

Unit 1 Chapter 3

LC BUSINESS 2025

**Trends, Priorities and
Revision Qs for the
2025 Exam.**

THESE QUESTIONS ARE **MUST
KNOWS NOT ALL YOU MUST
KNOW**

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Recent Trends And Likely Topics

Chapter Number	Chapter 3				
Chapter Name	Industrial Relations				
2025 Must knows	Trade Unions / acronyms?	Reasons for industrial disputes, procedures for action; Primary vs secondary picketing	Discrimination, list grounds, role of WRC in discrimination cases	Redress for unfair dismissal, fair dismissal	Outsider: Labour Court
Chp Topics	Methods to resolve	Ind Rel Act	Emp Eq Act	Unfair Dismissals Act	WRC / Labour Court
2024	Q4 (B) Lobbying v negotiation; 2 benefits of trade unions to employees (20)	Q4 (A) (i) trade dispute (ii) 3 types of industrial action (20)		Q1 (C) List 3 unfair grounds (ii) three procedures for dismissing employee fairly	S Q11 Illustrate your understanding of a Joint Labour Committee.
2023		Q4 (A) (i) Collective Bargaining (ii) Provisions of Industrial Relations Act (20)		Q4 (B) Grounds for fair dismissal under UDA 1977-2021 (20)	Q4 (C) WRC services (20)
2022	Q1 (B) Non-legislative methods industrial relations	Q1 (A) Trade union term, impact on three stakeholders	Q1 (C) Discrimination, list grounds, role of WRC in discrimination cases		
2021		Q4 (A) Causes/types of industrial disputes (20)		Q1 (C) Redress for unfair dismissal (20)	
2020				Short Q8 Constructive, fair dismissal	Q1 (C) WRC services (20)
2019		Q1 (B) Reasons for industrial disputes, procedures for action (25)			
2018		Q1 (B) Impact of trade disputes on stakeholders (15)		Q1 (C) Grounds for fair dismissal under UDA 1977-2007 (20)	
2017	Q1 (B) Negotiation, Conciliation, Arbitration in resolving industrial conflict in the workplace (20)	Short Q3 Acronyms of different organisations			
2016		Short Q2 Trade dispute definition, types		Q1 (A) Reasons for fair dismissal, constructive dismissal (20)	
2015		Short Q9 Primary vs secondary picketing	Q1 (C) Employment discrimination, grounds, Now WRC (30)		
2014		Q1 (A) Factors leading to industrial dispute, types of industrial action (25)			Short Q8 Functions of WRC
2013			Q1 (B) EEA (10 out of 20)	SQ 7 Constructive Dismissal	Q1 (B) Now WRC (10 out of 20)
2012				Q1 (A) Fair Dismissal process (20)	
2011	Q1 (C) Conflict can be resolved in non-legislative manner (15)	SQ7 Types of industrial action			
2010		Q1 (A) Impact on trade unions of IRA 1990, 2 Official strikes (30)		SQ9 Grounds for fair dismissal	
2009	ABQ (C) Legislative/non-legislative solutions, how to reduce industrial relations issues (30)		Q1. (A) Employment Discrimination, now WRC (35)		
2008			SQ9 Grounds of Employment Discrimination		Q1 (C) Evaluate Labour Court (20)
2007		Q1 (A) Legitimate trade dispute, Labour Relations Commission (20)			

KEYWORDS CHAPTER 3 – INDUSTRIAL CONFLICT #QUICKLIST

Factors that lead to Industrial Disputes

Change to working conditions	Disputes over pay	Trade Union Recognition	New Technology
Redundancy	Discrimination	Unfair Dismissal	Demarcation Issues

Types of Pay Claims Employees Can Make

Cost of Living	Related to inflation / rising rents, maintain standard of living
Comparability	Similar jobs in different sectors/industries (private v public)
Productivity	Request for higher pay to reward higher output of worker
Relativity	Traditional/historic link between certain jobs (public sector jobs)

Non-legislative solutions

1. Meet and talk	Discuss, clarify, communicate issues around dispute
2. Negotiation	Bargaining, counter-offers, compromise to reach a solution
3. Mediation	Unbiased 3 rd party encourages parties to talk (facilitator) in a meeting, doesn't offer any solutions/recommendations
4. Conciliation	Facilitator of 2 parties to get them to reach an agreement <u>themselves</u> , doesn't offer a recommendation but may suggest potential solutions to help the parties resolve their conflict.
5. Arbitration	Listens to 2 parties then issues a recommendation (solution) which can be binding or non binding if agreed beforehand

Trade Union: Organisation of **employees** that **promote and protect** the interest of their members like seeking **pay increases** through negotiation with employers.

