
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:

3. Providing information on general services to members.
4. Keeping information up to date.
5. Explaining information to members and giving them advice.

What the unit covers:

6. Obtaining, providing and interpreting information about union services.
7. Presenting information to groups of members.
8. Supporting and advising members on matters of personal concern.

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Provide information and advice to union members

Performance criteria

Obtain, provide and interpret information about union service

- You must be able to:*
- 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.

Present information to groups of members

- You must be able to:*
- P9 Select and prepare an appropriate location and 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 appropriate presentation technology.
 - P12 Encourage participants to ask questions, seek clarification and make comments at appropriate stages.
 - P13 Provide clear and accurate supplementary and summary information as required to support key points.

Support and advise members on matters of personal concern

- You must be able to:*
- P14 Encourage members with problems to explain the nature of the problem.

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- P15 Ask questions in a manner which avoids unnecessary embarrassment and which does not breach confidences.
- P16 Manage expectations about outcomes and explain factors that may influence them.
- P17 Encourage and support members to select and evaluate appropriate materials.
- P18 Obtain additional resources and pass them on to members where resolution of the problem is possible.
- P19 Encourage members to seek appropriate help and specialist advice.
- P20 Maintain contact with members who have been referred to other sources of advice and monitor the progress of the problem.
- P21 Disclose information to others only with the express permission of the membership.

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Provide information and advice to union members

Knowledge and understanding

The nature and role of information and advice

You need to know and understand:

- K1 Issues and circumstances which are likely to be important to the union, locality and members.
- K2 Specialist information and advice services.
- K3 How to adapt information to meet specific needs within union policy guidelines.
- K4 Different sources of advice and how to refer members to other agencies.

Principles and concepts

You need to know and understand:

- K5 Evaluation and summary of information.
- K6 Clear explanations and presentations.
- K7 Encouragement of audience participation and free communication without embarrassment.
- K8 Levels of confidentiality.

External factors influencing information and advice services

You need to know and understand:

- K9 Data protection and copyright legislation.

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