

Unit R/650/0110

Manage information for action and decision-making for spectator events

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to gather required information	1.1 Identify methods of gathering information 1.2 Describe organisational procedures for recording and storing information 1.3 Explain the principles of confidentiality when handling information 1.4 Explain how to suggest identified improvements to agreed procedures
2. Know how to analyse information to support decision-making	2.1 Explain how to judge the accuracy, relevance and sufficiency of information required to support decision-making in different contexts 2.2 Explain how to identify information that may be contradictory, ambiguous or inadequate and how to deal with these 2.3 Identify methods of analysing information and how to select the most appropriate method 2.4 Outline how to analyse information to identify patterns and trends 2.5 Explain how to draw conclusions on the basis of analysing information 2.6 Explain how to identify the difference between fact and opinion
3. Know how to inform and advise others	3.1 Describe types of information to obtain before informing and advising others 3.2 Identify effective communication methods 3.3 Describe the agreed procedures for giving information and advice 3.4 Explain how to develop and present a reasoned case when providing information and advice to others 3.5 Explain the importance of confirming the recipients' understanding of the information and advice 3.6 Explain the importance of maintaining confidentiality when seeking feedback 3.7 Explain the importance of seeking feedback on the information and advice provided 3.8 Explain how to use feedback to inform future methods of providing information and advice
4. Be able to gather required information	4.1 Gather information to support decision making in their role

- 4.2 Record and store the information they gather according to the organisational procedures
- 4.3 Ensure the information they gather is accessible in the required format to authorised people only
- 4.4 Identify and propose improvements to agreed procedures
- 4.5 Provide suggestions on possible improvements onto relevant stakeholders
- 5. Be able to analyse information to support decision-making
 - 5.1 Analyse information to support decision making
 - 5.2 Differentiate between fact and opinion when presenting the results of the analysis
 - 5.3 Keep records for the audit trail evidencing decision-making at each stage
- 6. Be able to inform and advise others
 - 6.1 Obtain all the required information before informing and advising others
 - 6.2 Summarise the main points to the relevant people and the reasons why these are important
 - 6.3 Give information and advice consistent with the agreed procedures
 - 6.4 Use reasoned arguments and evidence to support the information and advice that has been given
 - 6.5 Check and confirm the recipients' understanding of the information and advice
 - 6.6 Maintain confidentiality following agreed procedures
 - 6.7 Seek feedback from the recipients about the information and advice they provided
 - 6.8 Use this feedback from recipients to improve the process

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.