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1. Introduction

The practice standards for RCN representatives

The practice standards for RCN representatives describe the role of an RCN representative, and outline what representatives need to know and be able to do to be fully competent in their role.

Each practice standard has a related learning outcome that applies across all representative roles, and describes the learning that needs to be achieved against the specific practice standard to prepare for practice. Newly accredited representatives are required to evidence this learning during the foundation and development modules as they progress through the learning and development pathway.

Each practice standard also has a set of related practice indicators specific to each of the three representative roles (learning representative, safety representative and steward). These indicators outline the activity that is expected of RCN representatives to apply the related standard in their practice as a representative.

This document sets out in detail the practice standards, their associated learning outcomes, assessment criteria and indicators. Section 3 includes examples of activities that relate to each practice standard.
## 2. The practice standards for RCN representatives

### Practice standard 1: work within the parameters of your representative role

<table>
<thead>
<tr>
<th>Learning outcome 1: understand the parameters of your role as an RCN representative</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation module</strong></td>
</tr>
<tr>
<td>1.1 Outline your rights and responsibilities as an RCN representative.</td>
</tr>
<tr>
<td>1.2 Discuss the scope of your role and give examples of when you would need to work with your RCN officer.</td>
</tr>
<tr>
<td>1.3 Demonstrate how you can explain the scope of your role to others.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Development module</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>1.4 Identify your employer’s responsibilities in terms of learning and development in accordance with statutory requirements.</td>
</tr>
<tr>
<td>1.5 Identify the specific aspects of your role and how these relate to your work with the RCN, members and your organisation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Safety representative</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4 Identify your employer’s role and responsibilities in accordance with health and safety legislation.</td>
</tr>
<tr>
<td>1.5 Identify the specific aspects of your role and how these relate to your work with the RCN, members and your organisation.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Steward</strong></th>
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</thead>
<tbody>
<tr>
<td>1.4 Identify your employer’s responsibilities in terms of employment relations in accordance with good employment practice.</td>
</tr>
<tr>
<td>1.5 Identify the specific aspects of your role and how these relate to your work with the RCN, members and your organisation.</td>
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</tbody>
</table>

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<tr>
<th><strong>Practice</strong></th>
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<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>1.6 Demonstrate how you work with your officer to support learning and development in your workplace.</td>
</tr>
<tr>
<td>1.7 Show how you have managed members’ expectations of your role in line with RCN guidance.</td>
</tr>
</tbody>
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<tr>
<th><strong>Safety representative</strong></th>
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</thead>
<tbody>
<tr>
<td>1.6 Demonstrate how you work with your officer to facilitate a safe working environment.</td>
</tr>
<tr>
<td>1.7 Show how you have managed members’ expectations of your role in line with RCN guidance.</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th><strong>Steward</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.6 Demonstrate how you work with your officer to support a member through a formal process, keeping within the parameters of your role.</td>
</tr>
<tr>
<td>1.7 Show how you have managed members’ expectations of your role in line with RCN guidance.</td>
</tr>
</tbody>
</table>
## Practice standard 2: promote equality of opportunity and fair treatment for all RCN members

### Learning outcome 2: understand how to promote fair practice

<table>
<thead>
<tr>
<th>Foundation module</th>
<th>2.1 Describe the key features of the <em>RCN Dignity Charter</em> and give examples of how these will influence your interactions with others.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.2 Outline the key principles of equality, diversity and human rights and give examples of how you can promote fair practice.</td>
</tr>
</tbody>
</table>

### Development module

<table>
<thead>
<tr>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3 Plan ways of promoting fair and equal access to learning and development for all RCN members in your organisation in accordance with equality legislation.</td>
<td>2.3 Plan ways of promoting fair and equal access to resources and a safe working environment in accordance with equality and safety legislation.</td>
<td>2.3 Plan ways of promoting fair and equal terms and conditions of employment for RCN members in your organisation in accordance with equality legislation.</td>
</tr>
</tbody>
</table>

### Practice

<table>
<thead>
<tr>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4 Demonstrate the actions you have taken to promote fair and equal access to learning and development opportunities in your organisation.</td>
<td>2.4 Demonstrate the actions you have taken to promote fair and equal access to a safe working environment in your organisation.</td>
<td>2.5 Demonstrate the actions you have taken to promote fair and equal terms and conditions of employment for RCN members in your organisation.</td>
</tr>
<tr>
<td>2.6 Show how you have facilitated fair process through representing and negotiating on behalf of an individual member.</td>
<td>2.6 Show how you have facilitated fair process through representing and negotiating on behalf of an individual member.</td>
<td>2.6 Show how you have facilitated fair process through representing and negotiating on behalf of an individual member.</td>
</tr>
</tbody>
</table>
### Practice standard 3: organise members to engage with the work of the RCN

