



ONTARIO UNIVERSITY WORKERS CO-ORDINATING COMMITTEE
TOGETHER FOR PUBLIC SERVICES AND PUBLIC EDUCATION

TO: OUWCC Executive, Local Presidents and Members
DATE: March 3rd, 2008
RE: OUWCC '08 Conference and Action Plan

Dear Sisters and Brothers:

What an absolutely amazing conference, we cannot thank you enough for all your hard work and participation. We have talked about coordinated bargaining for 10 years and now we are finally ready to achieve it.

We took a chance by using the "Art of Hosting" to create an environment where we could develop a self-directed action plan, and with your help we far exceeded our expectations. We now have an action plan in this sector that reaches into 2010; and we are going to be stronger for it!

But as you know, this is only the start, there is a lot of work ahead for us as we take your action plan and set into place a structure to make sure we are *Coordinating our Future*.

Attached here is a copy of the Action Plan which was unanimously endorsed by the conference delegates. But to give this document the authority it deserves, we need every Local to take your action plan to their members. Circulate it, discuss it and get formal membership endorsement.

Please make every effort to conduct the membership voting on the Action Plan no later than April 30, 2008.

We believe the document is self explanatory, but if you would like us to make a presentation to your members, we would be more than happy to assist. Please contact Brother Michor for assistance, dmichor@cupe.ca.

When you have your local endorsement, please email Brother Michor directly so we can track our progress.

Thanks again to all of you, and we commit to communicating our progress.

Peace and Solidarity,

Janice Folk-Dawson
Chair OUWCC

Daniel Crow
Co-Chair

ac/cope491

Coordinating Our Future



February 24, 2008

Report on Ouwcc Conference, February

The Ontario University Workers' Committee (OUWCC) of CUPE Ontario brought together 90 delegates, staff and special guests to discuss how the university sector will coordinate and collaborate differently, and more effectively, in the future.



Sister Joanne Webb, CUPE Ontario Diversity Vice-President and member of CUPE Ontario's Executive

Board, gave a warm Aboriginal welcome to the conference.

Delegates started the evening seated in campus circles. This allowed brothers and sisters working at the same campus to get to know each other. It also allowed us to see how many CUPE locals we have on each campus, and also to identify which campuses have no CUPE presence.

We organized ourselves into circles of 8 to 10 delegates to answer two questions.

What are the most important gains we can achieve through coordination?

- Greater political clout.
- A way to win provincial funding and better accountability.
- A visible profile for the work we do in the university sector.
- Greater collective bargaining power, unity and solidarity to achieve:
 - Common collective agreement language
 - Employment equity
 - Common benefits
 - Improved pensions
 - Better health and safety protection
 - Provisions against harassment and bullying.
- Established procedures and systems to:
 - Share information;
 - Understand and support our differences.



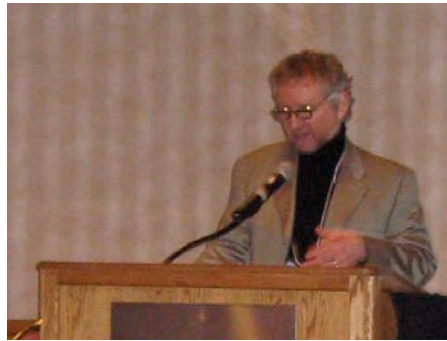
What can we do at this conference to strengthen coordination?

- Get buy-in for coordination
- Win the commitment of delegates for coordination
- Share experiences
- Communicate
- Develop a realistic action plan for further work
- Build equity among the locals
- Start believing that it works.



Fred Hahn, Secretary-Treasurer of CUPE Ontario, spoke of the important gains CUPE members working for Associations for the Community Living (ACL) are winning through coordination. He also appealed to delegates to understand that coordination takes local union financial commitment as well. He explained that the university sector has a large number of part-time and quarter-time members and so local unions need to find ways to give more money to the OUWCC through a solidarity levy.

“Before coordination a minority of our members had pensions. Now the majority belongs to CUPE’s Multi Sector Pension Plan...” (Fred Hahn)



Brian Brown, President, Ontario Confederation of University Faculty Associations, spoke to the delegates about the impact of under-funding on faculty and class-size and shared the story of staff, students and faculty working together at the University of Windsor.



Joel Duff, organizer for the Canadian Federation of Students-Ontario, drew the link between the concerns of staff, academic instructors and students. He urged CUPE locals to reach out to student groups before we are in need of help and to use these bridges in times of trouble.



