

Tutor – Reps 2 crib sheet for online training.

General notes;

For all sessions, before signing into the zoom account, open the PowerPoint you need for that day's session. Opening PowerPoint can take a few minutes, so allow for this.

Log into the Prospect education zoom account

<https://zoom.us/>

Then click 'sign in' (far right corner before the sign in, it's free option) or it'll ask for the email address below;

Our email address to use is; education@prospect.org.uk

Password is Pr05p3ct!

We also have another zoom account for Bectu training – you will be advised as to which account the training has been booked onto.

2nd account log in details; lburt@bectu.org.uk

Password Monday123

(It is worth noting if you enter the wrong details in 4 times in a row; it blocks the account for 30 minutes. Not ideal when you are about to start a session) so avoid this and double check details if necessary. I'll ensure I'm around on the start times of the training dates just in case you need to call/message urgently.

If you click on my meetings it should then display a list of all the training sessions we've listed. Please click 'start meeting' only on the day you're delivering. I will always add the name of the tutor to the meeting for ease and so you know this is the right one.

Make sure you click on the right day and time otherwise it may be a very quiet training session!

Once you're in the meeting,

Click on share and share PowerPoint, (this is why you open it before logging in)

Click slide show and click from beginning – this will ensure the PowerPoint is ready to share without showing tutors notes etc.

Then click unshare and you'll go back to your zoom video meeting.

You can also do the same for any handouts you'd like to open and for the whiteboard function.

Session 1

PowerPoint open (Session 2 – Personal cases and the rights of members)
(Pre reading already set for reps will be pages 56 -61 procedures for Activity E later in this session)

You may also want to open the word documents ready just in case reps have not been able to print out the workbook.

The handouts needed for this session are;

Training – homework reps part 2 online session 1

Activity B Part 1

Activity B Part 2

Activity C Ground rules for casework

Once you click back to the zoom meeting, all these will save and be there when you need them in the session.

Prep

1. **Set up on zoom/skype at least 15 mins prior to the actual start time to ensure everything is working. Familiarise yourself where the various functions are.**
2. **Set your skype to off or do not disturb, turn off any other likely distraction – mobile, home phone, doorbell etc....**
3. **Prepare materials needed for each session. The folders hold each of the sessions and within each folder, everything is included that you will need.**
4. **Delegates will already have been sent the workbook, the zoom link and the handouts for homework as well as the pre-reading page 56-61**
5. **You may wish to change your name as you'll be logged in as Prospect education (worth checking you're not logged in as a previous tutor name). You can do this by clicking on participants and then right clicking to reveal options – 1 of which will be to rename.**

For homework session 1 – just in case;

Video link; <https://vimeo.com/showcase/prospect-ed>

Password – education

Tutor to ask during the first session

5 minutes

1. Welcome the reps as they arrive (the waiting room will be enabled and so you can start on time without feeling rushed beforehand) Check your volume levels and ensure you can be seen in the centre of the screen.
2. All reps will be muted on entry to the training room and they will need to unmute themselves to talk. Use this as an opportunity to run through the basics of raise hand, other reactions and chat function.
3. Remind reps that everyone will have a better experience by using their camera/mention if the session is being recorded. (we're not planning on recording any of your sessions, unless you really would like to)

10 minutes

4. Once everyone is ready you can start
5. Run through the learning outcomes for the next three days, check reps have done the pre reading and have sight of the workbook. Also, worth mentioning this first session is likely to overrun (already pre-empted in the invite email) and it will be quite PowerPoint heavy.
6. Start the first activity (A) – introductions. You should introduce yourself first. (page 10- 11 in workbooks)

7. Note down what reps want to get out of the session so you can refer back to it at the end of session 3.

15 minutes

Check everyone is happy and then start to share PowerPoint

8. Session 2 personal cases and members' rights. This section is to clarify the role and bring out any areas of confusion.
9. Prospect's duty of care and how reps make good case handlers as they know the working landscape etc.
10. Refer to the table for time limits and advise reps to ask for support on a potential ET case.

15 minutes

11. Activity B, Help for members. You may want to keep sharing the slide if reps need the information but stop sharing if not.

You can either run as one group and then ask reps how they respond to members' cases, looking at the first part, would reps help and what would be the next steps. Or give individual reps a different help scenario.

Once gone over, introduce the further information and see if it changes the thoughts of the group.

Things to flag, members seeking legal advice elsewhere, confidentiality and separate representation. Be prepared as there may be a bit of discussion on this but be careful of time.

5 mins break/ready to move on? Share screen and continue with PowerPoint.

