
Overview

This unit is appropriate for you if your role involves:

1. The application of union procedures and systems.

The activities you are likely to be involved in:

2. Developing communication networks.
3. Working with groups to solve problems.
4. Organising and conducting meetings.
5. Producing written correspondence.
6. Recording and storing information.

What the unit covers:

7. Initiating and maintaining information and contact networks.
8. Leading informal meetings and group discussions.
9. Organising and servicing meetings and committees.

**Performance
criteria**

Initiate and maintain information and contact networks

- You must be able to:*
- P1 Join suitable networks which are compatible with union policy and representative interests.
 - P2 Maintain a complete and up-to-date contact list and circulate appropriate and relevant information to selected contacts.
 - P3 Participate in network groups which provide opportunities for personal and professional development.
 - P4 Consult contacts on matters in which they have expertise.
 - P5 Help to build teamwork within the union.

Lead informal meetings and group discussions

- You must be able to:*
- P6 Invite a suitable number of people appropriate to the context and purpose of the meeting.
 - P7 Establish the purpose of the meeting with other group members at the outset.
 - P8 Present information and summaries clearly and at an appropriate time.
 - P9 Adopt a style of leadership which helps group members contribute fully.
 - P10 Discourage unhelpful arguments and digressions.
 - P11 Make sure decisions taken fall within the group's authority.
 - P12 Record decisions accurately and pass on necessary information to the appropriate people.

Organise and service meetings and committees

- You must be able to:*
- P13 Decide whether a formal meeting is necessary or whether an alternative should be chosen using communications technology.
 - P14 Prepare clear and accurate agendas, minutes and papers.
 - P15 Encourage participants at meetings to make relevant and appropriate contributions.
 - P16 Agree roles with those who have a formal part in the meeting.

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- P17 Identify actions arising from meetings and regularly monitor progress.
- P18 Reach a consensus on further action where necessary.
- P19 Co-ordinate meetings in a manner which follows rules of procedure.

Knowledge and understanding

The nature and role of union administration

You need to know and understand:

- K1 Alternative methods of networking.
- K2 Effective use of communication skills and technologies.
- K3 Networks which will be useful and how to make contact with them.
- K4 Barriers to participation and potential ways of overcoming them.
- K5 Communication skills and technologies for trade union duties.

Principles and concepts

You need to know and understand:

- K6 Effective use of union resources.
- K7 Alternatives to meetings.
- K8 Help from network members.
- K9 Different meetings to hold for different purposes.
- K10 Authority of meetings to make decisions.
- K11 The role of chairs of meetings and the relevant importance of agenda items.
- K12 The need for notes of meetings and agreed action points.
- K13 Keeping to time and to the point.
- K14 The role of rules and standing orders.

External factors influencing union administration

You need to know and understand:

- K15 Levels of confidentiality.
- K16 Data protection and copyright.

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Suite TUC Core Trade Union role

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