Rita Farruggia, a student of Labour Studies at McMaster University and currently on a placement with CUPE, spoke of how students can be transformed into active supporters of union struggles.

Sid Ryan addresses conference



Sid Ryan, CUPE Ontario President, congratulated the Ontario University Workers' Coordinating Committee for moving forward a coordinated bargaining strategy for 2010.

He reported on the major advances by CUPE school board locals to coordinate bargaining. A CUPE school board bargaining team is currently in central talks with the Ontario government on major issues of concern for school board workers. "It shows it can be done," he said. "And it all started when the Ontario government saw that at least 60 collective agreements in the sector were going to expire on the same date."

2010 Bargaining Priorities

The delegates then offered suggestions for common bargaining priorities for 2010. Small groups discussed each of these issues and reported back. (See Appendix B) The delegates identified three common priority bargaining issues:

- Wages
- Workload
- Employment Equity



IMPLEMENTATION

Conference participants organized themselves into groups to discuss eight areas of work needed to be done to succeed in coordinated bargaining by 2010. Appendix C sets out the detailed work plans for 2008, 2009 and 2010 to achieve the following:

- All local unions in a strike position at the same time by negotiating the same expiry date
- Strong campus coalitions
- Membership support for common bargaining priorities
- Financial support for striking workers in the sector
- Information-sharing
- On-going communication between local unions
- Leadership development and training for local leaders
- Public support





APPENDIX A

Projects to Improve the Bargaining Climate



TOP 3 PRIORITIES ...

PROJECT: ONLINE OUWCC RESOURCE & BEST LANGUAGE IN CA'S

a. Description

An online resource to provide a starting point for locals to give and receive communications pertaining to issues relevant to the university sector. i.e. a website with links to CAs, information about other locals, forums etc.

A summary of best articles of all sectors within OUWCC.

b. Implementation Team:

Communications committee of OUWCC, every local to provide information, CUPE Ontario

c. Implementation Plan:

- | | |
|---|------------------------|
| • Develop Website (separate site from CUPE Ontario) | June 1 to Sep 1 |
| • Communications promotions | Starting June 1 |
| • Maintenance | Ongoing as of June 1st |
| • Collect Information + distribution + verification | May 1st - Ongoing |
| • Discussion with research | Ongoing |
| • Develop guidelines and practices for website | Ongoing |
| • Design Survey | |
| • Send out survey to Locals & Staff & Reps | |
| • Receive Data | |
| • Analyze Data | |
| • Assemble & Send Report | |

d. Resources:

Tech person for website, graphics designer, server, hosting, possibly up to \$200 annually for hosting etc.

e. Relevance:

There is no coordination without communication. We often see things fall behind in the union and we want to make something concrete that everyone can access to both enhance their own knowledge, but also to provide what they know to the rest of the union locals. It is a means to share our victories.

Simplify CUPE OUWCC CD, maximize Collective Bargaining goals, harmonizing collective agreements in each Sector.

PROJECT: CAMPAIGN AGAINST PRIVATIZATION AND UHIP

a. Description

A research and action plan to raise awareness of the effects of contracting out, aiming to gain allies among our campus stakeholders throughout the sector, as well as achieving across-the-board C.A. language such as minimum staffing, etc. during our 2010 coordinated bargaining rounds.

b. Implementation Team:

Ouwcc members (volunteers from several locals), CUPE national campaign allies (P3's and others), OPIRG chapters, CFS locals, faculty associations and others.

c. Implementation Plan:

Immediately

- Ouwcc and individual locals submit a resolution on UHIP to O.D
- Participate in CFS conference call
- Join www.uhip.info wiki community

2008-2010

- Identify and make contacts with ally groups
- Gather available research and add specific details for each local

2009-2010

- Develop tools, templates, materials, C.A. language for coordinated bargaining

2010

- Present Campaign Materials to Ouwcc conference
- Coordinate campaign with individual bargaining plans at each local
- Follow-up and evaluate effectiveness

d. Resources:

Minimal – volunteer committee members from sector locals, some Ouwcc staff support (2 or three face to face meetings, etc.), eventually may include design and printing of campaign materials.

e. Relevance:

1. Privatization effects every campus, but especially those in vulnerable Employee groups who are marginalized from the general campus community – it could happen to YOU!
2. Contracting Out exacerbates health and safety, accessibility, and workplace violence issues – all issues of concern for both employees and management at most campuses - by replacing engaged, visible employees who care about their workplace with contractors with no investment – raising awareness of privatizations ill effects could even provide incentive for cooperative lobbying along with our institutions for more public funding
3. A campaign directed toward privatization issues could potentially exploit widespread student dissatisfaction with intrusive corporate advertising and provide a place to begin engaging them in the broader issues that matter to us (think of how often students deface urinal ads and drink machines – could we engage them on the issue of privatization, and point out the more direct, long-term ways that contracting out and privatization effects their safety and environment?)

