



Australian Government

Department of Education, Employment and Workplace Relations

BSBWRK407A Provide advice to union members

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 effectively provide advice to union members about their industrial and employment rights. 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.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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 information about members' rights	1.1. Select and utilise <i>appropriate methods</i> for gathering information from members 1.2. Gather information from members in a sensitive way 1.3. Identify and access <i>sources of information</i> which impact on a member's rights 1.4. Utilise <i>effective communication techniques</i>
2. Interpret information about members' rights	2.1. Interpret information within a legal, industrial and workplace context 2.2. Take account of relevant precedents, the member's expectations, and relevant cultural factors such as gender, ethnicity or the workplace 2.3. Seek union clarification of information if necessary
3. Provide information, advice and support to members	3.1. Provide members with accurate information 3.2. Identify options and recommend action in accordance with union policies and procedures 3.3. Identify <i>opportunities to involve other members/employees</i> in the issue 3.4. Make referrals to <i>specialist services</i> where appropriate

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical and research skills to gather and utilise information about legislation, awards, agreements and other relevant industrial instruments
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities.

Required knowledge

- common law rights and obligations
- decisions and actions of regional, national and international union bodies or other unions
- national, state/territory legislation relating to industrial relations, vocational education and training, occupational health and safety (OHS), discrimination and equal employment opportunity
- precedents for similar issues/matters
- relevant employment agreements, awards and terms, and conditions of employment
- union policies and procedures.

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:

- demonstration of a range of examples where union members have been provided with accurate information about the union, relevant legislation, awards and worker entitlements
- knowledge of relevant employment agreements, awards and terms, and conditions of 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 speaking to workers about union matters
- observation of presentations
- oral or written questioning to assess knowledge of decisions and actions of regional, national and international union bodies or other unions
- review of methods used to gather information from members
- review of information provided to members.

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>Appropriate methods</i> may include:	- documents and other information - interviews in the workplace or elsewhere - surveys - workplace organising committee meetings
<i>Sources of information</i> may include:	- awards, agreements, legislation or common law - grievances or disputes process - union and workplace policies - workplace precedents
<i>Effective communication techniques</i> refers to:	- active listening - analysing and summarising - body language - interpersonal and language style - plain English - questioning (use of open or closed questions)
<i>Opportunities to involve other members</i> may include:	- attending a meeting - involvement in a workplace election - joining a workplace organising committee - participating in a workplace activity, e.g. drafting a pamphlet - participating in an OHS or other committee
<i>Specialist services</i> may involve:	- referral to a counselling or conciliation/mediation service - referral to a senior union officer - referral to legal counsel - relevant agency or tribunal, e.g. industrial relations tribunal

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		