Trade Unions: Resolution of disputes

## Research task

ACAS

1. Using the link <http://www.acas.org.uk/> research and make notes on who ACAS are and what services they offer.
2. Look at ACAS dispute resolution section and describe collective conciliation, mediation and arbitration, explaining the differences between them.

EXTENSION: If you have finished, look at the links on GOL relating to trade unions, strikes and job cuts

1. Complete the employer employee relationships quiz on Tutor2u
2. Open and read the Thames Water case study on GOL. Answer preliminary questions 3, 4 and 5 (full written answers, with reference to case study)

EXTENSION: Answer Case study question 1