PROJECT: OUWCC HEALTH & SAFETY COMMITTEE

a. Description

We need to form an H&S Committee sectorally in order to co-ordinate contract language and campaigns.

To educate personnel on the legislation involved around “Life Safety” and “Due Diligence” in relation to increased class sizes.

b. Implementation Team:

OUWCC, OD H&S Committee, Local H&S Officers.

c. Implementation Plan:

- Co-ordinated language
- Campaigns – Asbestos, Violence, Safe Universities Act
- Communication with each other
- “Best Practices”
- Research Safe Schools Act
- Develop Safe University’s Act
- Lobbying Campaign
- Bargaining Strategy

d. Resources:

Money, communications support, staff rep.

e. Relevance:

Every occupational injury is an injustice. This will provide us an opportunity to make Universities safer, and to build solidarity within CUPE, within labour, and between labour and allies at the university.

ADDITIONAL PROJECT IDEAS ...

PROJECT: COMMON EXPIRY DATE

a. Description

Set date for OUWCC to Jointly Agree upon.

b. Implementation Team:

All unionized staff organizations, Union Reps, Staff Reps.

c. Implementation Plan:

- OUWCC Decide Feb 2008
- Train Locals Feb 2008 onwards
- Communicate with Reps Feb 2008 onwards

d. Resources:

Buy-in.

e. Relevance:

First step to co-ordinate sector.

PROJECT: STRATEGIC PLANNING BEFORE AND DURING BARGAINING AND DURING A STRIKE

a. Description

Preparation and expectation in bargaining to what to expect and not be surprised.

b. Implementation Team:

Negotiations Committee, the membership, staff rep

c. Implementation Plan:

- Communication with membership
- Prepare draft proposals
- Keeping information confidential by all
- Communicating with the campus community and any other organizations (unionized or non-unionized)

d. Resources:

Money, advertisement, publications, member volunteers, union allies to achieve all of the above we should create a co-ordinated bargaining hotline

e. Relevance:

We want to be prepared to be able to strategically plan to effectively and efficiently meet the needs of our workers during bargaining.

PROJECT: OUWCC MOBILIZATION CAMPAIGN

a. Description

Create an education campaign to define and fight off concessions to be delivered by rank and file flying squads educated to be a resource to encourage local activism, support info pickets and other strategies around fighting concessionary bargaining.

b. Implementation Team:

Morna, OUWCC Exec, local members who have experience fighting off concessionary bargaining, past and existing flying squad members, new flying squad members, Dave Michor, Angela Coleman.

c. Implementation Plan:

- Create education campaign March-April 2008
- Create No Concessions material April-August
- Recruit flying squad members March-April
- Train flying squad May
- Identify/prioritize locals needing support April-August
- Check in with locals to deploy flying squad On-going

d. Resources:

Money!! Produce materials, education campaign and send flying squad where needed, rank and file expertise, national staff support, place to deliver training,

e. Relevance:

This project is most important because NO CONCESSIONS is the cornerstone of CUPE bargaining and with 31 agreements being bargained this year, employers will be on the offence.

PROJECT: CAMPUS UNITED CAMPAIGN

a. Description

A public relations campaign targeted at students on campuses to make unions appear approachable and on-side with students.

b. Implementation Team:

Staff unions, faculty unions, students' unions, student groups, and regular students

c. Implementation Plan:

- Exam De-stressors April 2008
- Bulk purchasing of materials June 2008
- Radio & newspaper spots July 2008
- Liaise with CFS general meeting August 2008
- Orientation Week events (bbq, pub nights) September 2008
- Class speaks September 2008, January 2009

d. Resources:

Student union tabling space, centrally designed materials for implementation.

e. Relevance:

Having students on side during bargaining is essential to maintain the pressure on the university administration and prevent anti-union sentiment among the student body during a potential strike.

