



**unionlearn**  
with the TUC

# **Protocol to support the union learning Climbing Frame**



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## Overview

This protocol document has been produced to set out the principles of use and unionlearn's broad responsibilities to affiliated unions and their representatives. It also contains specific and detailed commitments to individual users, affiliated unions and wider partnerships. In addition, this document explains the processes, guidelines and information to enable potential users to get the best use from the Climbing Frame and assure the quality of service they receive from unionlearn.

Unionlearn is committed to consistently developing and upgrading the operation and application of the union learning Climbing Frame and ensuring that affiliated unions and individual users receive an excellent service.

Unionlearn is working with affiliated unions to ensure that the Climbing Frame meets the needs of its representatives and, where possible, is used in a manner consistent with an individual union's policies and procedures.

Unionlearn aims to maximise access to the Climbing Frame but it does recognise that not all potential users will have the appropriate technology to use it effectively. Unionlearn will ensure that potential users of the generic climbing frame have an opportunity to test its suitability for their circumstances before registering as users. It will advise potential users of minimum technical specifications and the possible difficulties of using the Climbing Frame on an organisation's network, but it cannot provide a detailed individual help and advice where the user's technology is inappropriate.

Unionlearn will offer detailed advice and information on technical issues as part of their service to unions wishing to customise learning themes in the Climbing Frame or work with third parties on a customised Climbing Frame.

Registered users will agree to accept conditions of use to ensure that they are offering accurate and up to date advice and ensuring the confidentiality of data kept on the Climbing Frame. Unionlearn reserves the right to suspend the registration of any user who does not abide by the conditions of use. This may lead to withdrawal of registration after consultation with their union.

Unionlearn will actively monitor the quality of its service to users and affiliated unions to ensure that standards are maintained and any problems are identified and dealt with. Unionlearn policy, commitments and guidelines will be updated to take account of these.



## General policy

Unionlearn will:

- appoint and train a Climbing Frame Support Officer to oversee the operation of the Climbing Frame and liaise with affiliated unions
- provide a demonstration Climbing Frame which allows potential users to assess its suitability for their circumstances and technology before registering
- provide a Climbing Frame with generic learning themes applicable for members of all unions
- ensure all affiliated unions have the opportunity, where requested, to agree their own guidelines for access to and training on the Climbing Frame for their representatives and officials
- offer unions advice and assistance to enable them develop customised Climbing Frames for their own members or work in partnership with other organisations to provide Climbing Frames for specific sectors or members
- train regional unionlearn field workers on the Climbing Frame so that they can support registered Climbing Frame users
- revise and update the generic learning themes at least twice a year
- periodically review the range of generic learning themes available and develop new themes where appropriate
- provide a support service for registered users
- provide each union with the names and workplaces of their own representatives who are registered as users of the Climbing Frame
- provide regional training courses free of charge for potential users of the Climbing Frame through local union learning centres
- conduct regular reviews of user satisfaction and seek the views of affiliated unions on performance and development issues and use the information to improve the Climbing Frame
- ensure the collection and use of information meets the standards of the Data Protection Act 1998



## Commitments to and responsibilities of individual users

Any accredited representative of an affiliated union can register as a user of the generic unionlearn Climbing Frame, subject to any specific guidelines on registration and use agreed with that representative's union.

Unionlearn will:

- Ensure users are clear about the responsibilities they accept when becoming a registered Climbing Frame user
- Ensure that potential users can obtain from the unionlearn website the minimum technical specification they need to run the Climbing Frame on their computers
- Provide an information leaflet and guidance sheet for users who wish to use the generic Climbing Frame on a third party or organisation's network
- Establish a clear and straightforward process for accessing and downloading the Climbing Frame to an individual desktop or laptop
- Provide a secure username and password for each individual user to ensure confidentiality of information
- Establish a secure process to support users who have forgotten or lost their password
- Inform newly registered users of the dates and venues of local training courses in using the Climbing Frame
- Provide updated content for generic learning themes to be downloaded by the users at least twice a year
- Keep up to date information about the Climbing Frame on the unionlearn website
- Provide a support service for the registered Climbing Frame users and endeavour to respond to requests for help on the application and operation of the Climbing Frame within 48 hours
- Provide a facility to enable individual users with up to date, anonymised data on learner profiles and preferences



## Registered users of the Climbing Frame

When becoming a registered user of the Climbing Frame individuals agree to:

