



Australian Government

Department of Education, Employment and Workplace Relations

BSBWRK402A Empower workers

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to advance the collective interests of workers and the union in the workplace, and more generally within the community, through the identification and development of activists. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals who have knowledge of unionism and industrial relations, and a commitment to advancing social justice principles. They provide leadership and guidance to workers and union members. The unit sees the development of activists and the creation of worker networks as an opportunity to empower members and to provide informal education to develop collective capacity.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify commonality of issues and needs	1.1. Canvass workplace issues with members and potential members 1.2. Undertake analysis of issue/s 1.3. Ensure key issues in the workplace are agreed and conform to union policies and regulations
2. Identify and develop activists	2.1. Identify potential workplace leaders or activists 2.2. Consult members to identify activities they can undertake 2.3. Obtain required resources and provide assistance to support members and activists 2.4. Identify activist development needs 2.5. Ensure appropriate activities are agreed, explained and reviewed
3. Develop networks	3.1. Identify and document aims of networks 3.2. Ensure networks are developed resourced, supported and maintained 3.3. Ensure positive relationships are developed and maintained with network members 3.4. Utilise networks to extend participants' understanding of union and social justice issues 3.5. Monitor effectiveness of networks and review against documented aims of network

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal and consultation skills to listen effectively and to ask questions
- project planning skills.

Required knowledge

- national, state/territory legislation and regulations relating to rights and responsibilities of representatives and union members, and anti-discrimination legislation especially as it pertains to employment
- relevant employment agreements, including:
 - awards
 - other industrial instruments
 - various forms of workplace agreements
- union information, such as:
 - legal right of entry
 - history (general and workplace, location and industry-specific)
 - current policies, priorities and activities
 - recruitment policies and procedures
 - membership information (benefits, rates and process for applying)
 - representation processes.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- range of skills and techniques that have led to the empowerment of groups and individuals to advocate for social change
- demonstrated evidence in developing members and potential activists to achieve defined aims and, where appropriate, how networks are built
- demonstrated evidence of how workplace issues were identified including surveys, questionnaires and interview notes
- knowledge of national, state/territory legislation and regulations relating to rights and responsibilities of representatives and union members, and anti-discrimination legislation especially as it pertains to employment.

Context of and specific resources for assessment

Assessment must ensure:

- access to workplace and union documents
- examples from work with union members
- support from union officials.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of demonstrated techniques in resourcing and supporting the empowerment of union members
- observation of performance in role plays
- observation of presentations
- oral or written questioning to assess knowledge of union information
- review of analysis of issues

EVIDENCE GUIDE	
	• review of documentation about the aims of networks • evaluation of identified activist development needs.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other workplace relations units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Canvassing</i> views of members and potential members may include:	- conducting a survey or questionnaire - facilitating a meeting - interviews
<i>Workplace issues</i> may include:	- action or proposed action taken by management - development of a collective bargaining claim - individual or collective grievance or dispute - occupational health and safety (OHS) issue/s - proposed legislative change - union issue, e.g. freedom of association or access to union support
<i>Analysis of issue/s</i> may include:	- how it affects other workers - whether it is a real issue - whether it is deeply or widely felt - whether it is winnable - whether it will motivate workers
<i>Development needs</i> might include:	- communication skills - industrial relations processes - information about terms and conditions - public speaking skills
<i>Activities</i> might include:	- arranging a meeting - attending a meeting - becoming a delegate - collecting and distributing information - member recruitment activities - organising a petition - talking to workers
<i>Aims of networks</i> might include:	- action on community issues - action on work issues - development and learning - discussion and analysis of work or industry-specific issues

RANGE STATEMENT	
	• mentoring, coaching and leadership development • provision of support to other members, workers, equity groups and community organisations • recruitment of members
Networks might include:	• community groups, peak bodies and other unions • other individuals • potential union members in own or other workplaces • union members/activists in own or other workplaces • workplace organising committee
Reviews might include:	• allocation of next task • analysis of outcomes • debriefings • identified further support requirements • recognition of achievement • workplace organising committee agenda

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Workplace Relations
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Co-requisite units

Co-requisite units		

Co-requisite units		