

No: 351/24

1st November 2024

Dear Colleagues,

Postal Industrial Training

The purpose of this LTB is to update Branches on a new model of training for the Postal Agreements & Procedures course moving forward.

Following discussions between the Equality, Education & Development Department and the Postal Department, it has become clear that there is a real need for Postal Industrial Training to be delivered at pace, to give our local representatives the training they need.

Both Departments have therefore agreed that it is now both timely and necessary to look at how we work together to be more flexible to provide this necessary training.

Through a series of meetings, it has become apparent that a two-tier education system has been inadvertently created whereby some postal representatives receive 5 days training on the Residential Postal Agreement and Procedures course and some representatives only receive training on 3 days through the Train the Trainer's Program which only covers:

- Industrial Relations Framework
- Conduct Code Agreement
- Attendance Procedure

When the 5-day course runs it also covers the Grievance Procedure, Bullying & Harassment, Staff Resourcing, Ill Health Retirement and Maternity & Paternity Rights. All key skills for our representatives out in the field.

To remedy this the Equality, Education & Development Department have created a new model of training for our Postal representatives which delivers a one union approach to this important industrial training, which is accessible, inclusive and relevant.

In doing so, we have also considered the real need for refresher training on aspects of the agreements where the business imposed change by executive action. This may include senior representatives in the Postal Industry who may benefit from such training.

A New Model

In moving forward, it has been agreed by the Head of Equality, Education & Development and the DGS(P) that from January 2025 the following will apply:

- Removal of formal accreditation for the Postal Agreements & Procedures course to allow better flexibility for courses to be delivered at pace within Branches and Divisions.
- The breakdown of the Postal Agreements and Procedures course into 5 modules so that it can be delivered locally, divisionally & residentially, eliminating a two-tier system in the provision of postal industrial training for our representatives.
- The 5-module format will also provide flexibility through the PSP system to deliver the course as a 5-day course or as a series of one-day courses delivered over 5 weeks, aiding resource issues locally and the provision of flexible release.
- To recruit and train a new cohort of CWU Postal Trainers – existing Train the Trainers will be re-invited to apply, as will new applicants. This pool will also include CWU tutors who currently deliver the Postal & Agreements course.
- All printing and monitoring will be facilitated by the Equality, Education and Development Department. This will provide a consistent approach to up-to-date course offerings and student participation monitoring, in line with all CWU education courses.
- A joint Postal Education Working Group will be set up between the Equality, Education & Development Department & the Postal Department.
- Local costs of CWU Postal trainer travel and accommodation, if necessary, will be met by the Branch/Division who requests the training.

Further details will be provided prior to the launch in January 2025.

Any enquiries regarding this LTB should be addressed to the Equality, Education & Development Department by email to equality&education@cwu.org

Yours sincerely,



Kate Hudson
Head of Equality, Education & Development



Martin Walsh
Deputy General Secretary (Postal)