<table>
<thead>
<tr>
<th>Learning outcome 3: understand how to facilitate the engagement of members with the work of the RCN</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Describe the membership structure of the RCN.</td>
</tr>
<tr>
<td>3.2 Outline the role of the branch in relation to organising members.</td>
</tr>
<tr>
<td>3.3 Discuss different ways in which you can engage with groups of members and encourage their participation.</td>
</tr>
</tbody>
</table>

#### Foundation module

<table>
<thead>
<tr>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4 Plan how you can organise members to support RCN learning and development initiatives in their workplace.</td>
<td>3.4 Plan how you can organise members to support RCN health and safety initiatives in their workplace.</td>
<td>3.4 Plan how you can organise members to support RCN work to improve terms and conditions of employment.</td>
</tr>
<tr>
<td>3.5 Plan how you can create opportunities for members to share and learn from local and national experience and trends in learning and development.</td>
<td>3.5 Plan how you can create opportunities for members to share and learn from local and national experience and trends in health and safety.</td>
<td>3.5 Plan how you can create opportunities for members to share and learn from local and national experience and trends in employment relations.</td>
</tr>
</tbody>
</table>

#### Development module

<table>
<thead>
<tr>
<th>Learning representative</th>
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<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6 Explain the strategies employed by your branch to promote member engagement.</td>
<td>3.6 Explain the strategies employed by your branch to promote member engagement.</td>
<td>3.6 Explain the strategies employed by your branch to promote member engagement.</td>
</tr>
<tr>
<td>3.7 Demonstrate how you have encouraged members to support you in progressing a learning and development initiative.</td>
<td>3.7 Demonstrate how you have encouraged members to support you in progressing a health and safety initiative.</td>
<td>3.7 Demonstrate how you have encouraged members to support you in improving terms and condition of employment in your workplace.</td>
</tr>
</tbody>
</table>
# Practice standard 4: empower members to access and use information and advice appropriately

<table>
<thead>
<tr>
<th>Foundation module</th>
<th>Learning outcome 4: understand how to support members to access appropriate information and advice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.1 Outline where you can access appropriate information so that you can signpost your members to credible and relevant sources.</td>
</tr>
<tr>
<td></td>
<td>4.2 Describe how you can evaluate and use information to support you in your role.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Development module</th>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.3 Investigate ways in which you can raise members' awareness of the value of information to support learning and development in the workplace.</td>
<td>4.3 Investigate ways in which you can raise members' awareness of the value of information to support good health and safety practice.</td>
<td>4.3 Investigate ways in which you can raise members' awareness of their terms and conditions of employment and related organisational policies and procedures.</td>
</tr>
<tr>
<td></td>
<td>4.4 Plan how you can encourage members to use information to access learning and development opportunities.</td>
<td>4.4 Plan how you can interpret and summarise health and safety legislation to make it relevant and accessible to different groups of members.</td>
<td>4.4 Plan how you can interpret and summarise the key features of organisational policies relating to terms and conditions of employment.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Practice</th>
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<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.5 Demonstrate how you guide members to up-to-date information about learning and development to support their needs.</td>
<td>4.5 Demonstrate how you guide members to up-to-date health and safety information to support their needs.</td>
<td>4.5 Demonstrate how you guide members to up-to-date information on their terms and conditions of employment and related organisational policies and procedures.</td>
</tr>
<tr>
<td></td>
<td>4.6 Show how you have raised awareness of appropriate learning and development opportunities.</td>
<td>4.6 Demonstrate how you can raise awareness of health and safety legislation in your workplace.</td>
<td>4.6 Demonstrate how you can raise awareness of organisational policies relating to terms and conditions of employment to members.</td>
</tr>
</tbody>
</table>
## Practice standard 5: represent and negotiate on behalf of RCN members