20-25 minutes

12. Session 4 – Handling Cases – the basics. The PowerPoint is the crucial to the information imparted, if reps wish to make notes in their workbooks, encourage them to do so.

This goes through the process step by step – may overlap with some information already shared. Try to keep this section quite paced to allow for questions

Introduce the pro-forma as good practice and capture all information needed. (see pro-forma in workbook, 24-27) We also use these during the next three sessions, so reps get used to the format and layout.

13. Session 5 – Interview Skills, recap on before, during and after (this is all points you've covered but just to reiterate some key points on keeping safe and remembering they're workplace reps. Set boundaries, contact details etc.

14. Activity E – Alex's case. Prior to the activity ask reps to open up the homework sheet for session 1 (it should have Elaine and Andy case on page 1). We are using the pro-forma on page 2 for Alex's case and it'll help the reps to start completing this during the activity.

Start from the outline and divide the questions amongst the group, you may wish to have 1 or 2 observers to the process as well. It works really well to have 3 reps asking questions and 2 observers as there are 15 questions (5 each)

Once everyone is ready, read the evidence in the form of the email from Roger and the letter Alex has received from Ian. We read it to keep to time and not concerning

anyone with difficulties with reading. Then open up for questions – the tutor will play the role of Alex. (The tutor should have read the notes for Alex ahead of the session)

15. Once the reps have asked the questions, check if there is anything else before reverting back to tutor!

Tutor at the end of the session

16. Once finished, clarify the first bit of homework is almost complete, reps need to add in further points and their next steps as the rep. (remind them the company procedures were part of the pre reading 56-61, so they may wish to remind themselves before submitting the homework sheet)
17. Ask reps to also watch the video on the Prospect collection, on Andy's investigation meeting and answer the questions in the homework sheet page 1. (this can then be submitted back to the tutor to mark)
18. Go over 2 other pieces of homework – listening video (5 mins) for a short test the next day and the Activity C (page 34-37) to go over as a group the next day.
19. You may wish to remind reps/put in chat box the email address to send homework – (your email so you can write feedback)

*No more than an hour to be spent on the homework.

20. Start poll – click on poll on bottom tab and select poll 1 and launch.
21. Wait until all reps have responded. The responses will automatically collate and I can run the report and save the information in a feedback document for future reference. Please let me know if you forget to run the poll – it's easily done and there is a lot to remember. If its forgotten you can run it on the next day (give out two polls) or I can send out if need be. I just don't want to be searching for the results if there aren't any!

Poll at the end of session 1 – for your information

1. Did you receive all necessary paperwork beforehand (workbook as attachment)
2. Did you find the instructions were clear for joining the training?
3. Did you get a choice of training session?

Thank delegates for the contributions during the session – any questions and remind them time tomorrow. Be prompt! Ask them to join a minute or two before so you can be sure to start on time.

Finish session – end meeting for all

For information – you won't be kicked out of the session at but try to stick to times for your own sake. We do allow 30 minutes over if you need it

Don't forget to log out of the education account

As a tutor you will receive the homework sheets and you need to spend 15 mins per rep approx, to go over their next steps and highlighting anything they may have missed. Two sentences/paragraph is sufficient. There is guidance on the tutor resource page.

We're looking for the proforma completed with good detail and next steps highlighted & questions for Andy's investigation completed as well.

Session 2.

Set up as the previous day general notes

PowerPoint open

You may also want to open the Activity C, D and G and homework worksheets, once you click back to the zoom meeting, all these will save and will be there when you need them in the session.

Prep

Tutor to ask during the second session.

5-7 minutes

1. Did everyone have a good evening?
2. Thank reps for homework
3. Run over the plan for the session
4. Check everyone is happy and then start to share PowerPoint

20 -30 minutes – feedback on homework (explain to reps it'll be out of order for ease)

5. Start with activity F Andy investigation meeting and the questions. Answers in the tutor notes. Key point here is no one thought Elaine was great and check attending the investigation meeting.
6. Continue to activity E – Alex's case and highlight the main point to be found. Employer didn't follow their own procedure (mention knob head case and details can be found in the appendix of the workbook)
7. Go over what gross misconduct means and the employee (constructive dismissal – not recommended approach as between 1-3% of case successful)

5 mins

8. Activity C as a group refers to ACAS for points (guidance in the tutor's notes). They should have should points already as part of homework

10 mins

9. Activity D as a group refer to ACAS for points (guidance in tutors notes)

15 mins

10. GDPR Session – recap on previous knowledge but go in detail over the new reps' pitfalls and refer to further guidance in link/ data protection officer details in the terminology section.

