



Learning at Work Week 2022 East Midlands Members survey

UNISON EAST MIDLANDS LEARNING SURVEY 2022

"To find an unexpected area which is provided within the membership is like a gift"

"The Skills Academy courses are fantastic. There is something for everyone, so please keep running these"


"I feel like the union is supporting me to improve my skills. I wouldn't be able to afford the courses if I had to pay for them myself."

"I'm a 'lone worker' so [it's] very comforting to know someone actually cares enough to offer to help me."

"It's good to feel that the union wants to help us workers progress, increase our knowledge and expand our minds. Thank you"

"Having these courses available gives me control of the timing of my development and an independence of progress not controlled by my employer"

"It's the only real opportunity for courses for me"



Data collected May 2022

Overview

This is the fourth all-member UNISON East Midlands member-learning survey. It set out to:

- Identify member awareness of UNISON's offer, and compare this to previous years
- Understand the learning members require
- Examine training being provided by employers
- Look at the value members place on member-learning

The survey indicates that awareness of UNISON learning is continuing to grow amongst members and, incredibly reassuringly, feedback is overwhelmingly positive. 43% of respondents state that UNISON's Learning Offer provides "real added value to my membership" and even those that haven't accessed the training, 38%, state that they are "pleased that this is offered by UNISON". We asked for further details of members' thoughts on UNISON Learning and received 199 comments. All were positive and most are included in the appendix.

Responses to questions regarding which courses are required, or of interest to, members remains almost identical to previous years:

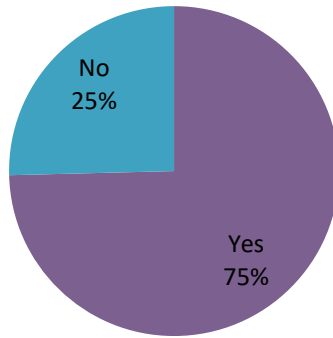
- Learning for personal development – Sign Language (39%) and confidence skills (34%)
- Learning for work – Management/Team Leading (32%) and Project Management (25%)
- Health & Wellbeing - Mindfulness/Anxiety Management (57%) and Mental Health Awareness (40%)

Online learning was well-received (both for work and UNISON) but there are significant minorities being left out with 22% avoiding it or lacking the skills.

A large percentage of respondents (35%) state that their employer doesn't provide the training they need to do their current role which has a significant impact on their working lives. Some even stating that it creates a risk to colleagues or service users.

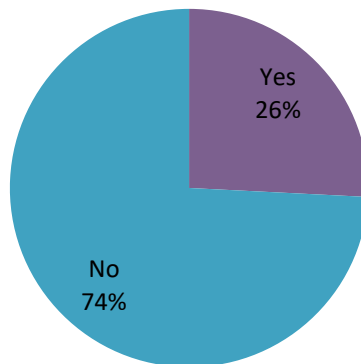
Of all the surveys we have conducted, this had the lowest response (1071). It's impossible to know why this is but 'survey-fatigue' is very likely, especially coming so soon after UNISON's national 'UNISON College' survey. It does also raise a question of the amount of emails members receive.