<table>
<thead>
<tr>
<th>Learning outcome 5: understand how to represent and negotiate on behalf of members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation module</strong></td>
</tr>
<tr>
<td>5.1 Discuss the key principles of representation and negotiation.</td>
</tr>
<tr>
<td>5.2 Distinguish between the different representative roles in relation to the formal representation of a member.</td>
</tr>
<tr>
<td>5.3 Outline different ways you can communicate on behalf of members.</td>
</tr>
<tr>
<td><strong>Development module</strong></td>
</tr>
<tr>
<td>5.4 Identify ways in which you could work in partnership with other accredited representatives to support a member through the representation process and offer specialist advice around learning and development issues.</td>
</tr>
<tr>
<td>5.5 Identify ways in which you could work in partnership with other accredited representatives to support a member through the representation process and offer specialist advice around health and safety issues.</td>
</tr>
<tr>
<td><strong>Practice</strong></td>
</tr>
<tr>
<td>5.6 Demonstrate how you can represent the learning and development needs of your members.</td>
</tr>
<tr>
<td>5.7 Demonstrate how you can work with others to negotiate learning and development opportunities for members.</td>
</tr>
</tbody>
</table>

### Learning representative

- **5.4** Explain how you would represent the learning and development needs of members.
- **5.5** Identify ways in which you could work in partnership with other accredited representatives to support a member through the representation process and offer specialist advice around learning and development issues.

### Safety representative

- **5.4** Explain how you would represent the health and safety needs of members.
- **5.5** Identify ways in which you could work in partnership with other accredited representatives to support a member through the representation process and offer specialist advice around health and safety issues.

### Steward

- **5.4** Explain how you would represent a member or group of members with an employment-related issue in accordance with organisational policy and procedure.
- **5.5** Identify ways in which you could engage the support of other accredited representatives where a case has a learning and development or health and safety dimension.

- **5.6** Demonstrate how you can represent the health and safety needs of your members.
- **5.7** Demonstrate how you can work with others to negotiate on behalf of a member or group of members with a health and safety issue.

- **5.6** Demonstrate how you can work with other partners to represent a member or group of members with an employment-related issue.
- **5.7** Demonstrate how you can work with others to negotiate on behalf of a member or group of members with an employment-related issue.
### Practice standard 6: develop and support a positive workplace culture

<table>
<thead>
<tr>
<th>Learning outcome 6: understand how to influence workplace culture</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Discuss what is meant by workplace culture.</td>
</tr>
<tr>
<td>6.2 Identify the key factors that influence workplace culture in your organisation.</td>
</tr>
</tbody>
</table>

#### Foundation module

<table>
<thead>
<tr>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.3 Reflect on how workplace culture can affect your practice as a learning representative.</td>
<td>6.3 Reflect on how workplace culture can affect your practice as a safety representative.</td>
<td>6.3 Reflect on how workplace culture can affect your practice as a steward.</td>
</tr>
<tr>
<td>6.4 Plan how you can work with others to promote a positive learning culture in your organisation.</td>
<td>6.4 Plan how you can work with others to promote a positive health and safety culture in your organisation.</td>
<td>6.4 Plan how you can work with others to promote a positive employment relations culture in your organisation.</td>
</tr>
</tbody>
</table>

#### Development module

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<tr>
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<tbody>
<tr>
<td>6.3 Reflect on how workplace culture can affect your practice as a learning representative.</td>
<td>6.3 Reflect on how workplace culture can affect your practice as a safety representative.</td>
<td>6.3 Reflect on how workplace culture can affect your practice as a steward.</td>
</tr>
<tr>
<td>6.4 Plan how you can work with others to promote a positive learning culture in your organisation.</td>
<td>6.4 Plan how you can work with others to promote a positive health and safety culture in your organisation.</td>
<td>6.4 Plan how you can work with others to promote a positive employment relations culture in your organisation.</td>
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</table>

#### Practice

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<tr>
<th>Learning representative</th>
<th>Safety representative</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.5 Demonstrate the steps you have taken to try to improve an aspect of your workplace learning culture.</td>
<td>6.5 Demonstrate the steps you have taken to try to improve an aspect of your workplace health and safety culture.</td>
<td>6.5 Demonstrate the steps you have taken to try to improve an aspect of your workplace employment relations culture.</td>
</tr>
</tbody>
</table>
## Practice standard 7: recognise and influence the management of risk to RCN members in the workplace

