
Overview

This standard is about communicating effectively with people – orally, in writing, using electronic and/or telecommunication and using non-verbal forms of communication. It covers engaging with people in the communication process as well as the importance of keeping information secure. This is an essential aspect of all jobs in the justice and safer communities sector.

The term ‘people’ is used broadly to cover any child, adult, group, community or agency that workers come into contact with, either directly or indirectly. It includes members of the public, individuals who are clients of the justice and safer communities sector, and colleagues in the workplace.

There are two sub-headings:

- AB1.1 Develop and maintain communication with people
- AB1.2 Maintain the security of information

Target Group

The standard is designed to be applicable to everyone who works in the justice & safer communities sector.

SFJ AB1 - SQA Unit Code F2AT 04

Communicate effectively with people

Performance criteria

You must be able to:

- AB1.1 Develop and maintain communication with people**
- P1 communicate in a manner that is consistent with relevant legislation, policies and procedures
 - P2 communicate with people in a form and manner and using language that:
 - P2.1 is open and respectful of them as individuals
 - P2.2 is consistent with their level of understanding, culture, background and preferred ways of communicating
 - P2.3 promotes equality and values diversity
 - P3 communicate with people appropriately using different communication types, including:
 - P3.1 non verbal
 - P3.2 oral
 - P3.3 written
 - P3.4 electronic and telecommunication
 - P4 give people opportunities to check their understanding of the information you have given to them and ask questions
 - P5 take the appropriate action to reduce any barriers to effective communication, including:
 - P5.1 environmental
 - P5.2 personal
 - P5.3 social
 - P6 make records in line with agency requirements that:
 - P6.1 are accurate, legible and complete
 - P6.2 contain only the information necessary for the record's purpose
 - P6.3 are free from labelling and discrimination
 - P7 seek support when you are having difficulty communicating effectively

SFJ AB1 - SQA Unit Code F2AT 04

Communicate effectively with people

Performance criteria

You must be able to:

AB1.2 Maintain the security of information

- P1 comply with relevant legislation, policies and procedures related to the security of information
- P2 disclose information only to those who have the right and need to know it
- P3 take the appropriate precautions when communicating confidential or sensitive information in relation to:
 - P3.1 who might overhear or oversee the information
 - P3.2 who might access the information
- P4 maintain the security of records when handling and storing them
- P5 alert the appropriate person when you think the security of information is not being maintained or information is being misused

SFJ AB1 - SQA Unit Code F2AT 04

Communicate effectively with people

Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation, organisational policies and procedures that apply to communication and particularly the security and management of information
- K2 the nature of effective communication (including when you feel confident to communicate and when you do not)
- K3 the cycle of effective communication
- K4 the reasons for effective communication being an essential aspect of work in the justice and safer communities sector
- K5 barriers to effective communication including:
 - K5.1 those related to personal differences e.g. in: culture, language, gender, literacy levels, experience, health / illness, familiarity with context, level of knowledge and skills
 - K5.2 environmental barriers
 - K5.3 social barriers
 - K5.4 age
 - K5.5 disability e.g. sensory/learning difficulties/wheelchair etc.
- K6 how to modify communication so that the differences between you and the people you are communicating with are minimised
- K7 how to communicate with people in ways which are open to them, show respect and promote equality and value diversity (non-verbally, orally, in writing and electronically)
- K8 how to adapt communications style to be inclusive of individual levels of understanding in different contexts
- K9 how the context in which communication takes place can affect people's ability to understand and communicate
- K10 the reasons for checking with people to ensure that they understand the information you are giving them and allowing them to ask questions
- K11 the actions that can be taken to reduce barriers to communication and how to put them into practice (including the use of other people such as interpreters and translators, advocates etc)
- K12 the nature and purpose of the records you make
- K13 the nature of information that might be sensitive and/or confidential and the subtleties of this
- K14 the reasons for records only containing the information that is necessary for the record's purpose and being free from labelling and discrimination.
- K15 current good practice of following up verbal communications with a written audit trail
- K16 the reasons for only disclosing information to those people who have the right and need to know it and how you identify these people
- K17 the circumstances where information must be shared
- K18 what the appropriate precautions might be when communicating information
- K19 how to handle and store information securely and safely

SFJ AB1 - SQA Unit Code F2AT 04

Communicate effectively with people

- K20 the reasons for alerting an appropriate person when you have concerns about the handling of / misuse of information and who that person might be on different occasions and in different circumstances.

SFJ AB1 - SQA Unit Code F2AT 04

Communicate effectively with people

Scope/range related to performance criteria

In AB1.1 and AB1.2 P1 'relevant legislation, policies and procedures' may relate to:

- confidentiality
- data protection
- diversity
- equality
- freedom of information
- human rights
- information and related technology
- protective marking
- information sharing protocols

In AB1.1 P5, 'taking action to reduce barriers to communication' might include: seeking help from someone else (e.g. an interpreter, a colleague), changing the context of the communication (e.g. moving to somewhere quieter, shutting windows), delaying the communication, modifying the way in which you are communicating yourself.

In AB1.1 P6, ensure that grammar and spelling are correct as well as factually accurate.

In AB1.2 P3, 'appropriate precautions' will depend on a number of factors such as how the information is being communicated, the setting, who else is or may be present, who else accesses the setting at other times.

In AB1.2 P5, 'the appropriate person' might be: the worker's line manager, the person in the organisation responsible for IT etc.

SFJ AB1 - SQA Unit Code F2AT 04
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Links to other NOS This standard is designed to underpin all other standards as effective communication is an essential component of all actions in the sector.

SFJ AB1

Communicate effectively with people

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