1. Did you know that UNISON had a programme of free courses for members?



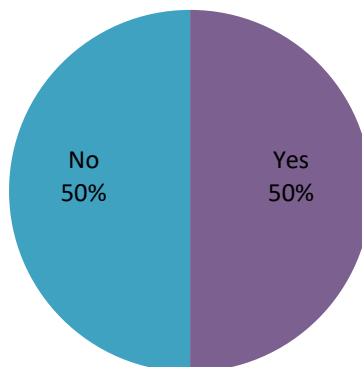
Comment – An Increase of 13% on 2020

2. Were you aware that UNISON offered grants for members who are paying for their own courses?



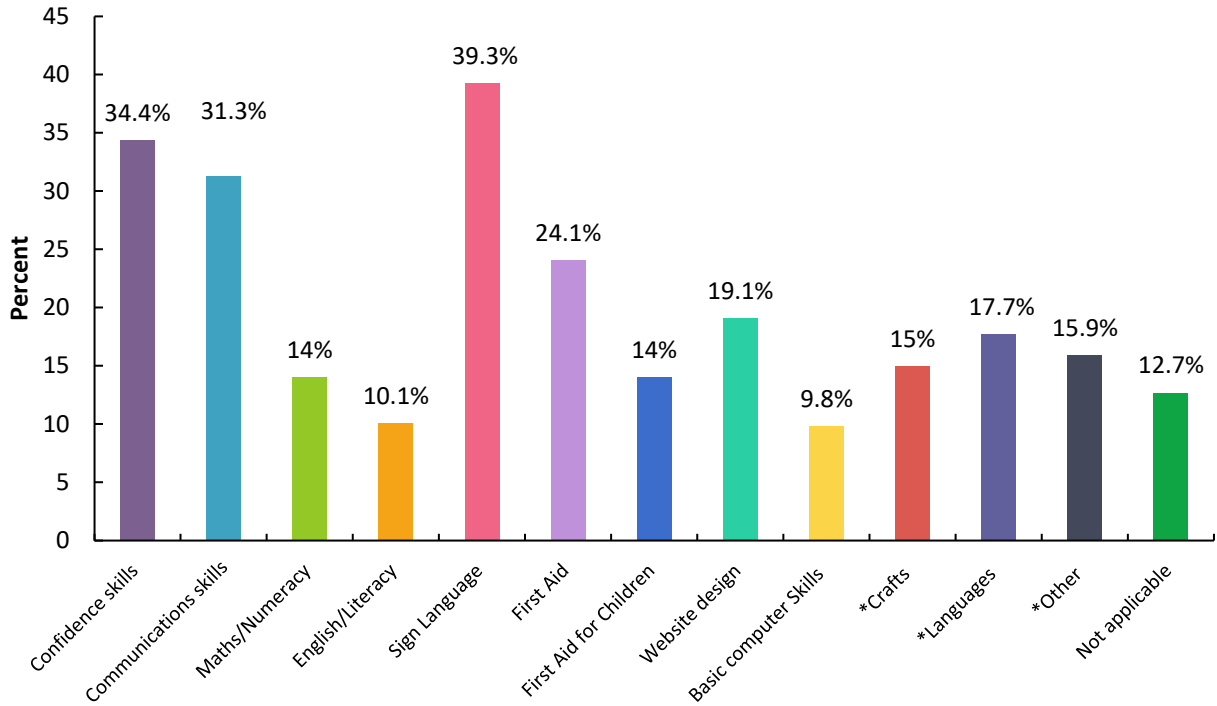
Comment – An increase of 8% on 2020

3. Did you know that UNISON has Union Learning Reps (ULRs) in many workplaces whose role is to support members around learning issues in the workplace?

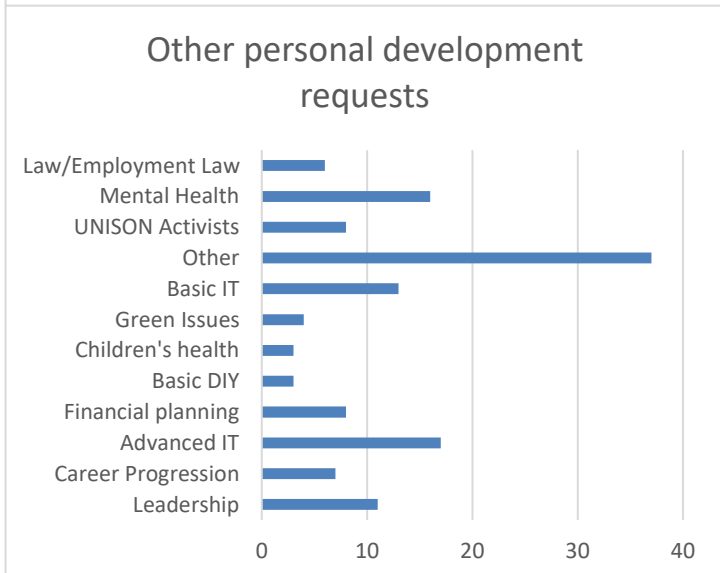
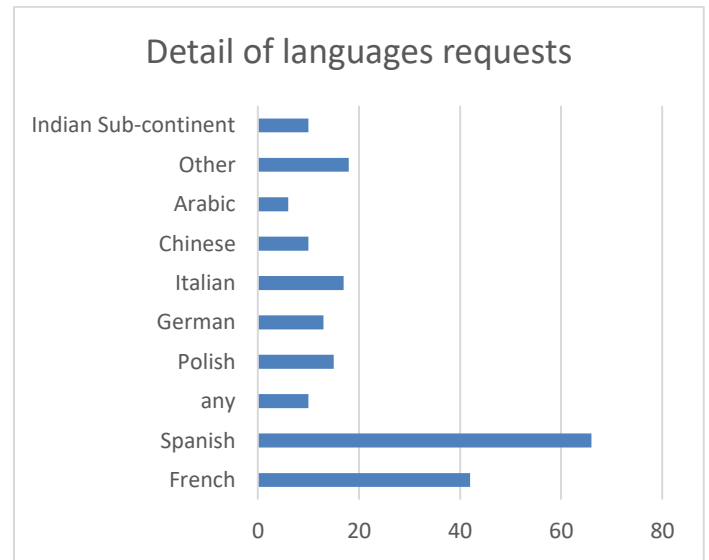
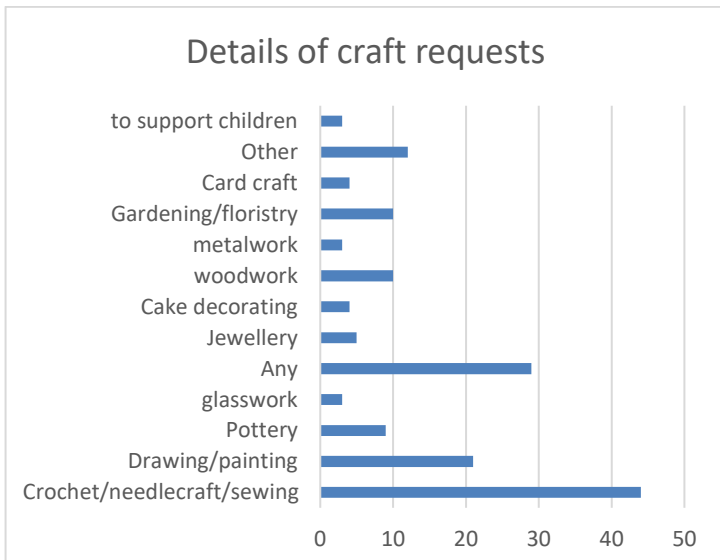