### Learning outcome 7: recognise and understand risk

<table>
<thead>
<tr>
<th>Foundation module</th>
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</thead>
<tbody>
<tr>
<td>7.1 Discuss and give examples of the types of risk members may face in relation to their employment and practice.</td>
</tr>
<tr>
<td>7.2 Describe existing risk control measures for the examples you have given.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Development module</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>7.3 Explain how learning and development data can be used to support you in your role.</td>
</tr>
<tr>
<td>7.4 Plan how you could support members to identify gaps in their knowledge and understanding that could contribute to the risk they may face in relation to their employment and practice.</td>
</tr>
<tr>
<td>7.5 Plan how you can identify and support the implementation of appropriate control measures to deal with the identified risks.</td>
</tr>
<tr>
<td><strong>Safety representative</strong></td>
</tr>
<tr>
<td>7.3 Explain how health and safety data can be used to support you in your role.</td>
</tr>
<tr>
<td>7.4 Investigate and explain how you can work with others to support the assessment and monitoring of risk in your workplace to ensure compliance with health and safety legislation.</td>
</tr>
<tr>
<td>7.5 Plan how you can identify and support the implementation of appropriate control measures to deal with the identified risks.</td>
</tr>
<tr>
<td><strong>Steward</strong></td>
</tr>
<tr>
<td>7.3 Identify factors which can contribute to the risk members may face in relation to their terms and conditions of employment.</td>
</tr>
<tr>
<td>7.4 Plan how you can identify and support the implementation of appropriate control measures to deal with the identified risks.</td>
</tr>
</tbody>
</table>

### Practice

| **Learning representative**  |
| 7.6 Demonstrate how a learning and development issue you have worked on has influenced the management of an identified risk. |
| 7.7 Show how you have used health and safety data to support you in this work. |
| **Safety representative**  |
| 7.6 Demonstrate how a health and safety issue you have worked on has influenced the management of an identified risk. |
| **Steward**  |
| 7.5 Demonstrate how an employment relations issue you have worked on has influenced the management of an identified risk. |
## Practice standard 8: develop and support partnership working between the RCN and other stakeholders

**Learning outcome 8: understand how to apply the principles of partnership working to your role**

<table>
<thead>
<tr>
<th>Foundation module</th>
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</thead>
<tbody>
<tr>
<td>8.1. Outline the principles of partnership working.</td>
</tr>
<tr>
<td>8.2. Describe the arrangements in place in your organisation that enable you to work in partnership with others.</td>
</tr>
<tr>
<td>8.3. Discuss how partnership working can promote effective working relations.</td>
</tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>8.4 Investigate and explain the opportunities and challenges of working with identified partners to champion learning and development.</td>
</tr>
<tr>
<td><strong>Safety representative</strong></td>
</tr>
<tr>
<td>8.4 Investigate and explain the opportunities and challenges of working with identified partners to champion positive health and safety practice.</td>
</tr>
<tr>
<td><strong>Steward</strong></td>
</tr>
<tr>
<td>8.4 Investigate and explain the opportunities and challenges of working with identified partners to champion positive employment relations.</td>
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</tbody>
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<tr>
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<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>8.5 Demonstrate how your work as a learning representative has been enhanced by an identified partner.</td>
</tr>
<tr>
<td><strong>Safety representative</strong></td>
</tr>
<tr>
<td>8.5 Demonstrate how your work as a safety representative has been enhanced by an identified partner.</td>
</tr>
<tr>
<td><strong>Steward</strong></td>
</tr>
<tr>
<td>8.5 Demonstrate how your work as a steward has been enhanced by an identified partner.</td>
</tr>
</tbody>
</table>
## Practice standard 9: act on behalf of the RCN, supporting, influencing and promoting its policies and campaigns

<table>
<thead>
<tr>
<th>Learning outcome 9: understand RCN policies and campaigns and how you can act on behalf of the RCN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation module</strong></td>
</tr>
<tr>
<td>9.1. Describe the key features of a specific RCN policy or campaign.</td>
</tr>
<tr>
<td>9.2. Identify where your role fits in terms of supporting RCN policies and campaigns.</td>
</tr>
<tr>
<td>9.3. Discuss what it means to act on behalf of the RCN.</td>
</tr>
</tbody>
</table>

