

Golf Course Supervisor

UNIT 16

Manage information for action

Overview

The aim of this unit is to provide the learner with the knowledge, understanding and skills for the efficient management of information. It covers gathering the information needed, providing information and advice to others and holding meetings.

	Learner Outcomes		Assessment Criteria
	The learner will:		The learner can:
1	be able to gather required information	1.1	ensure that the information gathered is accurate, sufficient and relevant to the purpose for which it is needed
		1.2	take prompt and effective action to overcome problems in gathering relevant information
		1.3	record and store the information gathered
		1.4	identify possible improvements to systems and procedures and pass these on to the relevant people
2	be able to inform and advise others	2.1	give information and advice at a time and place and in a form and manner appropriate to the needs of recipients
		2.2	ensure that the information given is accurate, current, relevant and sufficient
		2.3	use reasoned arguments and appropriate evidence to support advice
		2.4	check and confirm recipients understanding of the information and advice given
		2.5	maintain confidentiality according to your organisation's requirements

		2.6	seek feedback from recipients about the information and advice provided and use this feedback to improve the ways in which information and advice is given
3	be able to hold meetings	3.1	give sufficient notice of the meeting to allow the necessary people to attend. NOTE: meeting(s) to involve people both within and outside the organisation
		3.2	make clear the purpose and objectives of the meeting at the start
		3.3	discourage unhelpful arguments and digressions
		3.4	ensure that the meeting achieves its objectives within the allocated time
		3.5	give clear, accurate and concise information about outcomes of the meeting promptly to those who need it
4	know and understand how to gather required information	4.1	describe how to assess the effectiveness of current methods of gathering and storing information
		4.2	explain the importance of gathering, validating and analysing information to team and organisational effectiveness and your role and responsibility in relation to this
		4.3	describe the types of qualitative and quantitative information
		4.4	describe the types of problems which may occur when gathering information and how to overcome these
		4.5	describe how to record and store the information
		4.6	describe the procedures to follow in order to make recommendations for improvements to formal and informal systems and procedures
5	know and understand how to inform and advise others	5.1	describe how to give information and advice effectively both orally and in writing

		5.2	explain how to develop and present a reasoned case when providing advice to others
		5.3	explain the importance of confirming the recipient's understanding of the information and advice provided and how to do this
		5.4	explain the importance of seeking feedback on the quality and relevance of the advice and information provided and how to encourage and enable such feedback
		5.5	explain the importance of providing information and advice to others including team members, colleagues working at the same level, higher level managers or sponsors and people not part of the organisation
		5.6	describe the types of information and advice which other people may require
		5.7	explain the importance of checking the validity of information and advice provided to others and how to do this
		5.8	describe the principles of confidentiality when handling information and advice; the types of information and advice which may be provided to different people
		5.9	describe organisational policies, procedures and resource constraints which may affect advice and information to others
6	know and understand how to hold meetings	6.1	explain how to identify unhelpful arguments and digressions and strategies which may be used to discourage these
		6.2	describe the styles of leadership which can be used to run meetings and how to choose a style according to the nature of the meeting

		6.3	describe the value and limitations of meetings as a method of exchanging information and making decisions
		6.4	explain how to determine when a meeting is the most effective way of dealing with issues and the possible alternatives
		6.5	explain the importance of determining the purpose and objectives of meetings and how to do so. Purposes should include information giving, consultation and decision making
		6.6	explain how to manage discussions so that the objectives of the meetings are met within the allocated time
		6.7	explain how to determine who the necessary people are to attend the meeting
		6.8	describe the procedures to follow when calling meetings and preparing for them