

# LANNEC1 - SQA Unit Code F7SC 04

## Communicate with and care for the public and others



### Overview

This unit covers the ability to deal effectively with members of the public and others with whom you come into contact during normal work. Some people work in relatively isolated locations and the opportunities to collect evidence towards this unit will be limited compared, for example, to a ranger working in an urban situation. Few people, however, actually work for long periods without coming into contact with other people. These people might be suppliers delivering materials, contractors, farmers and landowners or visitors from within the organisation.

The elements are:

1. Communicate effectively with the public and others
2. Care for members of the public and others

The term 'others' is given a broad interpretation and can include, for example; farmers and landowners, school parties, or visitors (from inside the organisation or from other organisations). Communication, and particularly caring for the public, will usually take place at a site, which can be widely interpreted as the place you work- an indoor or outdoor location from an office, to a reserve or open countryside.

The unit requires you to communicate clearly, accurately and politely with other people, to refer them to other sources of information when appropriate, and to identify and handle confidential information. Communication can be both verbal (in face-to-face situations and using a telephone or radio) or written (e.g. in response to letters). In addition, you are expected to provide a level of care to others that maintains their welfare and safety, keeps them informed and minimises visitor damage to the environment.

The second element concerns 'care' for visitors and other members of the public. The 'care' in this element is that which would be expected in all working situations. You must show that you can look after the welfare and safety of visitors, in addition to protecting the site and its contents. You should be aware of possible threats or dangers, both in general and those specifically related to the site in which you are working, in order to be able to act in a caring way or to impart this knowledge to others. This may involve: alerting members of the public that a path is slippery, putting up notices if people need to be excluded from an area for safety reasons or to reduce environmental damage, checking warning signs, suggesting alternative routes due to weather conditions.

### Performance criteria

*You must be able to:*

#### **Communicate effectively with the public and others**

- P1 communicate with **members of the public and others** politely and in a way which and promotes the organisation
- P2 communicate information which is suitable to the needs of **members of the public** and others
- P3 respond to requests for information clearly and accurately according to your area of responsibility
- P4 encourage **members of the public and others** to ask questions or seek explanation, and provide appropriate accurate information
- P5 refer **members of the public and others** to suitable sources of information where you are unable to answer questions
- P6 maintain the health and safety of everyone throughout all activities and follow current legislation, codes of practice, organisational policies and procedures

*You must be able to:*

#### **Care for members of the public and others**

- P7 **care** for members of the public according to their needs and any organisational
- P8 encourage members of the public to use the site in a way which is consistent with its purpose and condition
- P9 encourage members of the public and others to maintain their own safety during visits to the site
- P10 identify visitors and other members of the public and others who may cause a **threat** and take the appropriate action to minimise any damage or risk
- P11 maintain the health and safety of everyone throughout all activities and follow current legislation, codes of practice, organisational policies and procedures

### Knowledge and understanding

*You need to know and understand:*

#### **Communicate effectively with the public and others**

- K1 the values of the organisation e.g. policies and practices for customer care, promotion of environmental good practice or equality of opportunity
- K2 effective methods of communication
- K3 methods of eliciting queries and comments from members of the public and others
- K4 sources of information - internal and external to the organisation; written, verbal
- K5 correct procedures for handling and communicating confidential information
- K6 your responsibilities under health and safety legislation and codes of practice

*You need to know and understand:*

#### **Care for members of the public and others**

- K7 organisational codes of practice requirements about the care of visitors and other members of the public
- K8 how to identify the needs of the public and others, and when to intercept their use of the site and offer advice or help
- K9 why the organisation may have certain access policies or specific areas for public access
- K10 the importance of balancing the needs of the site with the needs of the public and others
- K11 the needs of the site and the effects which the public and others may have on it
- K12 health and safety legislation as it affects your own responsibilities and other members of the public
- K13 the threats which the public may pose to sites
- K14 how to handle people who cause a threat to sites in an effective, safe and courteous way.

## **Additional Information**

### **Scope/range related to performance criteria**

#### **Communicate effectively with the public and others**

1. communicate with **members of the public and others**:
  - 1.1. individuals
  - 1.2. groups

#### **Care for members of the public and others**

2. **care**:
  - 2.1. supporting people in terms of their safety and welfare
  - 2.2. providing information and advice
3. **threats**:
  - 3.1. to the site and its contents
  - 3.2. to flora and fauna
  - 3.3. to own personal health and safety
  - 3.4. to other people's health and safety

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**Suite** Environmental Conservation

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