PROJECT: PARTICIPATION

a. Description

Ways to encourage members to become more involved in their local.

b. Implementation Team:

Executive Members – need to lobby the members to come out to meetings and committees and to be more involved.

c. Implementation Plan:

- Family Events
- Personal Invitations and face to face interaction with members
- Decrease GMM
- Amend BY-Laws to be more inclusive
- Appreciation Nights for members
- Retreats for recruitment, education and general membership
- Increase Exec positions and committee positions

d. Resources:

Full updated membership lists. Free up money by decreasing GMM's.

e. Relevance:

United front, greater support for the union, solidarity, having a greater voice in the workplace than the employer. Good for mobilization purposes.



APPENDIX B

Bargaining Priorities



TOP 3 PRIORITIES ...

BARGAINING ISSUE #1: TUITION INDEXATION (TUITION FEE PROTECTION) – WAGES & WAGE PARITY

What should CUPE University Locals try to achieve on this issue in 2008?

No concessions on gains already made. Politicize tuition fees. Research current CA's to find the best language. Work w/CFS on province wide campaigns against user fees in PSE. Make tuition fee protection a primary issue for all of our members (*academic & support staff).

Continue to bargain wage increases with consideration to flat rate increases over percentage increases. Review all classifications to achieve equal pay for work of equal value across the province.

What should we try to achieve on this issue in 2010?

Win tuition fee protection language in CA's. Possibly win political victories (provincial – tuition freeze etc).

Achieve wage parity for all classifications, establish provincially recognized job titles & descriptions.

What do we need to do together to succeed?

Coordinate language proposals. Identify locals most likely to win tuition fee protection and provide support for other locals. Make sure that the locals after the 1st one are adequately supported. Raise confidence and gather member/community/student support to prepare for strike action.

Improve coordination on wage increases & job classifications/job descriptions.

Why should this issue be a common bargaining priority?

It affects everybody. If we don't win tuition fee protection, wage increases won't matter for members who are paying tuition fees for themselves or their dependants. Sets the groundwork towards elimination tuition fees. It makes tuition fee elimination a more realistic goal for workers & students. It will bring tuition fees to the forefront of policy debates.

BARGAINING ISSUE #2: CONVERTING “CASUAL” WORKERS**What should CUPE University Locals try to achieve on this issue in 2008?**

Try to negotiate casual workers into CA (support staff), language for sessionals/CI's on # of courses and # of years to become permanent – job security.

What should we try to achieve on this issue in 2010?

Ratio between perm to casual (55) ability for CI's to apply for research grants as affiliates of the university.

What do we need to do together to succeed?

Organize casual support staff workers, member out reach and education workers who need the union, myth of “part-time”.

Why should this issue be a common bargaining priority?

Transition language for casual support staff and sessionals/CI's, contracting out phenomenon in academic workers is affecting quality of educations like contracting out of support staff work affects the health and safety at our university.

BARGAINING ISSUE #3: ADOPTING DETAILED EMPLOYMENT EQUITY PLANS IN ALL COLLECTIVE AGREEMENTS**What should CUPE University Locals try to achieve on this issue in 2008?**

- 1) Locals can collect data on the demographic composition (eg. equity-seeking indicators) of their membership;
- 2) Locals can access data from employers on equity seeking groups and employment (since they already collect this data for the federal government);
- 3) Locals can use Stats Canada data on the demographic composition of your community as targets to achieve a representative work force.

What should we try to achieve on this issue in 2010?

1) Locals can either a) Establish an Employment Equity management/labour committee with language into their collective agreement OR b) Preferably, suggest a detailed and explicit plan on Employment Equity that is directly within the collective agreement with language on the location of job postings in equity-seeking communities, targets for the numbers of applications and interviews from members of equity-seeking groups.

2) The Local with the greatest chance of achieving this goal can be the catalyst for other Locals across the sector (and beyond).

What do we need to do together to succeed?

Appoint an Employment Equity member on each Local to be a champion of this issue to work together with other Locals.

Why should this issue be a common bargaining priority?

Working on the issue of employment equity will build alliances in our sector between support and trades workers and academic workers (employment equity reaches across this divide!).

The sector can be a model to push this issue across the labour movement, particularly because the universities have a responsibility to address Employment Equity under the conditions of contracts with the federal government. We can build alliances with community organizations: "Local jobs for local people" We have a duty, especially considering the attack on unions as anti-equity because of our push for seniority clauses, to represent the interests and needs of ALL workers.