Industrial Relations Act 1990

1. Trade Disputes	Dispute over employment or non-employment or the terms of conditions of employment (pay, discrimination, unfair dismissal). Can't be for managerial / political decisions.
2. Secret Ballot and One Week's Notice	Confidential vote by union members (all must get chance to vote), majority needed (>50%) for action to take place, employer must receive minimum of 7 days notice of action, ICTU sanction then
3. Primary & Secondary Picketing	Primary: Peaceful protest outside workplace with placards Secondary: Peaceful protest outside another workplace if their actions are frustrating the resolution of the original strike
4. Immunity	If action is official/sanctioned, employer can't sue employees for lost sales/profits during the industrial action

Types of Industrial Action That Are Legal

Official Strike	Employees protest peacefully outside their work's premises with placards and do not enter work or do their work
Work-to-rule	Do exact jobs written in their contract, without any flexibility
Overtime ban	Workers refuse to work extra hours outside contract hours to frustrate employer who may be trying to fulfill orders
Token Stoppage	Brief stoppage of work, carries threat of further types action

Unfair Dismissals Act 1977/2015

Fair Dismissal	Incapable: Persistently late or absent prevent work being done Incompetent: Not meeting required standards continuously Qualifications: Lied about qualifications to get a job / fails to upskill Misconduct: E.g. caught taking drugs at work Redundancies: Business can prove position no longer required Contravening Law: illegal to continue job e.g. work permit expired
Steps for Dismissal	1. Counselling; advise on how to improve / what issues are 2. Formal Verbal Warning; recorded on employee's record 3. Written Warning; precedes dismissal, may also have suspension 4. Inform Them of Dismissal in Writing; within 14 days 5. Offer Right of Appeal
Unfair Dismissal	Steps weren't followed; insufficient evidence exists; were discriminated against; constructive dismissal; incorrectly chosen for redundancy
Redress for Unfair Dismissal	Compensation (up to 2 years pay); Re-engagement (employee contributed to dismissal, but it was still deemed unfair, a job, no back pay) Re-instatement (put back in their job, with pay increases/back pay)

Employment Equality Act 1998/2015

Employment Discrimination	Definition: An employee is treated in a less favourable way than another person is, has been or would be treated . Grounds: Gender, disability, civil status, family status, sexual orientation, religion, age, race, member traveller community
Illegal Ads	Advertising that is discriminatory is illegal 'Young staff wanted'
Role of WRC in discrimination cases	Mediation - Equality Mediation Officer would facilitate parties to reach a mutually acceptable agreement. Adjudication - Adjudication Officer can investigate, view evidence then give parties a written decision on the dispute to them.

Workplace Relations Commission (WRC)

Advisory service	- promote good practice, help review/develop grievance procedures
Conciliation	- makes IRO (Industrial Relations Officers) available to offer neutral/impartial third party steering of the parties to reach a voluntary resolution, informal, represent self
Mediation	- A mediation officer comes in at an early stage to get parties to arrive at a solution together themselves. If not successful, they will notify the Director General and it'll be referred for adjudication. Voluntary process.
Adjudication	- statutorily independent in their decision-making duties. They hold a hearing, hear evidence then decide on the matter and give a written decision.

The Labour Court

A Court of Last Resort	Hears appeals/cases that haven't been resolved in WRC
Arbitration	Not a court of law—offers a recommendation to solve hearings
Codes Of Practise	Investigate breaches / interpret workplace's codes of practices
Establishes JLCs	A Joint Labour Committee is an independent body made up of equal numbers of employer and worker representatives to set minimum pay & work conditions for a certain sector.

Scan the QR code to use Quizlet flashcards that I've created on this chapter!



KEYWORDS CHAPTER 3 – INDUSTRIAL CONFLICT #QUICKLIST

Factors that lead to Industrial Disputes

Types of Pay Claims Employees Can Make

Cost of Living	
Comparability	
Productivity	
Relativity	

Non-legislative solutions

1. Meet and talk	
2. Negotiation	
3. Mediation	
4. Conciliation	
5. Arbitration	

Trade Union:**Industrial Relations Act 1990**

1. Trade Disputes	
2. Steps before action: Secret Ballot, One Week's Notice, ICTU sanction	
3. Primary & Secondary Picketing	
4. Immunity	

Types of Industrial Action That Are Legal

Official Strike	
Work-to-rule	
Overtime ban	
Token Stoppage	

Unfair Dismissals Act 1977/2015

Fair Dismissal	Incapable: Incompetent: Qualifications: Misconduct: Redundancies: Contravening Law:
Steps for Dismissal (Must be in order)	1. 2. 3. 4. 5.
Unfair Dismissal	
Constructive Dismissal	
Redress for Unfair Dismissal	1. 2. 3.