Comment – An increase of 10% on 2020

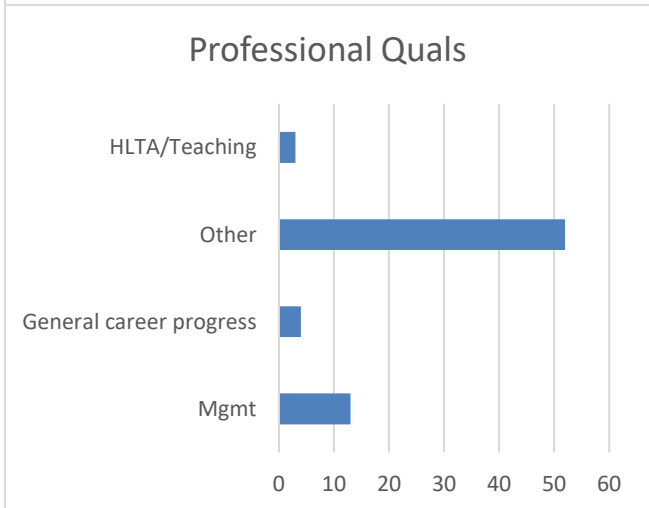
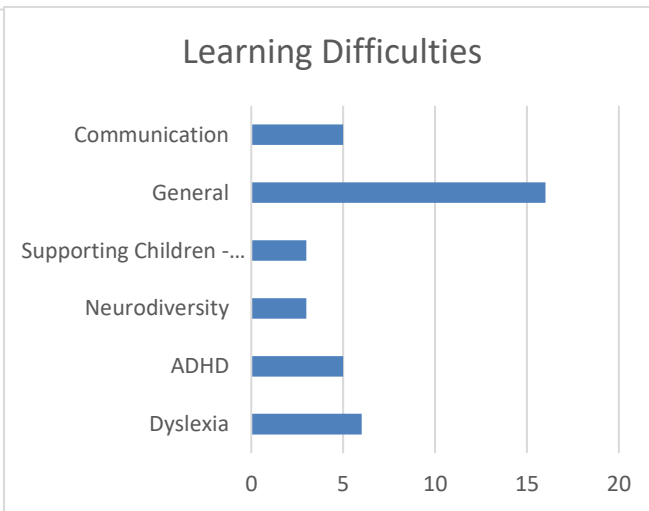
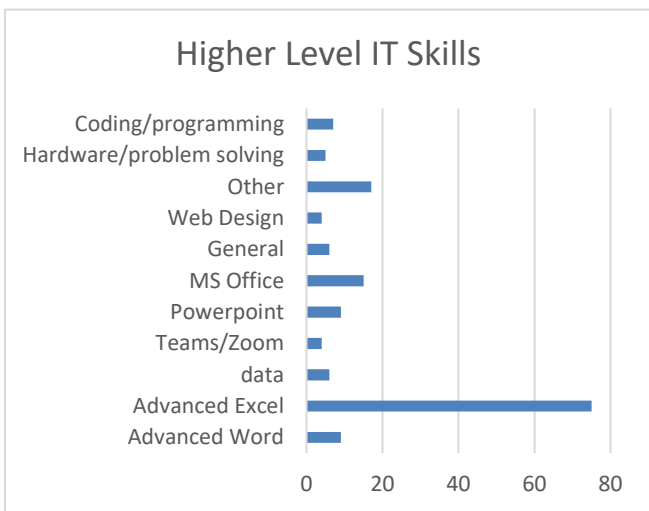
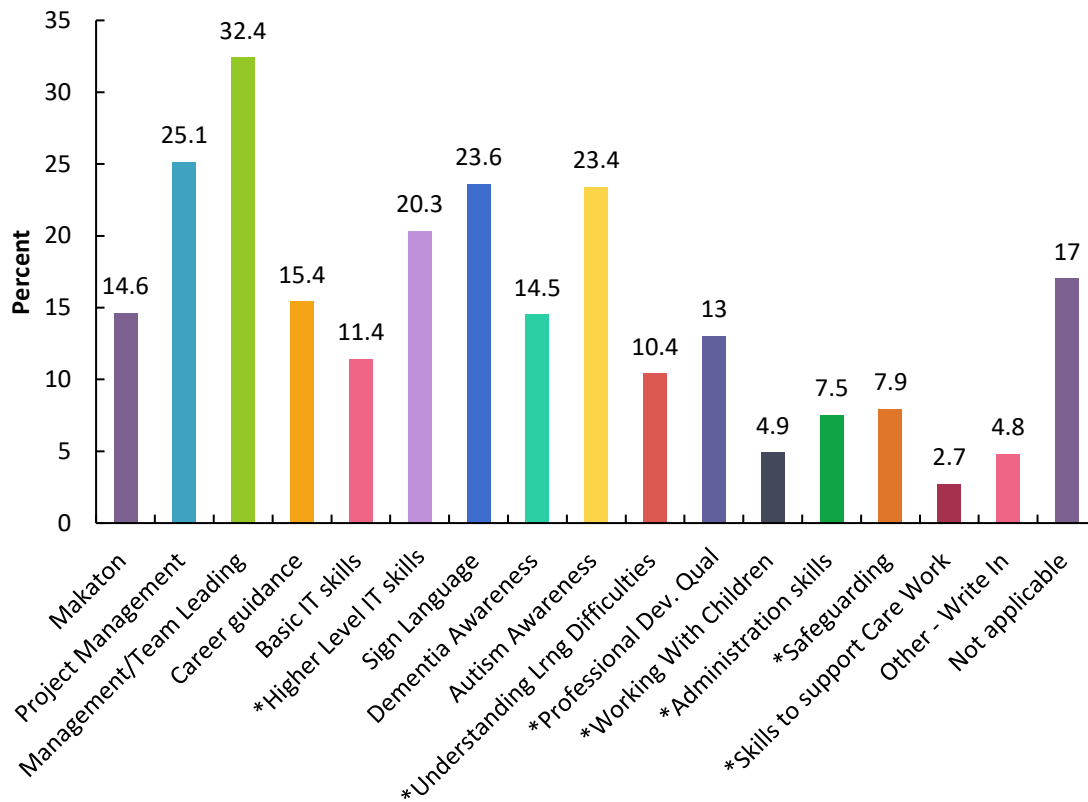
4. Which of these courses would you be interested in attending for your own personal development? (tick all that apply)