ADDITIONAL PROJECT IDEAS ...

BARGAINING ISSUE #4: UHIP AND PRIVATIZATION LANGUAGE

What should CUPE University Locals try to achieve on this issue in 2008?

- Find and adapt the best language in preparation for bargaining rounds
- Investigate whether students are doing bargaining unit work (Xeroxing, peer-marking, etc.)
- Watch for plans for new facilities or P3s and plan ahead with appropriate scope clauses
- Provide examples of current language for locals entering bargaining in '08 and '09 to get the ball rolling
- Raise awareness at our locals for these issues, and educate members
- Consider adding a link on the OUWCC portion of the O.D. website to host info about this issue

What should we try to achieve on this issue in 2010?

Put the best language in the hands of local negotiating teams!

What do we need to do together to succeed?

UHIP – TA locals urged to include relief from UHIP premiums as part of collective bargaining. 3903 Has language that can be adapted for other locals. Target other university locals who may have international members (e.g. food services, library, admin, etc.) to include demands for relief in their agreements as well.

Minimum Staffing – No-layoff language is not stopping contracting out. Urge locals to include minimum staffing language to protect jobs. 1393 (Windsor) has language that can be adapted and distributed to locals. For locals that include trades, fight for access to apprenticeship programs as a way to stop contract work and term tasks.

Scope Clauses – Employers may establish new facilities, or even P3s, so locals are urged to begin seeking scope clauses that will include future workplaces now (e. g. U of T rumors of opening a new suburban campus). Other sectors, especially Health Care, have language that can be adapted for our sector locals.

Why should this issue be a common bargaining priority?

Privatization is a problem we all share on our campuses that is linked to many other issues. Some might say this is the epic battle for this generation of unionists! UHIP is the thin edge of the wedge. For trades workers, contracting out is an increasing danger. For academic workers, the increasing student-worker ratio is leading to students doing bargaining unit work. All of these problems demand strong language in our collective agreements, and this is achievable across the sector in collective bargaining if we begin the groundwork now.

BARGAINING ISSUE #5: SPECIAL/PERSONAL LEAVE**What should CUPE University Locals try to achieve on this issue in 2008?**

Need a common language definition of special / personal leave.

What should we try to achieve on this issue in 2010?

To establish a common time frame of special/personal leave days. Start to bargain with 10 and work way down. Leave is mandatory paid leave excluding non working calendar days and stat holidays.

What do we need to do together to succeed?

We need to define that special leave be the same as personal leave and have latitude for causes and reasons to take leave.

Why should this issue be a common bargaining priority?

No leniency for different types personal / special leave. Some locals ie. Sessionals do not have any personal leave available for children issues, parental care, etc. Although some plans do incorporate sick days with special leave, some members end up using all their personal leave/special leave, sick days and annual leave.



APPENDIX C

Implementation Plan



TOP 3 PRIORITIES ...

PLAN: COORDINATED STRIKE POSITION

What do we need to in our Locals between now and 2010?

Initiative:

- Agree to common expiry date;
- Have conference to bring in 2009/2010 now;
- File no boards on common date;
- Have 2008 agree to common date of expiry;
- Communication strategy that generates awareness of co-ordinated issues;
- Define single issue.

Time-lines/Who:

- Key fundamental - end of conference;
- Locals/OWCC/Communication Reps.

What do we need to in OUWCC between now and 2010?

Initiative:

- Communicate with those who have 2010 dates;
- Campus reps meet with Locals;
- Work to get other unions on campus to align dates;
- Work on campaign with other unions for funding to PSE;
- Communicate with other CUPE PSE locals, re initiatives to exploit media coverage.

What tool resources will be helpful?

- Specific university website;
- Campus PR student/family PR government lobbying;
- Create a campus report card, educate members and public.

PLAN: CAMPUS COALITIONS

What do we need to in our Locals between now and 2010?

Initiative:

- All union meetings;
- All campus meetings;
- District meetings;
- Shared space, publications with allies;
- Campus coordinated bargaining;
- Learn to offer and to ask;
- Invite allies to meetings, social events, campus;
- Develop common, issued based initiatives;
- Flying squads, working groups.

Who:

- Campus solidarity groups.

What do we need to in OUWCC between now and 2010?

