



**MANDATE**  
ORGANISING &  
TRAINING CENTRE

## 1.2. Union Representatives Advanced Course

The Union Representative Advanced Training Course is for shop stewards/union representatives who have completed the introductory course or who have relevant experience.

### *Course content:*

- Understanding Mandate's structures.
- Overview of Mandate's rules.
- Industrial Relations institutions and mechanisms.
- Mandate's Organising Model.
- Negotiations and Collective Bargaining.
- Understanding Equality and Diversity.
- Developing induction presentation skills.
- Introduction to Employment Law.
- Identifying issues and using procedures.

### *Certification and Progression:*

Members who successfully complete this training course will obtain a Mandate certificate. They may progress to the FETAC level 5 Certificate in Trade Union studies or other relevant training courses offered by Mandate.