*Indicates further information requested

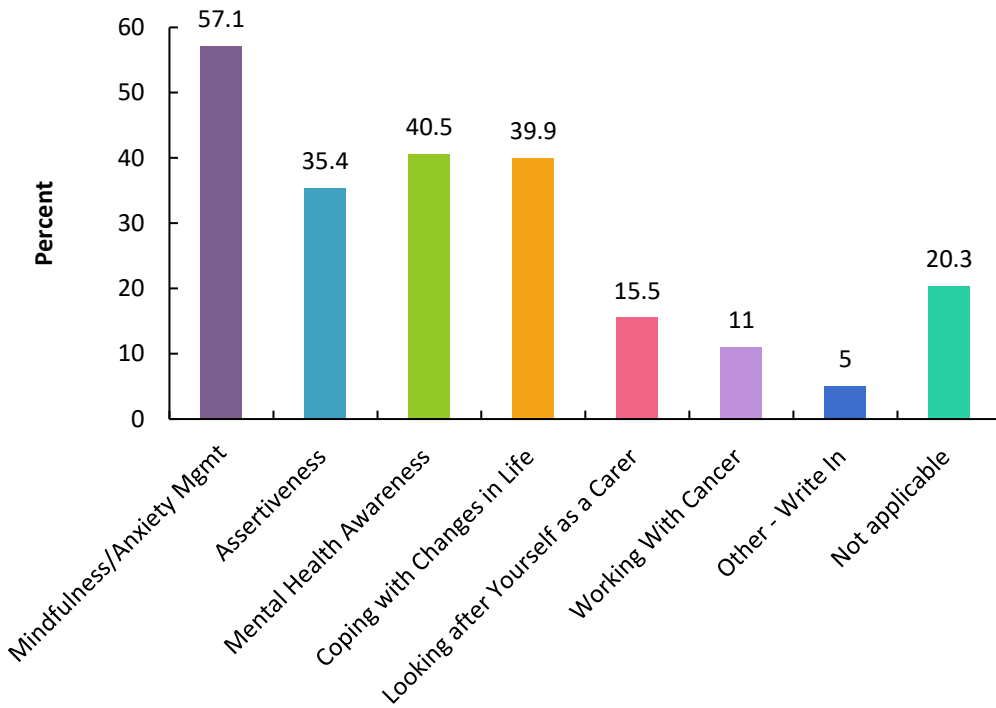


5. What learning would help you to carry out your job role or progress at work? Tick all that apply

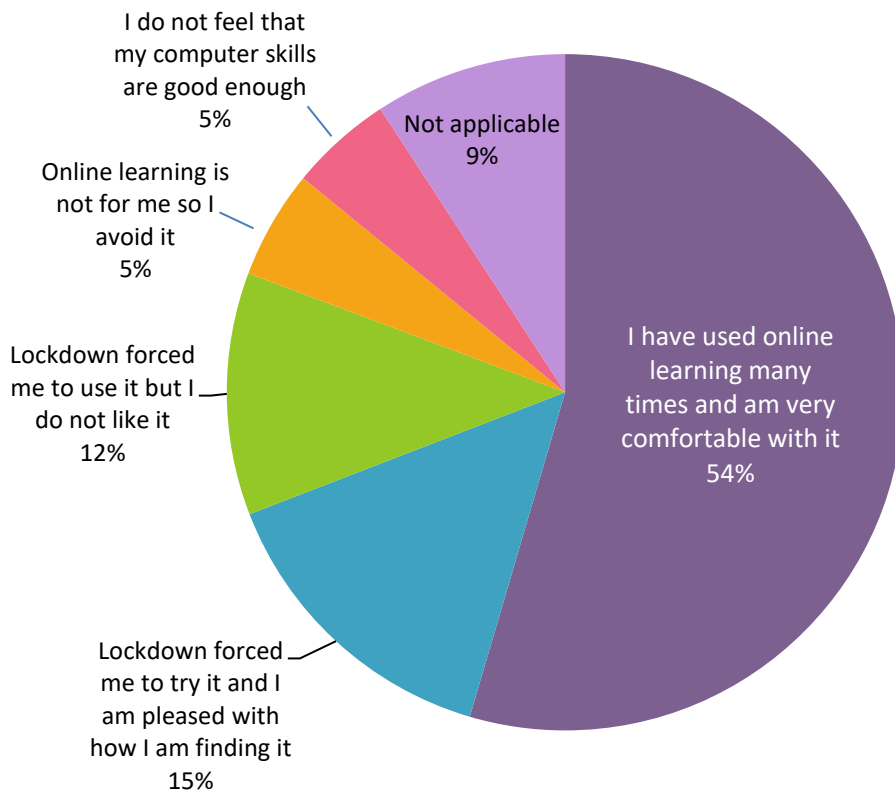


Working With Children,
Administration, Safeguarding, Adult