Initiative:

- Expand out of University and into colleges;
- Encourage large locals to support small locals – ie. space;
- Take stance and funding for social justice work;
- Ensure info available and summaries for members;
- At meetings/conventions invite others (unions/students)
- More meetings.

What tool resources will be helpful?

- Pooled money;
- Central database of publications and resources;
- Organize.

PLAN: BUILDING SUPPORT FOR COMMON PRIORITIES?

What do we need to in our Locals between now and 2010?

Initiative:

- Social event where priorities are introduced? i.e. games;
- Have guest speakers from other locals & OUWCC (common agenda);
- Information leaflet to explain issue from source allowing passion to come through.

Who:

- All locals on campus and individual locals (through GMM's)

What do we need to in OUWCC between now and 2010?

Initiative:

- Do report – recommend locals here to start planning a social to take place now and ongoing;
- Context setting in conjunction & originators.

Timelines/Who:

- Immediately;
- 2008/2009
- Local Executive & OUWCC Executive & topic originators in person/web/leaflet.

What tool resources will be helpful?

- Contact list from OUWCC who would go to other locations to speak and CUPE communications to assist with Leaflets & web.

ADDITIONAL PROJECT IDEAS ...

PLAN: OUWCC STRIKE FUND

What do we need to in our Locals between now and 2010?

Initiative:

- Letters to locals requesting pledge & detailing the purpose of the fund – regular follow up needed;
- Locals send pledges (actual funds) to OUWCC;
- OUWCC record of pledges.

Time-lines/Who:

- By end of 2008;
- OUWCC Executive & Coordinator;
- Locals.

What do we need to in OUWCC between now and 2010?

Initiative:

- In the event of a strike, collect a portion of the pledges from locals between no board & strike deadline.

Time-lines/Who:

- On-going;
- OUWCC Executive/OD Treasurer/Committee Coordinator.

PLAN: HOW TO MAINTAIN COMMUNICATION BETWEEN LOCALS

What do we need to do in our locals between now and 2010?

- Inform all members of the work of OUWCC
- Maintain contact with the OUWCC committee
- Utilize website tool (when developed)
- Join/create campus coalitions/local or regional coalitions
- Create support systems → network with other locals or CUPE councils
- Develop social networking (a.k.a. parties)

What do we need to do in the OUWCC between now and 2010?

- Get website up and running (Summer 2008)
- Have another great conference (? 2 per year?)
- Rregular conference calls
- Gget buy in (ongoing)
- New campus checkup → eg. Workload (summer 08/09, report 09)
- Newsletter (monthly)
- Rally/gatherings (as needed by campuses)

Tool/resources

- All member and campus rep participation
- List serves
- Person power (from locals, CUPE ON, CUPE Nat.....)

PLAN: TRAINING, EDUCATION AND LEADERSHIP DEVELOPMENT FOR COORDINATED BARGAINING

What do we need to in our Locals between now and 2010?

Initiative:

- Educate bargaining committees executive members on reading and interpreting employer financial statements re wage arguments;
- Educate bargaining committees & executives on equity lens analysis re reviewing and developing proposals;
- Educate bargaining committees, executives and members on H&S regulations.

What do we need to in OUWCC between now and 2010?

Initiative:

- Campaign to educate members, public, put pressure on prov. Gov't re. funding formulas vs staffing;
- Organize analysis on workload, all OUWCC locals to develop workload language for 2010 proposals;
- Develop, with Union Development a customized bargaining prep workshop implementing coordinated proposals, timelines.

PLAN: HOW TO WIN PUBLIC SUPPORT

What do we need to in our Locals between now and 2010?

Initiative:

- Media campaign: link privatization to lower quality;
- Contact Ministry of Labour re H&S violations;
- Target orientation fall preview/ community events ie fall fairs;
- Raise 'state' of universities;
- Education on press releases;
- You tube, viral video, podcasts etc.;
- Build coalitions on campus, labour council, district councils etc.

What do we need to in OUWCC between now and 2010?

Initiative:

- Analysis of each local;
- Develop budget for cost share campaign;
- Build a common message for monthly provincial releases;
- CUPE Nat'l research to expose financial mismanagement, slush fund;
- Members stories and experiences.

What tool resources will be helpful?

- Financial resources, media/communication staff, bean counter exposers, access to education from needs;
- Analysis, OUWCC website, CUPE ON/Nat'l we site – public access, training on web2.0, generic (issue based);
- Public service announcement ie. community radio and corporate radio.