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### Overview

This unit covers the skills and knowledge you will need to obtain, identify, record, provide information and advice to either clients, who may be internal and/or external, colleagues, line managers, supervisors, team leaders etc. about sign products and services.

This unit deals with the following:

1. Receive and confirm instructions
2. Interpret specifications
3. Provide advice about sign products and services

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

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## Unit 25: Receive, Interpret and Confirm Instructions

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### Performance criteria

- You must be able to:*
- P1 Ensure that instructions received conform to organisational capabilities and requirements
  - P2 Ensure that all information used is relevant, current, accurate and suitable to meet identified needs
  - P3 Identify problems in meeting work specification and deal with in accordance with organisational procedures
  - P4 Confirm and agree final instructions
  - P5 Record relevant information accurately and legibly and forward to the relevant personnel according to organisational procedures
  - P6 Ensure that records are stored according to organisational procedures

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### Knowledge and understanding

*You need to know and understand:*

- K1 Organisational procedures and practices
- K2 What the consequences of not following legislation and organisational requirements are
- K3 What types of information are required
- K4 Who to refer requests to which are outside your responsibility
- K5 How to identify and agree the information which will meet customer needs
- K6 Why it is important to identify and clarify omissions and inconsistencies in information
- K7 How to inform relevant personnel about problems in meeting work specifications
- K8 What problems may occur
- K9 What the appropriate action to take is if there are problems
- K10 How to present instructions
- K11 How to represent amended instructions
- K12 Why it is important to record advice given to the client
- K13 How to record information which is complete and accurate
- K14 Who the relevant personnel are
- K15 How to comply with data protection legislation
- K16 Who authorised and unauthorised personnel are
- K17 Documentation procedures and how they are completed
- K18 Which recording methods and storage places to use and why and how to use them
- K19 What the consequences are for the individual and the organisation of not maintaining security and confidentiality in line with relevant legislation

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### Additional Information

#### Glossary

**Organisational Requirements:** Policies, procedures

**Clients:** Internal and/or external, colleagues, line managers, supervisors, team leaders etc. about sign products and services

**Specifications for Work:** New work, variations

**Relevant Personnel:** Sales personnel, supervisor, line manager, team leader etc.

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