- Follow any guidelines of use set out by unionlearn or their own union
- Protect their username and password and not give either to a third party
- Upload learner information every month
- Share anonymised data from their Climbing Frame with unionlearn and their own union
- Keep their Climbing Frame content up to date by downloading updates
- Undertake training approved by unionlearn or their own union in using the Climbing Frame
- Allow unionlearn to notify their union of their registration or request to use the Climbing Frame
- Update unionlearn if there is a change to their personal and/or work contact details
- Report any problems with the Climbing Frame via the unionlearn website or to the Climbing Frame Support Officer



## Customised Climbing Frames

### Unions wishing to produce a customised Climbing Frame for their members

Unions who wish to customise at least one learning theme for their own members will receive a range of additional services to assist them. Users of a customised Climbing Frame will receive all the commitments to individual users and accept the responsibilities of a user.

To assist unions to customise the Climbing Frame Unionlearn will provide:

- advice and guidance to assist unions to devise, plan and manage their Climbing Frame project
- advice on the minimum specification for the Climbing Frame to operate on their computers
- advice on compatibility of the Climbing Frame with other frameworks
- advice, guidance and support to help unions design and write their own learning themes
- an editing and conversion service to produce the customised learning themes and Climbing Frame
- training advice and support for the union administrator
- advice and guidance on how to update customised learning themes
- technical advice and support on operating the Climbing Frame
- training programmes customised to the union's needs
- summaries of the information uploaded by registered users



**Unions customising their own Climbing Frame learning themes agree to:**

- appoint a main contact for the Climbing Frame project
- provide administrative support to manage user registration, training and learner information
- write and research the content of any customised learning themes
- proofread and agree the final text before it is put into the Climbing Frame
- follow style guidelines in writing their own learning themes
- update their customised learning themes at least twice yearly in line with unionlearn timetables
- share anonymised learner data with unionlearn



## Joint Climbing Frame Projects

### Unionlearn commitment to joint Climbing Frame projects

Unionlearn will also support unions to develop joint Climbing Frame projects with partners; other unions, employers, Sector Skills Councils etc. The distinguishing features of joint projects are that they:

- will be set up to deliver a specific set of objectives
- need the active involvement and support of different stakeholders
- often pose additional technical issues as the Climbing Frame may need to operate through an organisation's network or internal system

Thus whilst the customising process for each learning theme is identical to that for individual unions, joint projects need more support at the outset to ensure that they are carefully designed and planned to deliver the outcomes. Unionlearn will:

- set up and facilitate an initial meeting to scope the project and identify outputs and outcomes
- provide IT consultancy to identify user requirements for the Climbing Frame, compatibility between the network and the Climbing Frame and advice on operating the Climbing Frame on the network
- facilitate a meeting to produce a detailed agreement setting out the respective roles and responsibilities of unionlearn and each partner organisation participating in the project and a process for solving problems which affect the achievement of outcomes and outputs
- provide advice and guidance to assist unions to devise, plan and manage their Climbing Frame project
- advise on compatibility of the Climbing Frame with other frameworks
- provide advice, guidance and support to help partners design and write their own learning themes
- provide an editing and conversion service to produce the customised learning themes and Climbing Frame from the text provided
- offer advice and guidance on how to update customised learning themes



- give technical advice and support on operating the Climbing Frame
- provide training programmes customised to the partner's needs
- produce summaries of the information uploaded by registered users
- provide an model service level agreement which can be customised to suit partners' needs



**Unions working in partnership with other organisations agree to:**

- appoint a main contact for the project
- produce an agreement setting out the outcomes and outputs of the project and the roles and responsibilities of each
- write and research the content of any customised learning themes
- provide administrative support to manage user registration, training and learner information
- follow style guidelines in writing their own learning themes
- update their customised units at least twice yearly in line with unionlearn timetables
- share anonymised learner data with unionlearn



## Climbing Frame Privacy Policy

(Updated 12 February 2009)

We are committed to safeguarding the privacy of information provided by Climbing Frame users. This policy sets out how we will treat your personal information.

### What information do we collect?

- Information that you provide to us for the purpose of registering with us:
  - First name
  - Surname
  - Union
  - Union Position
  - Employer Name
  - Employer Address
  - Region
  - Telephone Number
  - Email Address
- Information entered onto the Climbing Frame Learner Management section and uploaded onto the server.
- Information that is generated in the 'Reports' function (this information is all anonymised).
- Letters and emails.
- Feedback forms.
- Any other information that you choose to send us.

It is important that when you provide information about another person (i.e. a learner), the other person must have agreed to let their personal data be recorded on the Climbing Frame. There is a tick box on the Climbing Frame to show that the learner has agreed to their information being recorded on the Climbing Frame and there is also space on the Action Plan for the learner to sign that they agree to their information being stored on the Climbing Frame.