Care, Other – Not enough data

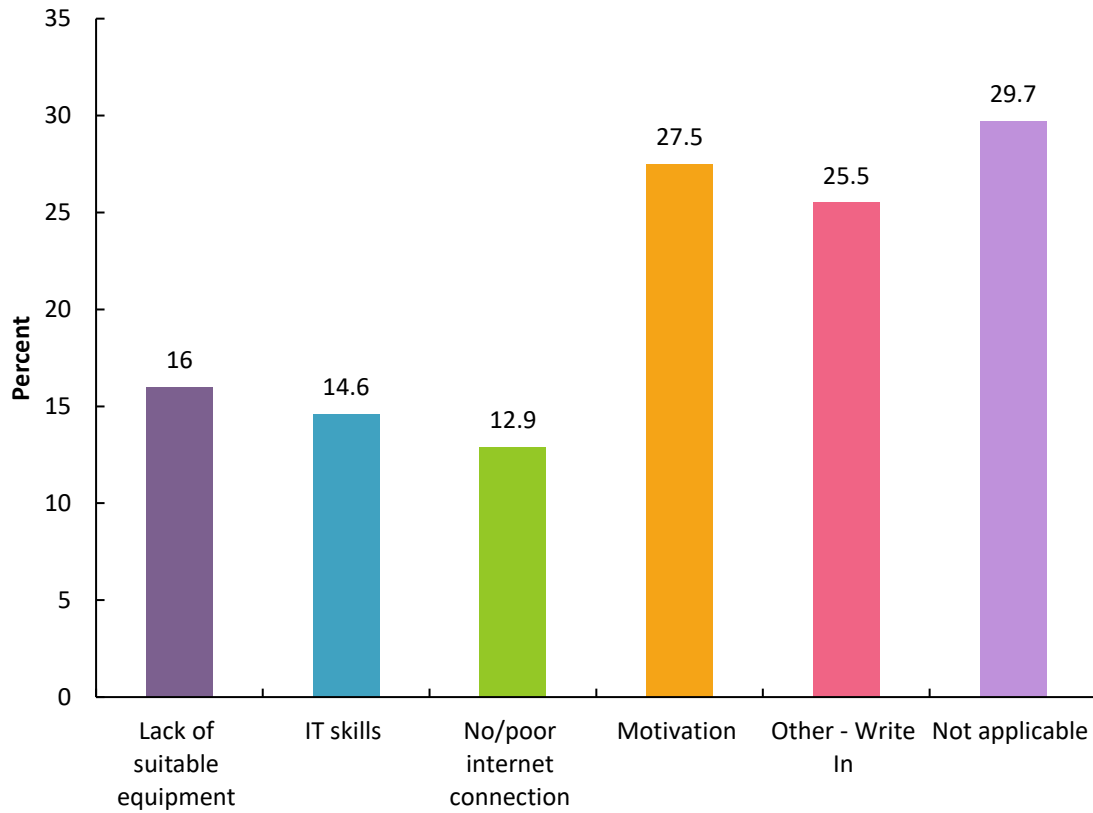
6. Learning is an essential element of Health and Wellbeing. Would you be interested in any of these courses to support you or to gain a better understanding? Tick all that apply