5 mins

11. Listening quiz – a bit of light relief after GDPR. The reps should have watched the video set as homework and ask each of the 5 questions to 1 rep

Break if needed – 5 mins.

Session 7 Investigations.

10min

Again this is a recap and refers to the importance and to check their policy as to attendance and check further learning on preparing member etc.

The difference between informal and formal.

Session 8 Formal Disciplinary process.

25 mins

Clarify this is a real-life case and we're looking at another type of case as a rep to see how we'd support the member. Introduce Sam and their case. (activity G)

Look at the evidence and start to build up the strengths/weaknesses/mitigation and the planning process. Further details in tutor notes.

Look at real life outcome on slides and leads into the homework for session 2.

Homework

Activity H, the same activity as G only all information included. Reps need to use the sheet to build the case in the same way as they did in class.

Watch last video & recap/distressed members ON PAGE 103/104 for preparation for tomorrow.

Run equality poll (anonymous) & say goodbye!

End meeting for all & remind to send homework sheet through.

Sign out of the account.

As the tutor you will be receiving homework sheet 2 – activity H Sasha's case

Tutor guidance homework sheet 2 on the resource page.

Looking for the reps to have highlighted the strengths/weaknesses/mitigation and starting to plan a strategy. We're not looking for reps to add something under every heading – they may prefer to do a closing statement, rather than an opening statement etc. We're looking for an understanding of the case, what they may use as evidence, any clarity from the investigator.

Session 3.

Set up as the previous general notes

PowerPoint open

You may also want to open the whiteboard and use for a few activities today
I, J K sheets needed today

5 minutes

Tutor to ask at the beginning of session 3.

1. Thanks for the completed homework?
2. Did everyone have a good evening? etc?

30/35 minutes

3. Feedback on activity H – ask the reps to feedback to us about what they found easy/hard etc.
4. Go over main points of the case and then reveal the real-life case on PowerPoint

Check everyone is happy and then start to share PowerPoint

5. Clarify reps have read over recap/distressed members and start a short recap. 5 questions again for one each to answer to check learning.

10/15 minutes

6. Session 9, Activity I – managing member's expectation. You may wish to bring up the wipe board (already prepared with the heading)
Ask reps to read over the email from the member and discuss how they manage the expectation of the social media policy.
Points we're looking for are in tutor notes.

Break - 5 Minutes

7. Session 10 – activity J Sharon's grievance. What are the reps looking for in this evidence? What is the outcome of the information?
(As tutor's you may wish to challenge if they were reps representing Dave?)
 - Note for tutors, Dave was on probation and his probation was ended (lost the job). He wasn't a member.

15/20 minutes

8. Activity K – writing a formal letter. Reps are there to facilitate the member writing the letter – ensuring all the points are covered – ask the reps to compile a list of all points they would want to cover (use whiteboard for ease)

10/15minutes

9. **Session 11 – There must be a law against it**
10. Mention that in 2019 to 2020 there were 103,984 employment tribunal applications were made and 740 awards of compensation were made.

10 minutes

10 . Go over points on page and highlight the action plan on page 116, mention this is a culmination of the last 3 sessions and to ensure they complete ahead of their session with their organisers/officer.

Ensure they know this follow up will happen in the next 1 month, after their follow up with their appropriate official, they will be recognised as case handler reps on the system and they will receive an accreditation letter. This follow up is also a chance for them to check over anything and ask questions on anything they're not sure on.

Explain you'll be providing feedback to be passed to the appropriate organisers/officers as your follow on to the sessions.

Tutor at the end of the session.

14. Mention follow ups (if not already)
15. Remember any further feedback is welcome and encouraged to email education@prospect.org.uk
16. Go over learning outcomes from the 1st session

Poll at the end of session 3:

1. Have you found the sessions informative and achieved what you hoped to?
2. How was the interaction with your tutor and the group?
3. Did you have the opportunity to ask questions?
4. Do you feel confident to be able to represent a member?
5. Did you have enough time to complete all of the homework requirements?
6. Do you feel the length of sessions/workbooks/sheets were sufficient and adequate?
7. Do you know where to send further feedback to or who to contact?

Thank everyone for their contributions and hope everyone has enjoyed. Mention further training - TUC other online courses.

Wish them all well and goodbye!

End meeting for all.

Sign out of the account.

No homework to mark – but do complete the tutor feedback form (found on the resource page) and send to education@prospect.org.uk. Or kathryn.sharratt@prosepct.org.uk

I hope this helps! Good Luck!

Many thanks.

Kathryn

On behalf of the Education Team.