
Overview

This unit is appropriate for you if your role involves:

1. Preparing cases on behalf of members.
2. Presenting members' cases to employers' representatives.

The activities you are likely to be involved in:

3. Gathering and evaluating information on the case.
4. Taking specialist advice on cases.
5. Conducting interviews with appellants and recording information.
6. Preparing accurate and complete case materials.
7. Preparing written submissions.
8. Preparing and delivering the presentation of the members' cases.
9. Reaching agreements and acceptable compromises.
10. Reviewing and evaluating cases.

What the unit covers:

11. Advising on the validity and credibility of cases.
12. Preparing cases for presentation and representation.
13. Presenting cases to employers' representatives.

**Performance
criteria**

Advise on the validity and credibility of cases

- You must be able to:*
- P1 Collect relevant information in sufficient detail for an accurate evaluation to be made.
 - P2 Consult appropriate specialists in instances where the case requires expert interpretation and judgements, and provide them with clear, valid and accurate information.
 - P3 Analyse valid and reliable case information against appropriate criteria and evaluate it for likely success.
 - P4 Communicate the evaluation of the likely outcome to interested parties, accompanied by a clear rationale.
 - P5 Where the case is not considered to be valid or credible, provide interested parties with clear and justifiable reasons for the union's decision not to support the case and offer realistic and sympathetic advice on alternative approaches to resolving the issue.
 - P6 Make sure that relevant information about the case which has a likely bearing on future cases is recorded accurately, stored securely and passed promptly to interested parties.
 - P7 Make sure that confidential information obtained during the case is disclosed only to appropriate parties and with the permission of the member.

Prepare cases for presentation and representation

- You must be able to:*
- P8 Investigate information relevant to the case and agree it with the appellant.
 - P9 Accurately summarise sources of valid and reliable information which support the case.
 - P10 Conduct interviews with appellants in a way which maximises honest and accurate responses.
 - P11 Advise members on procedures, appropriate responses and roles in hearings, interviews and legal proceedings.

Prepare and present cases on behalf of union members

- P12 Make sure that documentary evidence is assessed for relevance, confirmed for accuracy and summarised accurately.
- P13 Examine existing cases and precedent and incorporate relevant examples into background material and evaluation criteria.
- P14 Consult appropriate sources of advice and provide them with relevant and accurate summary information.
- P15 Evaluate case information against appropriate criteria and communicate promptly a clear and justifiable decision on whether to support the case to those who have an interest.
- P16 Make sure that case materials are complete and contain valid, reliable and accurate information.
- P17 Make sure that agreed procedures are followed and that timescales for the submission of written materials and responses are met.
- P18 Make sure that written submissions are accurate, contain valid and reliable information and follow reasoned arguments which present the case in the most favourable manner.

Present the case to employers' representatives

You must be able to:

- P19 Make sure that oral submissions are complete and accurate and conducted in a pace, style and manner intended to maintain the trust and respect of all significant parties.
- P20 Make sure that appropriate questions are prepared and asked which are designed to present and interpret evidence in the best interests of the case.
- P21 Make sure that points of agreement are noted, summarised accurately and confirmed with participants.
- P22 Make sure that points of disagreement and different interpretations are noted and clarified.
- P23 Offer additional accurate information which is designed to influence parties to change opinions and positions.
- P24 Where difficulties are encountered during the presentation process, suggest adjournments and clarify and agree information and tactics with participants.
- P25 Where agreements or an acceptable compromise are not achieved,

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recommend appropriate action to representatives and members which will further the case and is within agreed policy, procedures and guidelines.

- P26 Review and assess cases with representatives following presentations to identify and record key learning points.

Knowledge and understanding

The nature and role of case presentation

You need to know and understand:

- K1 The kinds of cases likely to arise in your workplace, and procedures for dealing with them.
- K2 Criteria for accepting cases and how to decide on acceptance
- K3 Advice you are likely to have to give to members and ways of presenting this advice.
- K4 Appropriate information relating to the case.
- K5 Union policies and practices in relation to member representation.

Principles and concepts

You need to know and understand:

- K6 The kinds of cases which may need specialist advice.
- K7 Relevant specialists are and how to consult them.
- K8 Criteria for accepting cases and how to decide on acceptance.
- K9 Union protocols for accepting cases.
- K10 Interview methods which will elicit honest and factual information.
- K11 Essential elements of a presentation plan and how to prepare it.
- K12 Reasoned and favourable arguments.
- K13 Local procedures for submitting documents.

External factors influencing the presentation of cases

You need to know and understand:

- K14 Codes of practice, agreements, procedures and legal requirements which affect representation of members.
- K15 Security arrangements available for storing confidential information.

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