SKAA41 (2)
Manage Information for Action

Overview

This unit is about the efficient management of information within your area of responsibility. It covers gathering the information you need, providing information and advice to others, and holding meetings.

The unit is divided into two parts. The first part describes the three things you have to do. These are:

1. gather required information
2. inform and advise others
3. hold meetings

The second part describes the knowledge and understanding you must have.

The unit is for first line managers and sports development staff operating at that level.

SKAA41 (2)
Manage Information for Action

Performance criteria

You must be able to:

Gather required information

P1 gather **information** that is accurate, sufficient and relevant to the purpose for which it is needed

P2 take prompt and effective action to overcome problems in gathering relevant **information**

P3 record and store the **information** you gather according to their organisation's **systems and procedures**

P4 ensure that the **information** you gather is accessible in the required format to authorised people only

P5 identify possible improvements to **systems and procedures** and pass these on to the relevant people

You must be able to:

Inform and advise others

P6 give **information and advice** at a time and place, and in a form and manner, appropriate to the needs of **recipients**

P7 ensure the **information and advice** you give is accurate, current, relevant and sufficient

P8 give **information and advice** that is consistent with the organisation's policy, procedures and resource constraints

P9 use reasoned arguments and appropriate evidence to support your **information and advice**

P10 check and confirm **recipients'** understanding of the **information and advice** that you have given

P11 maintain confidentiality according to the organisation's requirements

P12 seek feedback from **recipients** about the **information and advice** you provided, and use this feedback to improve the ways in which **information and advice** is given

You must be able to:

Hold meetings

P13 give sufficient notice of the **meeting** to allow the necessary people to attend

P14 make the **purpose** and objectives of the **meeting** clear at the start

P15 adopt a style of leadership that helps people to make useful contributions

P16 discourage unhelpful arguments and digressions

P17 achieve the objectives of the **meeting** within the allocated time

P18 give clear, accurate and concise information about outcomes of the **meeting** promptly to those who need it

SKAA41 (2)
Manage Information for Action

Knowledge and understanding

You need to know and understand:

K1 how to give information and advice effectively in both oral and written format
K2 how to develop and present a reasoned case when providing advice to others
K3 the importance of confirming the recipient's understanding of the information and advice which have been provided and how to do so
K4 the importance of seeking feedback on the quality and relevance of the advice and information provided , and how to encourage and enable such feedback
K5 how to identify unhelpful arguments and digressions, and strategies which may be used to discourage these
K6 the styles of leadership which can be used to run meetings and how to choose a style according the nature of the meeting
K7 the value and limitations of meetings as a method of exchanging information and making decisions
K8 how to determine when a meeting is the most effective way of dealing with issues and the possible alternatives available
K9 the importance of determining the purpose and objectives of meetings and how to do so
K10 how to manage discussions so that the objectives of the meeting are met within the allocated time
K11 the procedures to follow in order to make recommendations for improvements to systems and procedures
K12 organisational policies, procedures and resource constraints which may affect advice and information given to others
K13 how to determine who are the necessary people to attend the meeting
K14 procedures to follow when calling meetings and preparing for them
K15 the importance of gathering, validating and analysing information to team and organisational effectiveness and their role and responsibility in relation to it
K16 the types of qualitative and quantitative information which are essential to your role and responsibilities
K17 How to gather information electronically and manually
K18 the importance of providing information and advice to others and their role and responsibility in relation to it
K19 the types of information and advice that other people may require
K20 how to gather the information needed for your job
K21 the types of problems which may occur when gathering information and how to overcome them
K22 how to record and store the information which is needed
K23 the importance of checking the validity of information and advice

	provided to others and how to do so
K24	the principles of confidentiality when handling information and advice; the types of information and advice which may be provided to different people
K25	how to assess the effectiveness of current methods of gathering and storing information

SKAA41 (2)
Manage Information for Action

Additional Information

Scope/range related to performance criteria

1. **information**
   - 1.1. quantitative
   - 1.2. qualitative
   - 1.3. in electronic format
   - 1.4. paper-based

2. **systems and procedures**
   - 2.1. formal
   - 2.2. informal

3. **information and advice**
   - 3.1. spoken
   - 3.2. written
   - 3.3. in electronic format

4. **recipients**
   - 4.1. team members
   - 4.2. colleagues working at the same level
   - 4.3. higher level managers or sponsors
   - 4.4. people not part of your organisation

5. **meetings**
   - 5.1. involving people within your organisation
   - 5.2. involving people from outside your organisation

6. **purposes**
   - 6.1. information giving
   - 6.2. consultation
   - 6.3. decision making

SKAA41 (2)
Manage Information for Action

Developed by	SkillsActive
Version number	1
Date approved	August 2005
Indicative review date	August 2007
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SA 44 N A41
Relevant occupations	Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations
Suite	Sports Development L2 2005
Key words	active leisure, learning, manage, information, action, gather, required, inform, advise, meeting, efficient