



Question 1 - 2019 Q18 (a) (i)

Marks: 12

- (a) Mary and her husband John live in Lanesboro, Co. Longford. Mary is a pilot with Ryanair. Her husband John is currently unemployed, but volunteers in the local community.

Volunteers contribute over 480,000 hours of their time

The top areas to benefit from this volunteering were Arts, Culture & Media, and Children & Community Development.



- (i) Differentiate between **volunteering** and **employment** by answering true or false to each of the following statements. Place a tick (✓) in the correct box.

	True	False
An employee is entitled to a fair days pay.	☐	☐
A volunteer gets paid.	☐	☐
An employee has legal rights.	☐	☐
A volunteer must have a third level qualification.	☐	☐





Question 2 - 2019 Q18 (a) (ii)

Marks: 6

- (a) Mary and her husband John live in Lanesboro, Co. Longford. Mary is a pilot with Ryanair. Her husband John is currently unemployed, but volunteers in the local community.

Volunteers contribute over 480,000 hours of their time

The top areas to benefit from this volunteering were Arts, Culture & Media, and Children & Community Development.



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www.volunteer.ie

- (ii) John volunteers in the local community. Outline the **benefits** of volunteering for John.





Question 3 - 2022 Q16 (a)(i)(ii)

Marks: 12

Industrial Relations

- (a) Lohan Ltd, a large fashion retailer, recently closed its stores and moved all its business to online only, leaving employees without jobs or redundancy packages. This has led to a bitter industrial relations dispute between the business and its former employees.

- (i) Explain the term industrial relations.

- (ii) Use your knowledge of industrial relations to match the following sentences to the correct terms by placing a tick (✓) in the box.

	Shop Steward	Labour Court	Trade Union
An organisation that represents workers and protects their rights			
An employee selected by workers to represent them in dealing with the employer			
It investigates disputes and recommends a solution in a process known as arbitration			





Question 4 - 2022 Q16 (a)(iii)

Marks: 6

- (iii)** If employer/employee relations breakdown, industrial action may be taken by employees. Explain **two** types of industrial action that employees may take.

1.
2.





Question 5 - 2023 Q16 (b)(ii)(iii)

Marks: 8

Martin volunteers for his local GAA club for the summer months.

(ii) Identify **three** benefits to Martin of volunteering with his local GAA Club Mount Rangers.



1.
2.
3.

(iii) Differentiate between employment **and** volunteerism for Martin.





Question 6 - 2026 Q18 (b) (iv)

- (iv) Ian volunteers in his local community in his spare time.



Outline **one** benefit of volunteering to each of the following:

Ian:
Local community:





Solution Question 1 - 2019 Q18 (a) (i)

- (a) (i) Differentiate between **volunteering** and **employment** by answering true or false to each of the following statements. Place a tick (✓) in the correct box.

4 @ 3m each

	True	False
An employee is entitled to a fair days pay.	☒	☐
A volunteer gets paid.	☐	☒
An employee has legal rights.	☒	☐
A volunteer must have a third level qualification	☐	☒

Solution Question 2 - 2019 Q18 (a) (ii)

- (ii) Outline the **benefits** of volunteering for John.

2 @ 3m

It will boost John's personal satisfaction/ morale/ wellbeing.
John could create a better C.V. which could improve his job prospects in the future.
John can gain valuable experience and learn new skills.
John can develop new friendships from this experience.
By working with people from different cultures and backgrounds
It could help John become more respectful and tolerant of other beliefs.





Solution Question 3 - 2022 Q16 (a)(i)(ii)

Industrial Relations

- (a) Lohan Ltd, a large fashion retailer, recently closed its stores and moved all its business to online only, leaving employees without jobs or redundancy packages. This has led to a bitter industrial relations dispute between the business and its former employees.

- (i) Explain the term industrial relations. (3m)

Industrial relations refer to the relationship that exists between employers and their employees in the workplace.

Good Industrial Relations leads to high morale/ poor Industrial Relations leads to less productivity.

- (ii) Use your knowledge of industrial relations to match the following sentences to the correct terms by placing a tick (✓) in the box. (9m)

	Shop Steward	Labour Court	Trade Union
An organisation that represents workers and protects their rights.			✓
An employee selected by workers to represent them in dealing with the employer.	✓		
It investigates disputes and recommends a solution in a process known as arbitration.		✓	





Solution Question 4 - 2022 Q16 (a)(iii)

- (iii) If employer/employee relations breakdown, industrial action may be taken by employees. Explain **two** types of industrial action that employees may take. **(2 x 3m)**

An official strike- employees refuse to work for their employer. The trade union must hold a secret ballot/ give at least one weeks' notice of strike action/ to make it an official strike.
Unofficial strike- these strikes are not supported by the Trade Union- no notice is given to the employer. Workers will not receive strike pay from the union in the event of an unofficial strike.
Wildcat/ Lightning strike- This is an unofficial strike where workers suddenly call a strike and walk out of work usually a reaction to an unexpected event.
Work to rule- Workers only do exactly what is in their job description and refuse to anything outside of this.
Go-slow- Workers still do their job but at a much slower pace.
Overtime bans- Workers refuse to do overtime.
Token stoppage- Workers stop working for a short period of time e.g., 4 hours. This will disrupt the flow of work on the day it happens.
Sympathetic strike- A strike in support of other striking workers. For example, doctors may go on strike in support of nurses.

Solution Question 5 - 2023 Q16 (b)(ii)(iii)

Martin volunteers for his local GAA club for the summer months.

- (ii) Identify **three** benefits to Martin of volunteering with his local GAA Club Mount Rangers. **(6m)**



1. Helps to integrate him into the community and potentially make friends.
2. Helps Martin to develop new skills/experience.
3. Something he can include in his CV.
4. Gives a sense of personal/wellbeing satisfaction.
5. Strengthen his ties in the community.

- (iii) Differentiate between employment **and** volunteerism for Martin. **(2m)**

Employment involves getting paid for work done.
Volunteers do not receive payment.
There are differences also with regard to Time/Contract/Motivation/Profit.

