



Akoranga Ngātahi

Skills and knowledge gained from Learning Representatives' training

The Role of the Learning Rep:

Learning Reps learn to identify learning needs in their workplaces and to listen to co-workers' learning aspirations. They research learning opportunities, identify barriers to learning and support co-workers to overcome them. They promote workplace training programmes (especially industry qualifications), and advocate for new learning initiatives where appropriate. They also learn to collaborate with management and training staff to ensure successful training programmes, and to role model a passion for learning to build 'learning cultures' in their organisations.

Key areas of investigation in the Learning Rep Training:

Benefits: Understand and promote the benefits of workplace learning -

For the Employer: in terms of improved/increased productivity/service, quality control, staff motivation, staff retention and recruitment.

For the Employee: in terms of better work prospects, improved home and family life, increased and informed involvement in community/society.

For the future workforce: NZ workers work longer hours and yet have lower productivity levels than most other countries in the OECD. One of the reasons is our low skills levels. The CTU's vision is for a high-skill, high-wage future New Zealand economy. Learning Reps is one initiatives to make this happen.

Barriers: Understand and identify barriers to learning -

- Examine types of barriers e.g. personal, workplace and structural (socio-economic, cultural, religious, ethnicity/gender/age discrimination).
- Explore ways to overcome barriers and support co-workers into and through training programmes.

Industry Training Organisations and NZQA:

- Overview of the nature and purpose of ITOs, structure and composition of national certificate qualifications, structure of the National Qualifications Framework and where (Field, Sub-field, Domain) the relevant ITO's qualifications are placed.
- Research and identify "go-to" people in the ITO for advice and clarification.

Cultural sensitivity, privacy & confidentiality, adult literacy awareness:

- Explore cultural differences in disclosing personal information.
- Keeping information safe.
- Non-deficit approach to definitions of Adult Literacy, identify literacy learning needs, ways to approach co-workers with literacy learning needs, investigate support systems (workplace and community) for adults with literacy learning needs.

Communication:

- Methods of communication to promote learning opportunities, disseminate information, identify learning needs and build "learning cultures" in organisations.
- Advantages and disadvantages of different methods of communication.

Investigation:

- Explore methods of investigation (industry, workplace, community) with particular emphasis on types of organisational mapping to locate learning needs/barriers, key contacts etc.

Collaboration:

- Work with management (HR / training staff) to promote learning opportunities, inform management of learning needs in the workplace, support and contribute to company training initiatives.