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</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>9.4. Identify RCN policies and related campaigns that can support you in your specific role.</td>
</tr>
<tr>
<td>9.5. Describe how you can organise members to influence RCN policy and become involved in existing campaigns.</td>
</tr>
<tr>
<td><strong>Safety representative</strong></td>
</tr>
<tr>
<td>9.4 Identify RCN policies and related campaigns that can support you in your specific role.</td>
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<td>9.5 Describe how you can organise members to influence RCN policy and become involved in existing campaigns.</td>
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<tbody>
<tr>
<td><strong>Learning representative</strong></td>
</tr>
<tr>
<td>9.6 Demonstrate how you have used an RCN policy or campaign to promote learning and development in your workplace.</td>
</tr>
<tr>
<td>9.7 Show how you have supported or influenced an RCN policy or campaign through your activity as a learning representative.</td>
</tr>
<tr>
<td><strong>Safety representative</strong></td>
</tr>
<tr>
<td>9.6 Demonstrate how you have used an RCN policy or campaign to promote a safer working environment in your workplace.</td>
</tr>
<tr>
<td>9.7 Show how you have supported or influenced an RCN policy or campaign through your activity as a safety representative.</td>
</tr>
<tr>
<td><strong>Steward</strong></td>
</tr>
<tr>
<td>9.6 Demonstrate how you have used an RCN policy or campaign to support your work on behalf of members.</td>
</tr>
<tr>
<td>9.7 Show how you have supported or influenced an RCN policy or campaign through your activity as a steward.</td>
</tr>
</tbody>
</table>
## Practice standard 10: build and enhance the reputation and influence of the RCN

<table>
<thead>
<tr>
<th>Learning outcome 10: understand how to build and enhance the reputation and influence of the RCN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation module</strong></td>
</tr>
<tr>
<td>10.1 List the key factors that may influence the reputation of the RCN in your workplace.</td>
</tr>
<tr>
<td>10.2 Discuss how the recruitment and retention of members builds the influence of the RCN.</td>
</tr>
<tr>
<td>10.3 Outline the key resources and methods used by the RCN to recruit and retain members.</td>
</tr>
<tr>
<td><strong>Development module</strong></td>
</tr>
<tr>
<td>Learning representative</td>
</tr>
<tr>
<td>10.4 Identify how the reputation of the RCN helps you to recruit and retain members.</td>
</tr>
<tr>
<td>10.5 Reflect on how the reputation and influence of the RCN is affected by your practice as a learning representative.</td>
</tr>
<tr>
<td>Safety representative</td>
</tr>
<tr>
<td>10.4 Identify how the reputation of the RCN helps you to recruit and retain members.</td>
</tr>
<tr>
<td>10.5 Reflect on how the reputation and influence of the RCN is affected by your practice as a safety representative.</td>
</tr>
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<td>Steward</td>
</tr>
<tr>
<td>10.4 Identify how the reputation of the RCN helps you to recruit and retain members.</td>
</tr>
<tr>
<td>10.5 Reflect on how the reputation and influence of the RCN is affected by your practice as a steward.</td>
</tr>
<tr>
<td><strong>Practice</strong></td>
</tr>
<tr>
<td>Learning representative</td>
</tr>
<tr>
<td>10.6 Show how you have built and enhanced the reputation and influence of the RCN.</td>
</tr>
<tr>
<td>10.7 Demonstrate the steps you have taken to recruit and retain RCN members.</td>
</tr>
<tr>
<td>Safety representative</td>
</tr>
<tr>
<td>10.6 Show how you have built and enhanced the reputation and influence of the RCN.</td>
</tr>
<tr>
<td>10.7 Demonstrate the steps you have taken to recruit and retain RCN members.</td>
</tr>
<tr>
<td>Steward</td>
</tr>
<tr>
<td>10.6 Show how you have built and enhanced the reputation and influence of the RCN.</td>
</tr>
<tr>
<td>10.7 Demonstrate the steps you have taken to recruit and retain RCN members.</td>
</tr>
</tbody>
</table>
## Practice standard 11: maintain safe and accurate records of your activity as an RCN representative

<table>
<thead>
<tr>
<th>Learning outcome 11: understand how to maintain safe and accurate records</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation module</strong></td>
</tr>
<tr>
<td>11.1 List the key legal and professional issues around record keeping and explain how these will influence your practice.</td>
</tr>
<tr>
<td>11.2 Discuss ways of recording and storing accurate records of all your work as an RCN representative.</td>
</tr>
<tr>
<td><strong>Development module</strong></td>
</tr>
<tr>
<td>Learning representative</td>
</tr>
<tr>
<td>11.3 Formulate a plan for how you will maintain safe and accurate records of all your activities as a learning representative, in accordance with legal requirements.</td>
</tr>
<tr>
<td><strong>Practice</strong></td>
</tr>
<tr>
<td>Learning representative</td>
</tr>
<tr>
<td>11.4 Show how you have documented your activity as a learning representative.</td>
</tr>
</tbody>
</table>

