
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. This unit deals with the following:

- 1 Gather required drilling information
- 2 Inform and advise others
- 3 Hold meetings

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Performance criteria

- You must be able to:*
- P1 gathered information that is accurate, sufficient and relevant to the purpose of which it is needed
 - P2 taken prompt and effective action to overcome problems in gathering relevant information
 - P3 recorded and stored the information you gather according to your organisation's systems and procedures
 - P4 ensured that the information you gather is accessible in the required format to authorised people only
 - P5 identified possible improvements to systems and procedures and pass these on to the relevant people
 - P6 given information and advice at a time and place, and in a form and manner, appropriate to the needs of recipients
 - P7 ensured that the information you give is accurate, current, relevant and sufficient
 - P8 ensured that the advice you give is consistent with your organisation's policy, procedures and resource constraints
 - P9 used reasoned arguments and appropriate evidence to support your advice
 - P10 checked and confirmed recipients' understanding of the information and advice you have given them
 - P11 maintained confidentiality according to your organisation's requirements
 - P12 sought feedback from recipients about the information and advice you provide, and used this feedback to improve the ways in which you give information and advice
 - P13 given sufficient notice of the meeting to allow the necessary people to attend
 - P14 made clear the purpose and objectives of the meeting at the start
 - P15 ensured that your style of leadership helps people to make useful contributions
 - P16 discouraged unhelpful arguments and digressions
 - P17 ensured that the meeting achieves its objectives within the allocated time
 - P18 gave clear, accurate and concise information about outcomes of the meeting promptly to those who need it
 - P19 worked safely in accordance with operational requirements and associated **Safe Systems of Work**

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Knowledge and understanding

You need to know and understand:

- K1 how to assess the effectiveness of current methods of gathering and storing information
- K2 the importance of gathering, validating and analysing information to team and organisational effectiveness and your role and responsibility in relation to this
- K3 the types of qualitative and quantitative information which are essential to your role and responsibilities
- K4 how to gather the information you need for your job
- K5 the types of problems which may occur when gathering information and how to overcome these
- K6 how to record and store the information you need
- K7 the procedures to follow in order to make recommendations for improvements to systems and procedures
- K8 how to give information and advice effectively both orally and in writing
- K9 how to develop and present a reasoned case when providing advice to others
- K10 the importance of confirming the recipient's understanding of the information and advice you have provided and how to do this
- K11 the importance of seeking feedback on the quality and relevance of the advice and information you provided, and how to encourage and enable such feedback
- K12 the importance of providing information and advice to others and your role and responsibility in relation to this
- K13 the types of information and advice which other people may require
- K14 the importance of checking the validity of information and advice provided to others and how to do this
- K15 the principles of confidentiality when handling information and advice the types of information and advice which may be provided to different people
- K16 organisational policies, procedures and resource constraints which may affect advice and information you give to others
- K17 how to identify unhelpful arguments and digressions and strategies which may be used to discourage these
- K18 the styles of leadership which can be used to run meetings and how to choose a style according to the nature of the meeting
- K19 the value and limitations of meetings as a method of exchanging information and making decisions
- K20 how to determine when a meeting is the most effective way of dealing with issues the possible alternatives which you may use
- K21 the importance of determining the purpose and objectives of meetings and how to do so

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- K22 how to manage discussions so that the objectives of the meeting are met within the allocated time
- K23 how to determine who are the necessary people to attend the meeting
- K24 procedures to follow when calling meetings and preparing for them

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Additional Information

Scope/range

The following terms in **bold** relate directly to those shown in **bold** in the Performance Statements.

- 1 **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems.

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices **AS THEY APPLY TO YOU**.

- 2 How to use 'Safe Systems of Work' processes to identify hazards and mitigate or reduce risks to as low as reasonably practicable (ALARP)
- 3 How to select, use and care for PPE (to include sight/hearing protection, coveralls, gloves, footwear, hard hats, respirators)
- 4 The implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
- 5 How to interpret operational requirements (e.g. relevant policies, procedures, instructions, codes of practice, standards, schedules)

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