7. What is your experience of learning online?



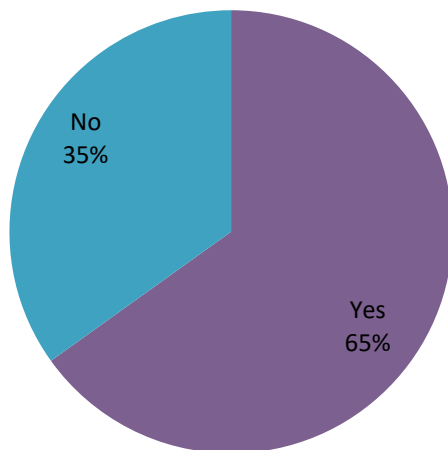
8. What are the biggest barriers to you taking part in online learning? Tick all that apply



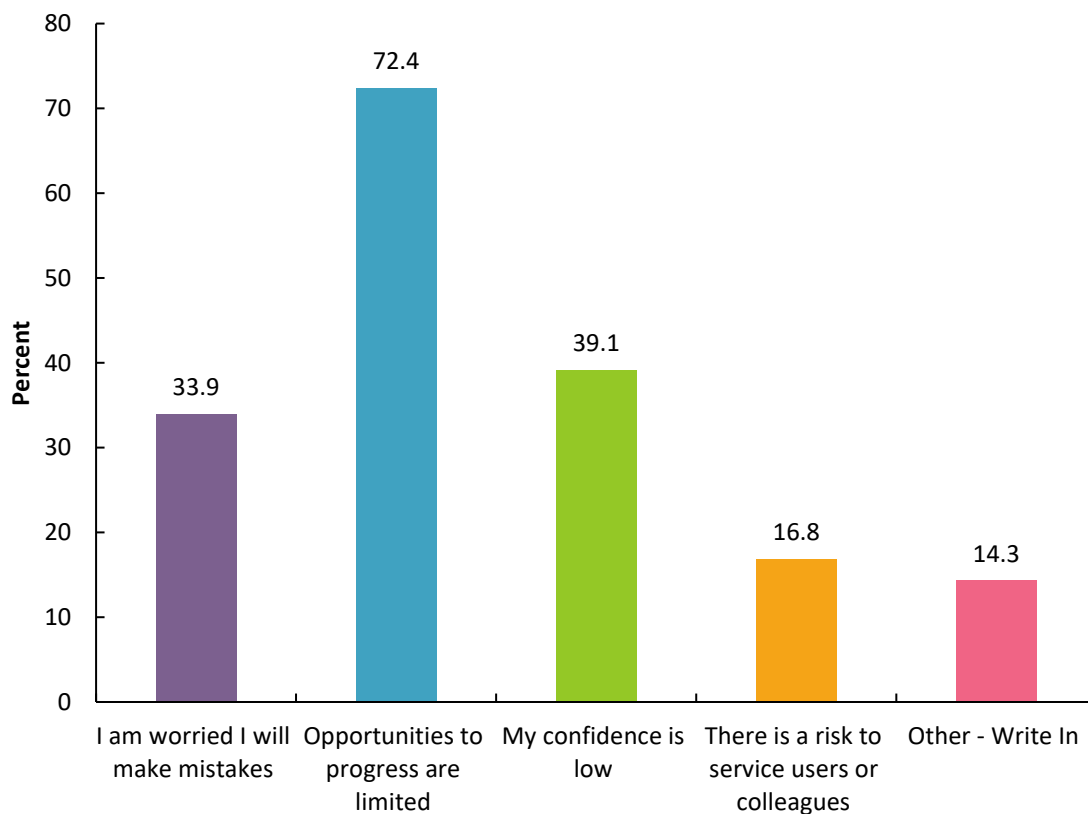
Value	Percent	Count
Lack of suitable equipment	16.0%	154
IT skills	14.6%	140
No/poor internet connection	12.9%	124
Motivation	27.5%	264
Other - Write In	25.5%	245
Not applicable	29.7%	285

The main response in 'other' was time. However there were a large number of responses noting how impersonal online learning can be, how it is harder to take in and too rigid. Access issues were also noted.

