



MANDATE
ORGANISING &
TRAINING CENTRE

Union Representative Introductory Course

The Union Representative Introductory Course will offer support and develop skills for newly elected workplace representatives. The course content includes:

- Background to Mandate
- The role and responsibilities of Union Representative
- Examining disciplinary / grievance procedures
- Developing negotiating skills
- How to represent members at local level
- Communication skills / Solving members problems
- Organising and recruiting of new members
- Induction presentation

This course is of 3 days duration. The course is normally filled from within a Division.

If you are interested in attending the above course, please contact your Official.

The course content may vary to that outlined above.



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Union Representative Advanced Course

The Union Representative Advanced Course is a follow on to the basic Introductory course. The focus of this course is the following:

- 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
- Using legislation to protect members
- Identifying issues and using procedures

This course is of 3 days duration. The course is normally filled from within a Division.

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The course content may vary to that outlined above.



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Basic Information Technology

This computer course is aimed at the members who have not had any previous computer training. The course will consist of:

- Overview of Mandate
- Recruiting and organising in Mandate
- Introduction to Computers
- Learning the keyboard and mouse
- Using e-mail and internet/intranet
- Word processing – typing a letter
- Document layout and saving files
- Practical exercises

This course is of 10 nights by 2 hours per night. The course is normally filled from within a Division. If you are interested in attending the above course, please contact your Official.

The course content may vary to that outlined above.



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Intermediate Information Technology

This course is for members who have completed the Basic Information Technology course.

The course content is:

- Overview of Mandate
- Organising, recruitment, mapping, campaigning
- Refresher of Basic IT
- Internet / MIDAS System
- Computer toolbars
- Editing a document
- Searching and replacing text
- Changing font style, size and colour
- Bulleting text
- Creating basic tables
- Table borders and shading
- Creating headers and footers
- Page numbers
- Setting page margins, layout

This course is for ten (10) nights with two (2) hours per night. The course is normally filled from within a Division. If you are interested in attending the above course, please contact your Official. The course content may vary to that outlined above.