### Using your personal data

We may use your personal information to:

- Answer your queries and complaints
- Notify you of any updates and changes to the Climbing Frame
- Support your use of the Climbing Frame
- Carry out general administration
- Notify your union that you are utilising the Climbing Frame.



## **Security of your personal data**

We have security measures in place to make sure any personal information we collect is secure.

We will store all the personal information you provide on our secure server.

Your account is password protected and all information including your password is on a secure server, which only a limited number of unionlearn employees can access.

You are responsible for keeping your password and user login details confidential.

We will treat all your information in strict confidence and we will endeavour to take all reasonable steps to protect your personal information. We take all reasonable care to ensure that we comply with our obligations under the Data Protection Act 1998.

## **Third Party Websites**

The Climbing Frame contains links to other websites. Since we do not control those websites, you are responsible for reviewing and abiding by the privacy policies of these third party sites.

## **Access Rights**

You have the right to access the personal data held about you. To obtain a copy of the personal information we hold about you, please write to us at Climbing Frame Team, Unionlearn, Congress House, Great Russell Street, London, WC1B 3LS.

## **Updating Information**

Please let us know if the personal information that we hold about you needs to be corrected or updated: for example a change of address or to your title.

## **Policy Amendments**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this document occasionally to ensure you are happy with any changes.

## **Contact**

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to [climbingframe@tuc.org.uk](mailto:climbingframe@tuc.org.uk) or by post to Climbing Frame Team, Unionlearn, Congress House, Great Russell Street, London, WC1B 3LS.



## Disclaimer

We do our best to make sure the information included in the Climbing Frame Learning Themes is accurate and up to date. However we recognise that web links and information will change.

If you are aware of a web link that does not work or any information that needs changing on the Climbing Frame, please email [climbingframe@tuc.org.uk](mailto:climbingframe@tuc.org.uk)



## **Climbing Frame Registration Process**

Before you will be able to access the union learning Climbing Frame you must register by completing the following form available at:

<http://www.unionlearn.org.uk/advice/learn-1702-fo.cfm>

Once you have completed this form you will be contacted by one of the Climbing Frame team who will be able to assist you further and help you with the Climbing Frame downloading process.



## Climbing Frame Support Service

Unionlearn will provide a support service for registered users of the Climbing Frame.

Users of the Climbing Frame are able to email any problems they have to [climbingframe@tuc.org.uk](mailto:climbingframe@tuc.org.uk) or call 020 7079 6934.

Unionlearn will try to respond to requests for help on the application and operation of the Climbing Frame within 48 hours.

Unionlearn will treat all queries and correspondence in confidence.

Unionlearn will regularly update the information included in the Climbing Frame section of the unionlearn website.

Unionlearn will provide support and advice for unions wishing to create a customised Climbing Frame.



## Minimum Technical Specifications for the Climbing Frame

You will need a multimedia PC with the following:

- 128 MB RAM
- 130 MB disc space
- Windows 2000, Windows XP
- Screen resolution: 1024 x 768
- Adobe Reader 7 (You can download the latest version of Adobe Reader from [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).)

The first time you run the Climbing Frame, Internet connectivity via 56 kbps or broadband is required to activate it and download the content.

Internet connectivity is also required to access external websites mentioned in the Climbing Frame, and synchronise the learner's date with the Climbing Frame Portal. However, some of the resources are provided as PDF or Word documents that are accessible off-line.



## Climbing Frame Copyright Statement

The Climbing Frame Tool (CFT) and Climbing Frame Portal (CFP) are provided by Unionlearn and associated unions for non-commercial purposes only, as a tool for supporting educational services by union learning reps and other authorised persons. If you are not an authorised user, you should not use the content or software contained within the tool for any purpose whatsoever without prior authorisation from Unionlearn.

All right title and interest in and to all intellectual property rights of whatever nature wherever arising in the world in and to the Materials contained in the Climbing Frame Portal (including without limitation any graphical works, photographs and sound recordings incorporated into the Climbing Frame Portal and downloadable Climbing Frame Tool content), the accompanying documentation and any copies of the downloadable Climbing Frame Tool are owned, controlled or licensed by Unionlearn and associated unions (all rights reserved) save that the Software tools and programs, icons, functional and navigational designs contained in or used in the development of the Climbing Frame Portal and Climbing Frame Tool are owned, controlled or licensed by Tribal Education Limited © 2007. All rights reserved.

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