



## **Mission Statement**

To promote and encourage a culture of learning and development within Fujitsu Services in Manchester. To ensure all employees have access to Life Long Learning, and support to assist them to develop skills and knowledge to realise their full potential at work and in life.

# The Learning Partnership Agreement

## Partners

Union Learning Representatives at Fujitsu Services, Manchester; UNITE – The Union (Amicus section); Fujitsu Services Management Team in Manchester.

## Aims

- To promote a learning culture within Fujitsu Services.
- To build a successful and effective learning and development partnership between the union and Fujitsu Services.
- To work in partnership to monitor the corporate development plan that is essential to the sustainable improvement of IT support and customer services.
- To encourage all employees at Fujitsu Services to participate in lifelong learning and skills for life.
- To provide access to lifelong learning, skills for life and vocational development for all employees.
- To review workplace learning facilities, and consider the establishment of a learning resource centre within the workplace.
- To build upon the government's current learning initiatives (Train to Gain) as well as any local government or Fujitsu Services workforce development initiative.
- To work with partner organisations, eg union learning and other providers to ensure the partnership is a success.

## Who the agreement covers

This agreement covers all full and part-time employees of Fujitsu Services on the Manchester Campus. Within this agreement the term 'employees' includes union members and other workers on the Manchester Campus (unless otherwise stated).

For clarity, all parties accept that this agreement has no impact on any other agreements between the union and Fujitsu Services regarding union recognition on the Manchester Campus.

## **What the agreement means**

Fujitsu Services will undertake to ensure that this agreement will not be used as an alternative to collective bargaining with the unions and agrees to maintain and use existing negotiating procedures and arrangements other than those specified in this agreement.

Fujitsu Services and the union agree to support the Union Learning Representatives in the work place, so they can provide the necessary support, encouragement and advice to individuals and groups to take advantage of the learning opportunities, skills for life and development activities.

Fujitsu Services and the union are committed to ensuring that all employees benefit as much as possible from learning and development opportunities. All reasonable requests to attend learning and development activities or events will be granted provided funding is available, adequate notice is given, and work in hand has been taken into consideration with line managers.

Fujitsu Services and the union agree that all individual grievances arising from any educational or learning initiative shall be subject to the existing grievance procedures.

## **How we are going to do this**

1. Establish a joint the union/Fujitsu Services Learning Partnership Committee (LPC).
2. Continue to foster a learning culture and ensure that all employees have access to learning opportunities
3. Ensure all employees have the opportunity to take full advantage of the government's life long learning initiative.

## **The establishment of a joint union/Fujitsu Services Learning Partnership Committee (LPC)**

The partners agree to establish a joint union/Fujitsu Services LPC which will be responsible for introducing, implementing and monitoring learning initiatives.

The main responsibilities of the committee will include:

- Identifying the learning needs of both Fujitsu Services and the workforce;
- Encouraging employees to develop their skills to the maximum of their individual potential;
- Enabling employees to raise productivity, quality and customer service in pursuit of sustainable improvement;
- Prioritising learning needs;
- Identifying those groups and individuals who are to benefit from the various learning initiatives;
- Producing a realistic Learning Plan; setting goals and targets for the learning provision within Fujitsu Services;
- Establishing the standards the learning must satisfy;
- Determining and monitoring of the provisions available;
- Maintaining contracts with outside education and training providers;
- Ensuring that the Learning Plan is effectively implemented so that the LPC meets its goals and targets for learning provision.

The partners agree that any learning needs analysis is undertaken with the full co-operation of all partners, and that any such analysis will be solely for learning and educational purposes. The analysis will not be used in relation to other issues such as pay, performance, appraisal, redundancy, redeployment, disciplinary procedures etc.

The partners commit to regularly updating the learning needs analysis of participants in any learning programme.

The LPC will be comprised of equal numbers of employer and union representatives and the employer will place at least one senior member of its management team on the joint LPC, so that the committee is then able to make effective decisions.

The partners agree to aim for all sectors of the workplace to be represented on the LPC, and ensure that members of the LPC are provided with all relevant information concerning the learning provision and their duties/responsibilities as members of the committee.

The partners will have the responsibility to disseminate all information on matters relating to learning in the workplace and will ensure that all employees and managers are made aware of the learning opportunities available and the work of the LPC.

The LPC will meet at least once a quarter (or as agreed by a meeting) to carry out the tasks as identified by this partnership agreement.

A Chairperson and Secretary will be elected at the first meeting of the joint LPC, and once a year thereafter, to facilitate the future meetings of the committee.

## **Ensure that all employees have access to learning opportunities**

Fujitsu's Performance Plus processes include encouraging employees to develop a Personal Development Plan (PDP) which should align with the business's requirements for skills and development. Fujitsu and the union recognise the benefit of employees developing a wider set of individual learning goals which could be job-specific, work-related and/or non-work-related.

Fujitsu Services and the union will work together to provide access to resources that support life long learning and personal development.