Employment Equality Act 1998/2015

Employment Discrimination	Definition: Grounds:
Illegal Ads	
Role of WRC in discrimination cases	Mediation – Adjudication –

Workplace Relations Commission (WRC)

Advisory service -
Conciliation –
Mediation –
Adjudication -

The Labour Court

A Court of Last Resort	
Arbitration	
Codes Of Practise	
Joint Labour Committee	

Practise Questions on 2025 Hot Topics

2015 Q9 Short

Distinguish between Primary Picketing and Secondary Picketing as types of industrial action available to employees.

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2017 Q3 Short

In the context of business, what do the following letters stand for? Write your answers in the spaces provided.

IBEC	
ICTU	
ISME	
IFA	
CAI	

2015 Q9 Short

Distinguish between *Primary Picketing* and *Secondary Picketing* as types of industrial action available to employees.

Primary picketing.

According to the Industrial Relations Act 1990 it is lawful for worker to walk up and down with placards at a place where their employer works or carries on business provided the picketing is for the purpose of peacefully communicating information.

Secondary picketing.

The act provides that secondary picketing (i.e. picketing of an employer, other than the primary employer involved in the dispute) is lawful only in situations where it is reasonable for those workers picketing to believe that the second employer was acting to frustrate the industrial action by directly assisting their employer.

2017 Q3 Short

Question			Possible Responses	Max Mark
3.				10
			IBEC	
			IRISH BUSINESS EMPLOYERS CONFEDERATION	
			ICTU	
			IRISH CONGRESS OF TRADE UNIONS	
			ISME	
			IRISH SMALL AND MEDIUM ENTERPRISES	
			IFA	
			IRISH FARMERS ASSOCIATION	
			CAI	
			CONSUMERS ASSOCIATION OF IRELAND	

2021

Read the information supplied and answer the questions which follow.

The ASTI conducted a ballot for industrial action in October 2020.

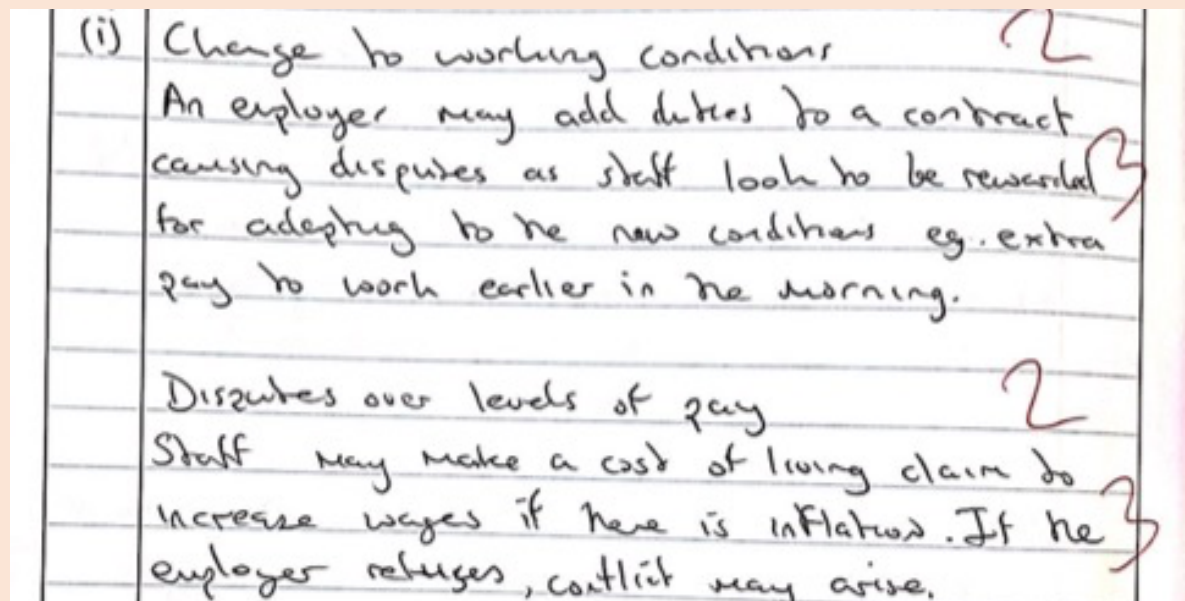
The logo for the All Ireland Teachers' Union (ASTI) is located in the top right corner. It features the letters 'ASTI' in a bold, sans-serif font, with a stylized graphic element above the 'I'.

