

# CFATURR1

## Support and advise on the representation of individual union member and collective interests v2



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### Overview

This unit is appropriate for you if your role involves:

1. supporting and advising on representation of interests

The activities you are likely to be involved in:

1. identifying appropriate information to use in individual cases of representation
2. using expert sources for additional information
3. supporting members in the case of grievances, employer's disciplinary procedures or employment conditions and practices dealing with issues such as equal opportunity or job evaluation
4. helping members to come to decisions about the likely outcome of cases and what action to take
5. assisting members and representatives to prepare submissions

The elements are:

1. advising on the validity and credibility of cases
2. providing information and resources to enable representatives and members to prepare cases

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### Performance criteria

*You must be able to:*

#### **Advise on the validity and credibility of cases**

- P1 collect information in sufficient detail for an accurate evaluation to be made
- P2 consult appropriate specialists as required and provide them with clear, valid and accurate information
- P3 analyse valid and reliable case information against appropriate criteria and evaluate for realistic success
- P4 make a realistic evaluation of the likely outcome
- P5 give justifiable reasons to representatives and members when the union does not feel that the case is considered to be valid or credible
- P6 provide realistic advice on alternative approaches to pursuing the issue
- P7 make sure that relevant information about the case which has a likely bearing on future cases is recorded accurately, stored securely and passed on to interested parties

*You must be able to:*

#### **Provide information and resources to enable representatives and members to prepare cases**

- P8 advise members and representatives on the information required to maximise the success of the case
- P9 summarise the key points and common features from similar cases and precedent, and pass promptly to representatives
- P10 advise representatives and members on effective methods and approaches for presenting case information
- P11 make sure that draft written case material is coherent and logical, and make appropriate suggestions to improve its effectiveness, if required.
- P12 assist representatives and members to prepare oral submissions which are accurate and present the argument effectively
- P13 review cases with representatives following submission and resolution, and identify key learning points

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### Knowledge and understanding

*You need to know and understand how to:*

#### **The nature and role of individual and collective representation**

K1 identify and apply the union's policy on representation

#### **Principles and concepts**

K2 offer advice effectively

K3 decide when a case requires expert interpretation

K4 justify evaluations of the likely outcome and decisions

K5 select appropriate alternative approaches available in cases where the union decides not to support the case

K6 assess written materials for coherence and logical presentation of facts and arguments

K7 give feedback on oral submissions

#### **External factors influencing individual and collective bargaining**

K8 identify and apply relevant employment law and codes of practice and negotiation in relation to representation in the workplace

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