

## 2146 Receive and communicate information in livestock markets

**SQA Unit Code**

**H3DE 04**

**Level 2**

**SCQF Level 5**

**Credit value 3**

### Unit Summary

All enterprises and organisations deal with information. This standard is concerned with the correct handling and communication of information.

You are required to receive and communicate information relevant to your particular job role. This may simply entail the accurate passing on of a message, or the collection and passing on of written information. Alternatively, it may entail the formal processing of information.

Throughout this standard, you are expected to communicate clearly and effectively with those that you come into contact with, whether they are colleagues, customers, the general public, supervisors or managers. You must be aware of the different ways in which information can be handled.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show: Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b>
<p>1. Receive and communicate information</p> <p>This means you:</p> <p>Request information in accordance with work requirements</p> <p>Communicate information to others clearly and accurately by means of visual signs and personal contact</p> <p>Take and pass on messages accurately at an appropriate time</p> <p>Acknowledge the receipt of information treat confidential information in an appropriate manner</p>	<p>Evidence of receiving livestock into the display area as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. information which is required for your role
2. the right time at which information should be requested and passed on
3. ways of communicating effectively
4. the different purposes for which information may be required, and the degree of detail necessary for these different purposes
5. why it is important to take and report messages accurately and the potential effects of not so doing
6. the extent to which messages may differ in urgency
7. the reasons why the receipt of information should be acknowledged

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written