- (A) (i) Outline **two** causes of industrial relations disputes.
- (ii) Discuss **two** types of official industrial action available to employees involved in an industrial dispute with their employer. (20)

(I)

(II)

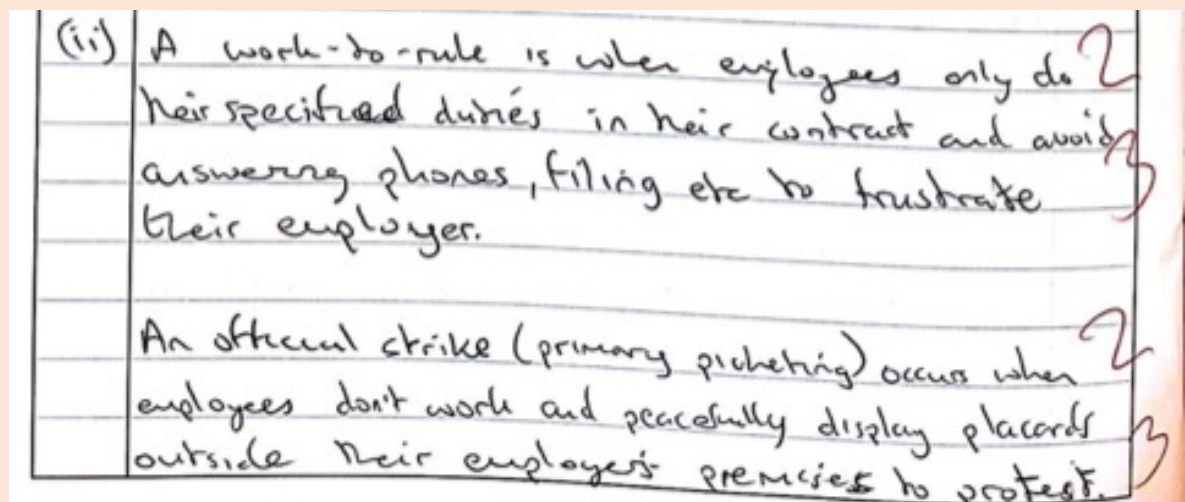
2021 Q4 (A) (i) Outline **two** causes of industrial relations disputes. MS: 2 x 5m (2 + 3)



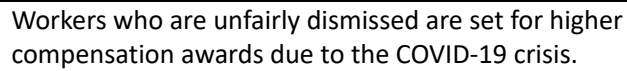
2021 Q4 (A) Read the information supplied and answer the questions which follow.

The ASTI conducted a ballot for industrial action in October 2020.

(ii) Discuss two types of official industrial action available to employees involved in an industrial dispute with their employer. MS: 2 x 5m (2 + 3)



Read the information supplied and answer the questions which follow.

