

SfS 4 (SQA Unit Code - H4GV 04) Communicate effectively with others



Overview

This standard is about communicating effectively with others – orally, in writing, using electronic and/or telecommunication and using non-verbal forms of communication.

The term 'others' 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 security sector, and colleagues in the workplace.

This unit includes the following activities:

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

Target Group

This standard is designed to be applicable to everyone who works in the security sector.

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Performance criteria

Develop and maintain communication with people

You must be able to:

- 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: is open and respectful of them as individuals, is consistent with their level of understanding, culture, background and preferred ways of communicating, is appropriate to the context in which the communication is taking place, promotes equality and values diversity
- P3 give people opportunities to check their understanding of the information you have given them and ask questions
- P4 take the appropriate action to reduce any **barriers to effective communication**
- P5 make records that are accurate, legible and complete, contain only the information necessary for the record's purpose, and are free from labelling and discrimination
- P6 seek support when you are having difficulty communicating effectively

Maintain the security of information

You must be able to:

- P7 comply with legislation, policies and procedures related to the security of information
- P8 disclose information only to those who have the right and need to know it
- P9 take the **appropriate precautions** when communicating confidential or sensitive information
- P10 maintain the security of records when handling and storing them
- P11 alert the appropriate person when you think the security of information is not being maintained or information is being misused

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Knowledge and understanding

You need to know and understand:

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- K1 the 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 communicating and when you do not)
- K3 the reasons for effective communication being an essential aspect of work in the security sector
- K4 the barriers to effective communication including:
- K5 those related to personal differences in: culture, language, gender, literacy levels, experience, health/illness
- K6 environmental barriers
- K7 social barriers
- K8 how to modify communication so that the differences between you and the people you are communicating with are minimised
- K9 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)
- K10 how the context in which communication takes place can affect people's ability to understand and communicate
- K11 the reasons for checking with people to ensure that they understand the information you are giving them and allowing them to ask questions
- K12 the actions that can be taken to reduce barriers to communication and how to put them into practice
- K13 the nature and purpose of the records you make
- K14 the nature of information that might be sensitive and/or confidential and the subtleties of this
- K15 the reasons for records only containing the information that is necessary for the record's purpose and being free from labelling and discrimination
- 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 what the appropriate precautions might be when communicating information
- K18 how to handle and store information securely and safely
- K19 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

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