

## Prospect Reps Part 2

### Case Handlers

Once a rep has completed Reps 1 or How to be an effective H&S rep, and been updated on the system via the Education team, they can be added to any additional Level 2 courses: <https://prospect.org.uk/training-for-reps/level2>

1

If the rep wants accreditation and to represent members in personal cases they will need to complete Reps 2 (Handling cases).

Reps can be added to the appropriate spreadsheet here: <https://bit.ly/Training-superheroes>

2

Once six reps are added, the organiser should set up the training and assist the dedicated officer to deliver this training whenever possible and label the spreadsheet accordingly. The Education team will pick up and train any requests that can't be met by the pitch staff.

3

Education will pass all other training course details from the spreadsheet to the appropriate course tutor/team e.g. Pensions, H&S etc.

4

The reps are sent **Reps 2 Template Letter 1** to ascertain interest and commitment and dates. The interested reps are then offered training dates.

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The course resources (including **Reps 1 Template Letter 2** and Zoom link) are sent out two weeks before: <https://prospect.org.uk/course-resources>

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Reps attend the course and complete two homework sheets to be marked by tutors before the next session. Guidance and homework sheets are provided on the **tutor resource page**. Reps also complete **action plan** following the course.

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The tutor sends feedback and completed homework sheets to [education@prospect.org.uk](mailto:education@prospect.org.uk). Education then sends tutor feedback to the dedicated officer with **follow-up sheet/action plan** for guidance.

8

Education will share all Level 2 course tutor feedback from NEP training sessions with the relevant officer. The officer must complete a follow-up with their new case handler and advise Education when they are happy for them to be signed off and accredited.

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Education then centrally update the records for individual reps. These will be added as case handlers on the system and Reps 2 case handling added to their training record. All other courses will be updated and titles amended in line with the officer's request.

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New case handlers who have completed both **Reps 1** and **Reps 2** will then receive their **accreditation letters** (one for them and one for their employer).

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