
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:

2. Identifying appropriate information to use in individual cases of representation 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 assisting members and representatives to prepare submissions.

What the unit covers:

5. Advising on the validity and credibility of cases.
6. Providing information and resources to enable representatives and members to prepare cases.

CFAUR1

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

Performance criteria

Advise on the validity and credibility of cases

You must be able to:

- 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.

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

You must be able to:

- 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

The nature and role of individual and collective representation

You need to know and understand:

K1 The union's policy on representation.

Principles and concepts

You need to know and understand:

K2 Effective advice.

K3 Cases requiring expert interpretation.

K4 Evaluations of likely outcomes.

K5 Appropriate alternative approaches available in cases where the union decides not to support the case.

K6 Coherent and logical presentation of facts and arguments.

K7 Feedback on oral submissions.

External factors influencing individual and collective bargaining

You need to know and understand:

K8 Relevant employment law and codes of practice and negotiation in relation to representation in the workplace.

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

Developed by CFA Business Skills @ Work

Version number 2.0

Date approved March 2012

Indicative review date March 2015

Validity Current

Status Original

Originating organisation TUC

Original URN CFAUO6

Relevant occupations Trade Union Representatives and Professionals

Suite TUC Core Trade Union role

Key words representing union members; union collective interests; collective bargaining strategy; union recognition rights; union collective agreements; resolution industrial disputes; presenting union cases; workplace negotiations; union advocacy service