

COGSIGN03

Provide information about sign products



Overview

This unit deals with the following:

1. Obtain and record information on sign making operations
2. Provide information about sign making products and services

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

Previous Version: Unit 2.03 National Occupational Standards in Signmaking (CWP1)

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Performance criteria

You must be able to:

- P1 identify customer needs accurately and agree them with the customer
- P2 obtain information that is required by others from relevant sources using appropriate methods
- P3 report to the relevant personnel any potential sources and/or method of obtaining information which are outside your authority
- P4 ensure that the time spent on collecting information is not greater than the cost of possible benefits to the organisation
- P5 obtain information that is accurate, relevant and sufficient to meet agreed requirements
- P6 inform the relevant personnel promptly when the information required cannot be obtained within the agreed time
- P7 record information accurately using appropriate documentation
- P8 ensure that the information is stored appropriately and meets security and confidentiality requirements
- P9 follow relevant health and safety and environmental requirements and legislation at all times
- P10 provide information to authorised people and follow data protection legislation
- P11 ensure that the information provided is relevant, current, accurate and sufficient to meet requirements within the agreed time
- P12 ensure that any written information is legible and in an appropriate format
- P13 present information which is appropriate to the customers needs
- P14 when requested, provide advice within the limits of your responsibility
- P15 identify any problems in providing the appropriate information and inform the relevant personnel
- P16 ensure that all records of information are complete, current, accurate and legible
- P17 ensure that the information is stored appropriately and meets security and confidentiality requirements

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Knowledge and understanding

You need to know and understand:

- K1 how to identify and agree customer needs
- K2 who is regarded as a customer and why
- K3 what are acceptable sources of information and how to access them
- K4 what are acceptable types and methods of obtaining information and how to determine which to use for particular needs
- K5 which recording methods and storage places to use and why and how to use them
- K6 what are the consequences of using sources and methods of obtaining information which are outside of the candidate's authority without getting agreement from the relevant personnel
- K7 what are the consequences of spending excessive time on collecting information
- K8 how to determine when information obtained is accurate, relevant and sufficient to meet agreed requirements
- K9 what are the consequences of not meeting an agreed timescale or informing the relevant personnel promptly
- K10 how to record information which is complete and accurate and knowing when it is complete and accurate
- K11 what the consequences are for the individual and the organisation of not maintaining security and confidentiality in line with relevant legislation
- K12 who are the relevant personnel
- K13 what problems may occur
- K14 what is the appropriate action to take if there are problems
- K15 what legislation and organisational codes of practice are relevant
- K16 what are the consequences of not following legislation and organisational requirements
- K17 what health and safety and environmental requirements and legislation are relevant and how to follow them
- K18 what are the consequences to you and to others of not following health and safety and environmental legislation
- K19 how to identify and agree what information will meet customer needs
- K20 who are authorised and unauthorised personnel and how to handle their requests for information
- K21 what different methods there are for providing information
- K22 what different types of information there are and how to select the most appropriate types of information
- K23 how to access and obtain technical information on equipment condition and materials and non-technical information on the signmaking environment and production issues
- K24 how to select the most appropriate methods of providing information
- K25 how to provide advice when requested within the limits of your authority

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- K26 what communication values are important to the organisation
- K27 how to determine appropriate organisational values relating to effective communication (e.g. honesty, openness)
- K28 how to record information which is complete and accurate and knowing when it is complete and accurate
- K29 which recording methods and storage places to use and why and how to use them
- K30 how to maintain and develop relationships

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Additional Information

Glossary

Customer

Clients, another department, line managers, colleagues etc

Sources of Information

Internal, external

Methods of Obtaining Information

Verbal, written

Types of Information obtained from Others

Numeric, text, images, customers, line manager, colleagues

Relevant Personnel

Line manager, supervisor, team leader etc.

Relevant Health and Safety and Environmental Requirements

Your responsibilities in respect of Health and Safety and environmental requirements and legislation, regulations, safe working practices, local, national and organisational/site specific procedures

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Suite Signmaking

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