## Practice standard 12: develop as an active learner through learning from experience

<table>
<thead>
<tr>
<th>Learning outcome 12: understand how to develop as an active learner and capture evidence of learning from your experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>These criteria are assessed at all stages of the representative’s development.</td>
</tr>
<tr>
<td>12.1. Undertake learning activities that suit your identified learning style.</td>
</tr>
<tr>
<td>12.2. Use self-assessment and action planning to guide your learning and development.</td>
</tr>
<tr>
<td>12.3. Develop a strategy for capturing evidence of learning from your experience.</td>
</tr>
<tr>
<td>12.4. Demonstrate your learning and continuing development in a portfolio of evidence.</td>
</tr>
<tr>
<td>12.5. Demonstrate how learning from your experience informs the development of your knowledge, skills and attitudes in your role.</td>
</tr>
<tr>
<td>12.6. Identify transferable skills you have developed as a representative that can be applied to your work in nursing and vice versa.</td>
</tr>
</tbody>
</table>
### 3. Examples of activities which meet the practice standards

<table>
<thead>
<tr>
<th>Practice standard</th>
<th>Supporting individual members</th>
<th>Supporting groups of members and collective representation</th>
<th>Promoting the RCN as a professional body and a trade union</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Work within the parameters of your representative role</td>
<td>Met with a member who wanted to discuss career development opportunities.</td>
<td>Attended a meeting with all learning representatives in the workplace to discuss the reduction in training budgets.</td>
<td>Attended a recruitment event and talked to prospective members about the RCN’s learning resources.</td>
</tr>
<tr>
<td>2. Promote equality of opportunity and fair treatment for all RCN members</td>
<td>Supported a member who was unable to access training due to their shift patterns.</td>
<td>Reported concerns at branch and staff side committee about computer access for members who are expected to complete online mandatory training.</td>
<td>Worked in partnership with the employer to support shift workers to access training.</td>
</tr>
<tr>
<td>3. Organise members to engage with the work of the RCN</td>
<td>Encouraged a member to join a forum as a way of supporting their continuing professional development (CPD) in their specialist area.</td>
<td>Supported the branch to organise a learning event to support and encourage branch attendance.</td>
<td>Promoted RCN Congress and the learning events available.</td>
</tr>
<tr>
<td>4. Empower members to access and use information and advice appropriately</td>
<td>Met with a new health care assistant (HCA) who was interested in developing their role. Showed them the <em>First steps for HCAs</em> resource and encouraged them to become part of the HCA network.</td>
<td>Worked with the branch and other union colleagues to develop a lunch-and-learn session.</td>
<td>Supported members to navigate the RCN website and access the Learning Zone.</td>
</tr>
<tr>
<td>5. Represent and negotiate on behalf of RCN members</td>
<td>Supported a member who wanted time off to attend a basic skills course at a local college but whose manager was reluctant.</td>
<td>Worked with the branch to raise concerns at the staff side meeting about the erosion of cross-over in shift patterns which were used primarily for learning and development.</td>
<td>Worked with mentor, branch and other union colleagues to develop a learning agreement with the employer.</td>
</tr>
</tbody>
</table>
### 3. Examples of activities which meet the practice standards

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<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>6. Develop and support a positive workplace culture</td>
<td>Helped a member to consider their CPD as part of their appraisal process.</td>
<td>Invited members to attend the education and training committee.</td>
</tr>
<tr>
<td>7. Recognise and influence the management of risk to RCN members in the workplace</td>
<td>Supported a member who was finding drug calculation challenging and wanted to brush up on their maths.</td>
<td>Worked with stewards and safety representatives to spot any key risks that have a learning and development aspect.</td>
</tr>
<tr>
<td>8. Develop and support partnership working between the RCN and other stakeholders</td>
<td>Ran a learning representative drop-in surgery with other union colleagues.</td>
<td>Worked with the local apprenticeship training provider to ensure that all new apprentices are introduced to <em>First steps for HCAs</em>.</td>
</tr>
<tr>
<td>9. Act on behalf of the RCN, supporting, influencing and promoting its policies and campaigns</td>
<td>Encouraged a member to engage with <em>This is nursing</em> and think about learning and development in the workplace.</td>
<td>Organised with the employer for a dignity workshop to become part of all staff inductions.</td>
</tr>
<tr>
<td>10. Build and enhance the reputation and influence of the RCN</td>
<td>Met with a new HCA member to talk through the benefits of RCN membership.</td>
<td>Recommended <em>First steps for HCAs</em> to the training department who will use it at all HCA inductions.</td>
</tr>
<tr>
<td>11. Maintain safe and accurate records of your activity as an RCN representative</td>
<td>Kept records of all members who have been signposted to learning opportunities and collected beneficiary forms from attendees at workshops.</td>
<td></td>
</tr>
<tr>
<td>12. Develop as an active learner through learning from experience</td>
<td>Completed actions from the mentorship session, prepared for the next session and kept learning portfolio up to date.</td>
<td></td>
</tr>
</tbody>
</table>
## Safety representatives