9. Do you feel your employer provides the training you need to do your current role?

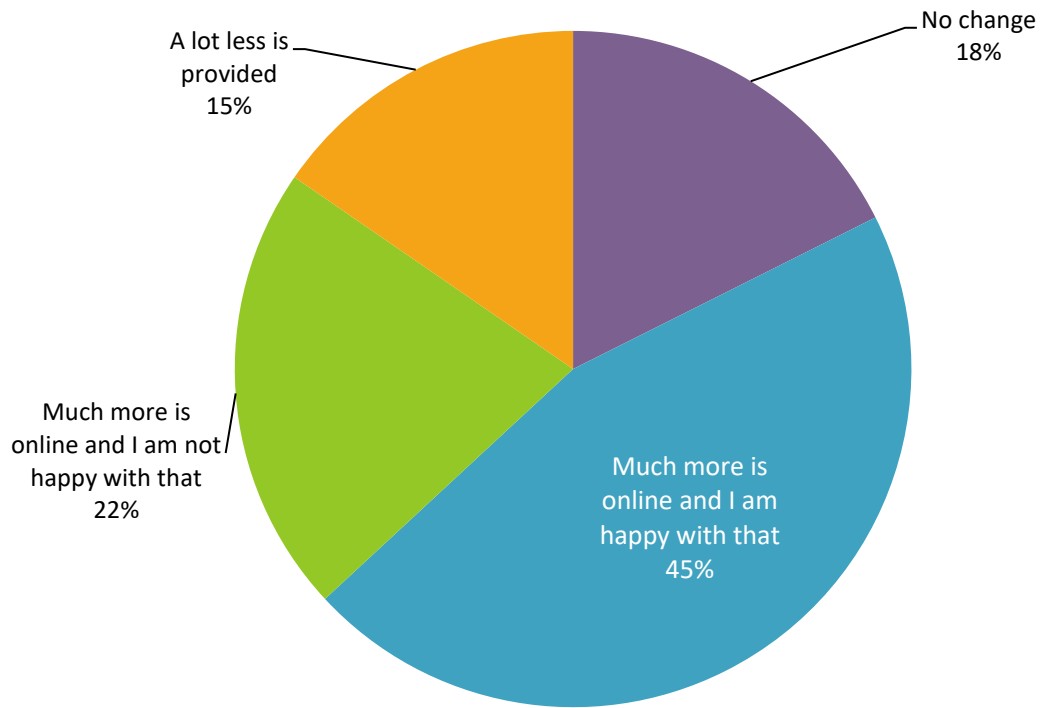


**10. Please let us know how you feel that impacts on you and your work (tick all that apply).
Question only asked of those who said no in the previous question**

