



WORKSHEET 5: FILL IN THE BLANKS

1. A union is described as

.....

2. Unions represent workers according to

.....

3. Workers complaints are handled using

.....

4. If a worker is in breach of acceptable behaviour or company standards they may be subject to

.....

5. A provides support and advice to union members.

.....

6. represents workers in the retail sector.

.....

7. A union activist is described as

.....

8. An agreement about pay is usually called a

.....

9. is a process where unions and employers discuss and negotiate workplace issues.

10. A grievance is described as

.....

11. Two elements of a good grievance procedure include

.....

12. A worker should also bring
.....
to a disciplinary hearing.

13. A general union is described as a union, which represents

.....

14. The development of unions can be described in phases.

15. The phases of union development include

.....

.....