<table>
<thead>
<tr>
<th>Practice standard</th>
<th>Supporting individual members</th>
<th>Supporting groups of members and collective representation</th>
<th>Promoting the RCN as a professional and a trade union</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Work within the parameters of your representative role</td>
<td>Met with a member who has been injured following a fall at work.</td>
<td>Attended a branch meeting and discussed current issues and concerns around health and safety.</td>
<td>Attended a recruitment event and talked to prospective members about the RCN's health and safety initiatives.</td>
</tr>
<tr>
<td>2. Promote equality of opportunity and fair treatment for all RCN members</td>
<td>Supported a member who is returning to work after an injury and has concerns about established work practices.</td>
<td>Reported concerns to the branch and health and safety committee about access to moving and handling equipment.</td>
<td>Worked in partnership with the employer to support the introduction of new accident reporting procedures.</td>
</tr>
<tr>
<td>3. Organise members to engage with the work of the RCN</td>
<td>Organised a meeting with a member who is complaining of a poor work environment.</td>
<td>Supported the development of a staff side response to proposed changes in night shift patterns.</td>
<td>Promoted RCN Congress and the resolutions being debated.</td>
</tr>
<tr>
<td>4. Empower members to access and use information and advice appropriately</td>
<td>Supported a member to access and review their workplace lone worker policy.</td>
<td>Worked with the branch and other union colleagues to develop an awareness raising session on sharps injuries.</td>
<td>Promoted the RCN's advice and guidance on sharps injuries.</td>
</tr>
<tr>
<td>5. Represent and negotiate on behalf of RCN members</td>
<td>Followed up a complaint from a member about a lack of moving and handling equipment causing back injuries to staff on a ward.</td>
<td>Worked with the branch to represent members affected by changes to the physical working environment.</td>
<td>Worked with the officer, branch and other union colleagues to develop a moving and handling policy with the employer.</td>
</tr>
<tr>
<td>6. Develop and support a positive workplace culture</td>
<td>Encouraged a member to complete a near-miss reporting form following an incident at work.</td>
<td>Worked with the branch to organise members to respond to an employer consultation on the purchase of moving and handling equipment.</td>
<td>Met with the health and safety manager to consider ways to raise staff awareness of health and safety issues.</td>
</tr>
<tr>
<td>7. Recognise and influence the management of risk to RCN members in the workplace</td>
<td>Supported a member to complete an accident report form following an accident at work.</td>
<td>Worked with the branch to identify potential risks to members due to lack of lone worker alarms.</td>
<td>Supported the employer in analysing accident and incident report data to identify trends and recurrent risks.</td>
</tr>
</tbody>
</table>
### 3. Examples of activities which meet the practice standards