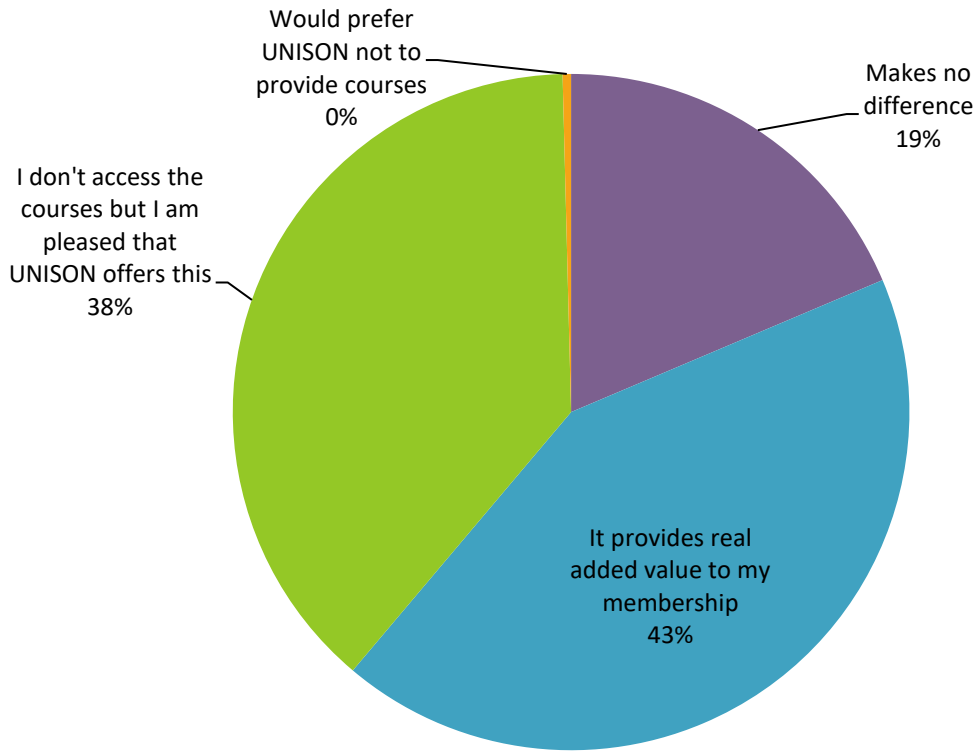


Value	Percent	Count
I am worried I will make mistakes	33.9%	109
Opportunities to progress are limited	72.4%	233
My confidence is low	39.1%	126
There is a risk to service users or colleagues	16.8%	54
Other - Write In	14.3%	46

11. How has training at work changed in recent years?



12. How does UNISON's Learning 'Offer' affect the way you view the union?



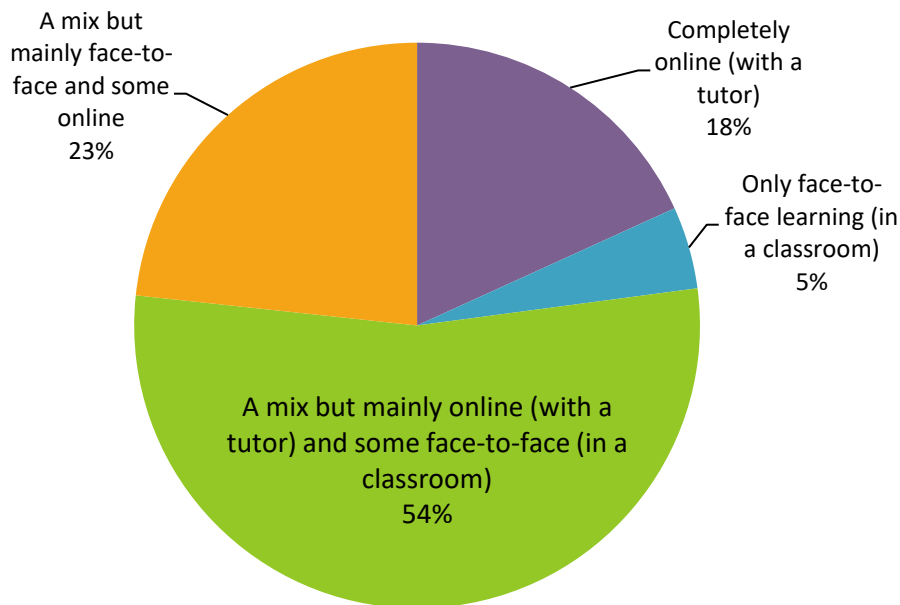
Value	Percent	Count
Makes no difference	18.6%	177
It provides real added value to my membership	42.5%	405
I don't access the courses but I am pleased that UNISON offers this	38.4%	366
Would prefer UNISON not to provide courses	0.4%	4
	Totals	952

13. Please tell us more

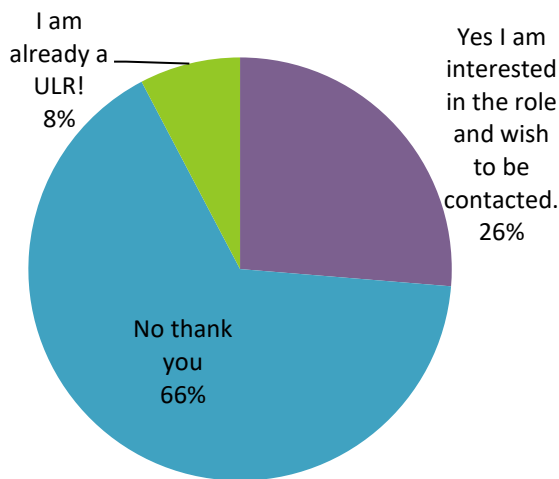
This question sought feedback on UNISON's learning offer. See separate document for the full response. The heart image at the start of this report contains the key words noted by members and was incredibly positive. The main themes:

- It demonstrates a commitment by UNISON to supporting its members
- The cost of living has made many reconsider membership but these courses give a clear reason to remain
- The courses have helped members develop both at work and in their personal lives
- Much of what is offered is a surprise
- For many this is the only opportunity they get to develop

14. Thinking of the courses UNISON runs for members, how do you think these should run in future?



15. If yes (previous question asked if the member was interested in supporting UNISON Learning) then please do consider the role of the Union Learning Rep (ULR).



Value	Percent	Count
Yes I am interested in the role and wish to be contacted.	26.3%	89
No thank you	66.0%	223
I am already a ULR!	7.7%	26
Totals		338