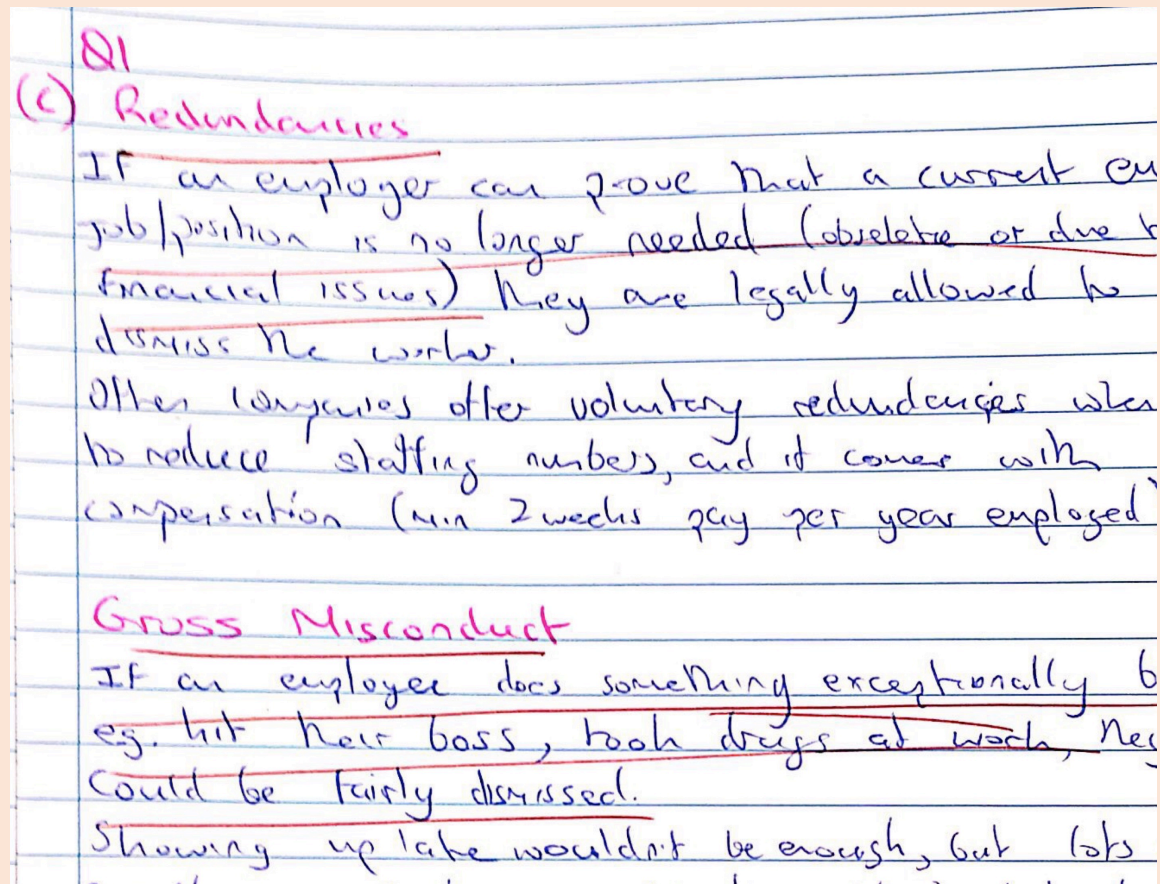


(A) (i) Outline the reasons for a fair dismissal, as set out under the Unfair Dismissals Acts 1977 to 2015.

(25 marks)

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2018 Q1 (C) Under the terms of the Unfair Dismissals Acts 1977 to 2007, explain the grounds for dismissal that are deemed to be fair **MS: 2@7(4+3) 1@6(3+3)**



(ii) Explain, using an example, the term constructive dismissal.

(25 marks)

This occurs when an employee resigns from their job due to their employer's conduct towards them. The employee feels that the employer has made their working life so difficult that it is impossible to remain in their job.

In cases of constructive dismissal, the burden of proof lies with the employee to show that the resignation was justified.

Before resigning, the employee should have tried every other possibility to solve the issue with the employer.

Example:

- Allowing colleagues to bullying or harass you at work where this behaviour goes unchecked by your employer.
- Making you work in dangerous conditions.

- (i) Explain the term trade union.
- (ii) Illustrate the impact of trade disputes on any three stakeholders.

Exam Tip

[illegible]

- (A) (i) Explain the term **trade union**.
 (ii) Illustrate the impact of trade disputes on any three stakeholders. (20)

Question			Possible Responses	Max Mark
1	(A)	(i)	A trade union is an organisation of employees that promotes and protects the interests of its members in issues such as wages and working conditions , especially through negotiations with employers. Employees pay a subscription to be a union member. The trade union aim to protect and improve pay and conditions for their members.	20 5m (2+3)
		(ii)	<p>Suppliers: Suppliers can experience a decrease in sales and profitability as the business is closed for a period of time. i.e. the business will order less/no raw materials during a period of industrial action such as a strike.</p> <p>Government: Decrease in tax revenue. The government will receive less tax revenue from PAYE and VAT when a business is on strike.</p> <p>Consumers: Consumers might be unable to buy goods and services due to industrial action. This is an inconvenience due to the loss of a service/ being unable to access products. The consumer might decide to buy the product from a competitor.</p> <p>Employees: During an industrial dispute the employees may suffer a loss of wages and the dispute can impact job security.</p> <p>Investors: Dividends will potentially decrease for investors due to decreased profitability during industrial action.</p> <p>Employer: Industrial action can damage the business's reputation and lead to decreased sales and profitability.</p>	3 x 5m (2+3)

Question

Q 1

Start each question on a new page

Part

(A)(i) An interest group of workers from a profession that join. The T.U. then negotiates, lobbies decision makers to improve pay and conditions for its members.