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<tbody>
<tr>
<td><strong>8.</strong> Develop and support partnership working between the RCN and other stakeholders</td>
<td>Ran a drop-in surgery about healthy working lives with other union colleagues.</td>
<td>Worked with RCN learning representatives to ensure moving and handling training is accessible and appropriate for members caring for bariatric patients.</td>
<td>Ensured that the RCN and other trade unions were involved in communicating with staff about any financial concerns and that these were reported in a timely way.</td>
</tr>
<tr>
<td><strong>9.</strong> Act on behalf of the RCN, supporting, influencing and promoting its policies and campaigns</td>
<td>Encouraged a member to engage with <em>Frontline first</em> and think about the impact of cuts on staff and patient safety.</td>
<td>Considered with branch how to engage locally with <em>This is nursing</em>.</td>
<td>Put up posters promoting the <em>RCN Principles of Nursing Practice</em>.</td>
</tr>
<tr>
<td><strong>10.</strong> Build and enhance the reputation and influence of the RCN</td>
<td>Met with a new HCA member to talk through the benefits of RCN membership.</td>
<td>Spoke at the branch meeting about the safeguarding role of RCN representatives in promoting staff and patient safety.</td>
<td>Wrote an article for the staff magazine about the role of the safety representative in promoting staff and patient safety.</td>
</tr>
<tr>
<td><strong>11.</strong> Maintain safe and accurate records of your activity as an RCN representative</td>
<td>Kept records of activity as a safety representative on raising awareness of health and safety issues in the workplace and signposting members to relevant resources and systems.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>12.</strong> Develop as an active learner through learning from experience</td>
<td>Completed actions from the mentorship session, prepared for the next session and kept learning portfolio up to date.</td>
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<tr>
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</tr>
<tr>
<td>1. Work within the parameters of your representative role</td>
<td>Met with a member who has concerns about proposed changes to their terms and conditions of employment.</td>
<td>Attended a staff side meeting in the workplace to discuss current issues and concerns.</td>
<td>Attended a recruitment event and talked to prospective members about the RCN’s employment relations support.</td>
</tr>
<tr>
<td>2. Promote equality of opportunity and fair treatment for all RCN members</td>
<td>Supported a member who has concerns over disability discrimination.</td>
<td>Reported concerns to the branch and staff side committee about changes to maternity leave arrangements.</td>
<td>Worked in partnership with the employer to support the implementation of a new redundancy policy.</td>
</tr>
<tr>
<td>3. Organise members to engage with the work of the RCN</td>
<td>Encouraged a member to submit a resolution to RCN Congress.</td>
<td>Supported the development of a staff side response to proposed changes in annual leave entitlement.</td>
<td>Promoted RCN Congress and the resolutions being debated.</td>
</tr>
<tr>
<td>4. Empower members to access and use information and advice appropriately</td>
<td>Supported a member to access and review their work contract and terms and conditions of employment.</td>
<td>Worked with the branch and other union colleagues to develop an awareness raising session on local pay bargaining.</td>
<td>Supported members to navigate the RCN website and access information about pay and conditions.</td>
</tr>
<tr>
<td>5. Represent and negotiate on behalf of RCN members</td>
<td>Supported a member who is the subject of a disciplinary investigation.</td>
<td>Worked with the branch to represent members affected by proposed changes to shift patterns.</td>
<td>Worked with the officer, branch and other union colleagues to develop a whistle-blowing policy with the employer.</td>
</tr>
<tr>
<td>6. Develop and support a positive workplace culture</td>
<td>Worked with a member to understand the attitude of an unhelpful manager.</td>
<td>Worked with the branch to organise members to respond to an employer consultation on work practices.</td>
<td>Met with the human resources manager to discuss how the organisation can support staff who are returning to work after a period of suspension.</td>
</tr>
<tr>
<td>7. Recognise and influence the management of risk to RCN members in the workplace</td>
<td>Supported a member to consider how proposed contract changes might impact on their terms and conditions of employment.</td>
<td>Worked with the branch to identify potential risks to members from proposed organisational change.</td>
<td>Attended the joint negotiation meeting in the organisation to ensure the RCN view was represented on specific issues.</td>
</tr>
<tr>
<td></td>
<td>Examples of activities which meet the practice standards</td>
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<td>8.</td>
<td>Develop and support partnership working between the RCN and other stakeholders</td>
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</tr>
<tr>
<td></td>
<td>Ran a pensions drop-in surgery with other union colleagues.</td>
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<tr>
<td></td>
<td>Worked with staff side partners to address the proposed introduction of local pay bargaining arrangements.</td>
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<tr>
<td></td>
<td>Agreed that joint communication would take place between the RCN, other unions and the organisation regarding changes affecting staff.</td>
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<td>Act on behalf of the RCN, supporting, influencing and promoting its policies and campaigns</td>
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<td>Encouraged a colleague to engage with <em>Frontline first</em> and think about the impact of cuts on services to patients.</td>
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<td>Considered with the branch how to engage locally with <em>This is nursing</em>.</td>
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<td>Put up posters promoting the <em>RCN Principles of Nursing Practice</em>.</td>
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<td>Met with a new HCA member to talk through the benefits of RCN membership.</td>
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<tr>
<td></td>
<td>Spoke at a staff side meeting about the RCN's initiative, <em>This is nursing</em>.</td>
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<td></td>
<td>Reorganised the RCN notice board to ensure potential members can easily see the benefits of membership.</td>
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<td>11.</td>
<td>Maintain safe and accurate records of your activity as an RCN representative</td>
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<tr>
<td></td>
<td>Kept accurate records using the case management system.</td>
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</tr>
<tr>
<td>12.</td>
<td>Develop as an active learner through learning from experience</td>
<td></td>
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<td></td>
<td>Completed actions from the mentorship session, prepared for the next session and kept learning portfolio up to date.</td>
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</table>
The RCN represents nurses and nursing, promotes excellence in practice and shapes health policies.