed the requirements for the full qualification.

The Assessment Process:

Complete your project tasks and submit them by following the process below:

1. For each task (or group of tasks) fill in Part A of the Assessment Cover Sheet.
2. Attach the Assessment Cover Sheet to a printed copy of your task/s and submit to your Educator (remember to keep a copy for yourself.)
3. Your educator will assess the task/s (usually within one month of receipt) and give you written feedback via email and/or the Assessment Cover Sheet. If additional information is required or the task/s need to be re-submitted, your Educator will speak to you to make sure you understand what you need to do.
4. The educator will forward the project task/s to Administration and all documentation relating to your assessment will be kept within your individual participant file.

All project tasks must be successfully completed and saved on file before you can be issued a Qualification / Statements of Attainment.

Assessment Project Submission Dates:

Project Title	Given out during course	Due during course
Participant / Mentor Progress Report	1. Induction	Course 10
History & Values	2. History & Values	Course 3
Organising Foundations	3. Organising Foundations	Task 1: Course 4 Task 2: Course 5 Task 3: Course 7 Task 4: Course 11
Planning	4. Planning	Tasks 1 – 3: Course 5 Task 4: By course 9 Task 5: Course 10
Workplace Leaders	5. Workplace Leaders	Tasks 1 – 8: Course 6 Tasks 9 – 11: Course 7
Workplace Structures & Action	6. Workplace Structures & Action	Course 7:
Communication for Organisers	7. Communication for Organisers	Task 1: Course 8 Task 2: Course 7
Power in Diversity	8. Power in Diversity	Course 9
Campaigning	9. Campaigning	Course 10
Grievance Organising	10. Grievance Organising	Course 11
OHS Organising	11. OHS Organising	Course 12

Completion of Projects by the set deadlines is fundamental to the successful completion of training. It is expected that participants take full responsibility for meeting submission deadlines.

Overdue Projects / Extensions:

If Projects are overdue by more than 3 weeks, your Educator will contact you and/or your Mentor to discuss the issue.

If projects are overdue by several weeks, a letter may be sent to your Union Secretary, followed by a meeting to discuss your continued involvement in the Program.

If you need an extension, apply in writing to your Educator. The request must be CO-SIGNED by the mentor. It can be emailed as long as it is clear the mentor is aware of the issue.

Extensions may be granted only if within the OW Program dates.

The educator will grant or deny the extension in writing via email which may be copied to the Mentor.

Extensions are noted by the educator and details are kept in your participant file.

What if you disagree with an Assessment Decision?

You have the right to appeal against an assessment decision made by an Educator about your project and/or completion of a unit of competency.

You should follow the Complaints, Grievances and Appeals Procedure

If a Mentor disagrees with a decision they should contact the Educator.

Educators may seek support from the Assistant Director Education when handling grievances and liaising with participants and mentors regarding issues.

All discussion and outcomes are documented in the participant file.

Workbooks

Workbooks link the learning from the classroom to the practicalities of what's happening in workplaces, and the goals that unions within our movement are achieving for workers. Each Workbook relates to an OW Course (up to Course 8) and builds upon the previous course, creating a proper platform for you to practice your organising skills, so you can monitor your chosen worksite target.

Complete your Workbooks with your Mentor, sign and submit to your Educator on the first day of each course.

Participant & Mentor Report:

The Participant & Mentor Report is a formal report commenting on your competence in various areas. It must be completed by both parties fully and honestly.

The report is kept in your participant file as evidence of overall competence in the workplace. It is an important part of your assessment, contributing to awarding the qualification. The report is due Course 10. Both you and your mentor must sign the report. All comments about your performance should be discussed with you prior to signing.

Complaints, Grievances and Appeals Procedure:

ACTU Organising Centre will record the concern in writing and will refer any situation involving a breach of the law to the appropriate legal agency.

We will organise discussion and resolution with all relevant parties and give the client opportunity to formally present his/her case.

If the concern involves an appeal against an assessment decision, we will review the assessment immediately and conduct a re-assessment by another Assessor.

If the concern is unable to be resolved, it can be referred to the Assistant Director (Education) or Director. If the concern is unable to be unresolved at this level, it may be referred to the union secretary and raised in Committee of Management.

If the concern is unable to be resolved internally, ACTU Organising Centre will approach an appropriate legal or independently impartial body to act as arbiter. We will consult the client about the selection and invite the client to also seek representation by an impartial body.

We will record all actions to be taken to resolve the complaint and will inform the client of the outcome in writing, including reasons for the decision.

We will keep all records relating to the concern on file.

Plagiarism and Cheating:

ACTU Organising Centre defines plagiarism and cheating as: Using answers to assessment tasks, either written or verbal, that have been completed by another person and presenting them as one's own. This includes sharing credit for the final result in group assessment tasks without sufficient participation.

It is the responsibility of participants to refrain from cheating and plagiarising. Participants sign the declaration on the assessment cover sheet to verify the information they have provided is completely their own work (excepting any third party reports).

Participants suspected of cheating or plagiarising will be contacted for a discussion. Re-submission of assessments and/or additional information may be required.

Participants who repeatedly engage in cheating or plagiarizing may be subject to the Disciplinary Counseling Procedure.

OW Residential:

A five day Residential (Course 9: Campaigning) is scheduled mid-way through the Program. Participants from all states must attend. Invited guest speakers and OW Union Elders also attend.

Residential is usually held in New South Wales. Information about Residential is provided in Course 4.

OW Graduation:

Graduation is held each year in late November / early December. Graduation is generally held in Melbourne. Your travel costs to and from the Graduation Ceremony, are at the expense of your Union.

Early Withdrawal from the OW Program:

Participants withdrawing early from the Program must inform the Organising Centre in writing.

A Statement of Attainment will be issued detailing the units of competency achieved prior to withdrawal.