(ii) Consumers may suffer a loss of a good or service they normally consume.
Eg. If bus drivers strike, people can't get the bus so need to make other arrangements.

Workers won't get paid for days of work missed.

Eg. When the ASTI went on strike, its members didn't receive pay for the strike days.

Suppliers would have a reduction in the value of goods ordered from them.

Eg. If Deliveroo drivers went on strike, Domino's pizza orders would be down so their order for their pizza bases would also be lower.

(B) Outline the non-legislative methods of resolving industrial relations disputes. **(15)**

Non-legislative means not using any legal means to solve the conflict – I would not mention the WRC or Labour Court or any government body when explaining methods.

[illegible]

Question		Possible Responses	Max Mark
1	(B)	<p>Meeting/Talk: The employee and the employer can meet to discuss the issue and try to resolve the problem. The shop steward might meet with the HR manager to discuss an issue affecting an employee or group of employees.</p> <p>Negotiation/Bargaining Both parties can compromise/use counter arguments to reach a middle ground.</p> <p>Mediation A third party becomes involved and tries to open communication between the parties involved in the conflict.</p> <p>Conciliation A third party becomes involved and tries to open communication between the parties and may offer a suggestion for parties to consider to resolve the conflict. The parties agree a solution themselves.</p> <p>Arbitrator An independent third party can listen to both sides of the dispute and then make a recommendation. Normally the parties agree in advance to accept the recommendation. Arbitration can be binding or non-binding.</p>	<p>15</p> <p>3 x 5m (2+3)</p>

Question Q 1 Start each question on a new page

Part

(b) Meet and talk ✓2

A worker and management can sit down and discuss the matter. Open communication from both sides may allow them to see each others point of view, leading to resolution. ✓3

Negotiation ✓2

A worker may ask for an incentive eg. bonus in order to take on increased workload/new conditions required by the employer. Both sides may give something up to reach a resolution. (sacrifice something by both parties) ✓3

Conciliation ✓2

A manager and worker may ask a trusted, unbiased 3rd party to sit in and facilitate a meeting, so both sides get heard. They would not offer a resolution/decision. They would encourage both parties to listen + resolve it themselves. ✓3

Arbitration

A manager and employee could ask a trusted, unbiased 3rd party to listen to both sides of the conflict, and propose a decision to resolve it that they could accept.

- (i) Define the term discrimination as set out in the Employment Equality Act, 1998-2015.
- (ii) List five grounds on which discrimination is banned under the Employment Equality Act.
- (iii) Outline the role of the Workplace Relations Commission in resolving cases of discrimination.

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, and the page is completely blank except for the lines themselves.

- (C) (i) Define the term **discrimination** as set out in the Employment Equality Act 1998-2015.
- (ii) List **five** grounds on which discrimination is banned under the Employment Equality Act.
- (iii) Outline the role of the Workplace Relations Commission in resolving cases of discrimination.

Question			Possible Responses	Max Mark
1	(C)	(i)	An employee is said to be discriminated against if he or she is treated in a less favourable way than another person is, has been or would be treated (in a comparable situation on any of the nine distinct grounds.)	25 6m (3+3)
		(ii)	<p>List five grounds on which discrimination is banned under the Employment Equality Act.</p> <ul style="list-style-type: none"> • Civil (marital) status • Family status • Sexual orientation • Religion • Age • Race • Membership of the Traveller community • Gender • Disability 	3, 3, 2, 2, 2
		(iii)	<p>Outline the role of the Workplace Relations Commission in resolving cases of discrimination.</p> <p>Mediation: The WRC can investigate a case of discrimination by appointing an Equality Mediation Officers who deal with the case in a conciliatory manner. Equality Mediator, who facilitates both parties to reach a mutually acceptable agreement.</p> <p>Mediation is an attempt to get agreement between the parties. At the end of mediation both sides sign an agreement which is legally binding so that both sides must keep to the terms of the decision. Mediation is held in private and the agreement is not published.</p> <p>Adjudication:</p> <p>If you do not reach an agreement through mediation you can request your case be brought to investigation by an adjudication officer.</p> <p>The adjudication officer hears a case and makes a legally binding decision on the dispute.</p>	7m 4m (2+2) 3m (2+1)