This may include the provision of a learning resource centre which would:

- Provide access to software not readily available.
- Encourage a culture of life long learning and personal development.
- Be a centre for all activities relating to learning and development.
- Facilitate life long learning and development, ensuring the work force develop the relevant skills to progress in a volatile industry
- Be an environment conducive to learning and development away from the work place distractions.
- Have information, support and advice available
- Enable employees to develop individual learning goals

The LPC will, within its first year, identify those components of a Learning Resource Centre which would have a significant positive impact on the learning and development of employees in Manchester and, if necessary, develop costed proposals.

The union and Fujitsu Services will work together with the aim of maintaining achievements such as Investors in People (IIP) Champion Status. The involvement of the ULRs should have a positive impact on all levels of business including reputation, morale and productivity within a volatile and competitive market.

In addition to the IIP awards, developing a positive and constructive relationship between the ULRs and Fujitsu Services should enable employees to achieve higher levels of competence across the business. As a result Fujitsu Services would be ahead of their competitors

Employees will have access to resources such as PCs, online training courses and educational material. This will, in turn, ensure employees can progress within their current role as well as adapting to changing roles within the company.

The facilities and the partnership ensure union members benefit, including discounted fees, but non union members have the same access and encouragement and so should also benefit.

## **Ensure all employees have the opportunity to take full advantage of life long learning and personal development.**

Due to the nature of IT, Fujitsu Services and the union need to prepare the work force for the inevitable changes that are apparent in business today, ensuring the changes from role to role or company-to-company is manageable. Life long learning, personal development and stress management can equip the work force with the skills to adapt to change whilst staying positive and productive.

- Employees will have access to ULRs for information and advice.
- Fujitsu Services will encourage all employees to utilise any approved learning time
- Any learning time will be allocated through normal approval processes, which will vary from department to department
- Facilities will be made available to access online learning course and resources
- Employees will be more able to achieve objectives in their Personal Development Plan
- Employees will be encouraged to develop their own wider individual learning goals with support from Union Learning Reps.

Along with the services provided by 'Train to Gain' ULRs would like to utilise the facilities available at Fujitsu Services to encourage and support employees in accessing the online CV and career mapping tools to identify the learning needs of an individual. This could include encouraging access to Learn Direct and Fujitsu Services on line courses as well as externally tutored courses.

The skills gained during life long learning will be transferable so can be used in the learners' working and personal lives.

The predicted outcome is that employees will be less resistant to change, more productive and eager to learn new skills. The learners will be encouraged to use the facilities outside of any personal learning time thereby ensuring a sustainable learning culture

## **The Role of the ULR**

The union will be responsible for recruiting, electing and training ULRs and will inform management of their election and rights to time off to carry out their duties, in line with legislation.

The statutory functions of the ULR include:

- Analysing learning/training needs;
- Providing information and advice on learning;
- Arranging learning or training for members;
- Consulting the employer about providing learning;
- Representing employees on learning and development matters with employers;
- Gathering, recording and organising information
- Promoting the value of learning;
- Preparing for carrying out any of the above activities

Additionally, providing their training is sufficiently extensive, some learning representatives may be able to offer information and advice on learning options, career options and pathways.

## **Time off for ULR Duties**

ULRs will be provided with reasonable time off to carry out the duties and responsibilities associated with this agreement. Agreed time off will be paid at the normal rate, on the principle that a ULR should suffer no loss of earnings. Time off for training will be in accordance with legislation. ULRs requesting time off the job to carry out union duties must advise line management in advance of both the reason and likely duration of the absence. Permission should not be unreasonably withheld.

Employees will be entitled to request time off to participate in learning and events and to access their Learning Representatives.

Reasonable facilities will be provided for ULRs, including:

- Office space;
- Access to meeting rooms;
- Laptop of an adequate spec;
- Filing cabinets;
- Stationery;
- Telephone;
- External and internal Email;
- Internet access;
- Notice boards

## **Equal opportunities, equal access**

The partners recognise the importance of equal opportunities and equal access to enhance skills levels in order to meet both the business objectives of the employer as well as the individual learning and development needs of employees.

The partners will ensure that training and development continues to be made available to all employees.

The LPC will:

- Make every effort to ensure that when any learning takes place the specific needs of individual employees are taken into account;
- Ensure that workplace union learning representatives are given the opportunity to take suitable training enabling them to offer information, support and advice to employees and work with the employer to promote a learning culture within the workplace;
- Assist the individual employees/learning representatives to make informed choices in regard to learning programmes giving those concerned the ability to secure the maximum benefits possible from the opportunities available.

Although participation by employees will be on a voluntary basis, the union agrees actively to encourage their members to participate fully in all learning initiatives and opportunities.

## **Review of this Agreement**

This agreement will become effective from the date of signature and will continue in force until further notice. A review of this agreement will be carried out after a six month initial period and then annually on the anniversary date of the agreement.

## **Termination of this Agreement**

If either partner wishes to terminate this agreement they must give 6 months notice in writing during which time both parties will seek to resolve the issues resulting in notice of termination being given.