

CFATURC3

Provide information and advice to union members

v2



Overview

This unit is appropriate for you if your role involves:

1. obtaining information about union services
2. using information to advise and inform members

The activities you are likely to be involved in:

1. providing information on general services to members
2. keeping information up to date
3. explaining information to members and giving them advice

The elements are:

1. obtaining, providing and interpreting information about union services
2. presenting information to groups of members
3. supporting and advising members on matters of personal concern

CFATURC3

Provide information and advice to union members v2

Performance criteria

You must be able to:

Obtain, provide and interpret information about union service

- P1 identify and access sources of information and service provision of potential relevance to members
- P2 provide members with accurate summary information about relevant services
- P3 anticipate the potential needs of members for information and advice
- P4 clarify and interpret information upon request
- P5 establish and maintain an information system which contains up-to-date and accurate information on all services of relevance to members
- P6 respond promptly to requests for information and advice from members
- P7 give clear advice which is appropriate to the circumstances and which conforms to union policies and procedures
- P8 request information from specialist services when requests for information exceed your knowledge and responsibilities

You must be able to:

Present information to groups of members

- P9 select and prepare appropriate facilities and equipment for the event
- P10 present accurate information in a manner and style which is appropriate to the needs and capacities of the target group and which takes into account equality and diversity issues
- P11 use legible and accurate visual support materials which clarify the information
- P12 encourage participants to ask questions, seek clarification and make comments at appropriate stages in the presentation
- P13 provide clear and accurate supplementary and summary information as required to support key points

You must be able to:

Support and advise members on matters of personal concern

- P14 encourage members with problems to explain the nature of the problem
- P15 ask questions in a manner which avoids unnecessary embarrassment and which does not breach confidences
- P16 encourage and support members to select and evaluate appropriate materials
- P17 obtain additional resources and pass them on to members where resolution of the problem is possible
- P18 encourage members to seek appropriate help and specialist advice
- P19 maintain contact with members who have been referred to other sources of advice and monitor the progress of the problem
- P20 disclose information to others only with the express permission of the member

CFATURC3

Provide information and advice to union members v2

Knowledge and understanding

You need to know and understand how to:

The nature and role of information and advice

- K1 identify issues and circumstances which are likely to be important to the union, locality and members
- K2 identify and make use of specialist information and advice services
- K3 adapt information to meet specific needs within union policy guidelines
- K4 make contact with different sources of advice and how to refer members to other agencies

Principles and concepts

- K5 identify, classify and access sources of information
- K6 make sure up-to-date information
- K7 summarise information
- K8 provide and display information to others
- K9 give clear explanations and make presentations
- K10 encourage questions and audience participation
- K11 encourage people to talk freely and without embarrassment
- K12 overcome member reluctance to discuss problems with others or allow you to do so
- K13 identify those problems you feel able to offer advice about
- K14 identify which problems you would refer to others
- K15 monitor progress
- K16 identify and maintain appropriate levels of confidentiality

External factors influencing information and advice services

- K17 apply data protection and copyright legislation
- K18 work within the limits of one's own competence and authority

CFATURC3

Provide information and advice to union members v2

Developed by	CFA Business Skills @ Work
Version number	1
Date approved	May 2007
Indicative review date	May 2009
Validity	Current
Status	Original
Originating organisation	ENTO
Original URN	UC3v2
Relevant occupations	Business, Administration and Law; Managers and Senior Officials; Education and training; Teaching and lecturing; Direct learning support; Foundations for learning and life; Protective Service Occupations; General; Skilled Trades Occupations; Elementary Occupations
Suite	Trades Union Representatives and Professionals
Key words	information, advice, union, members