

COGSS1

Provide information and advice to support a health and safety culture in the workplace within safety services



Overview

This unit deals with your contribution to providing information and advice to others in order to support the development and maintenance of a health and safety culture in the workplace.

It deals with the following:

- 1 Providing information and advice to others on request
- 2 Disseminating information on safety management issues

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

Previous version:

Unit 1 National Occupational Standards in Safety Services Oil & Gas Extraction – January 2003

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Performance criteria

- You must be able to:*
- P1 respond in a helpful and positive manner to requests for information and advice
 - P2 give information and advice that is current, accurate, complete and relevant to the enquiry
 - P3 give information and advice that is unambiguous and clearly understood by the enquirer
 - P4 take appropriate action where information and advice could not be supplied immediately
 - P5 report any conflict between statutory and organisational requirements to the appropriate personnel
 - P6 give information at the appropriate time through the channels appropriate to its subject matter and audience
 - P7 give information and advice that is current, accurate, complete and relevant
 - P8 seek the opinion of appropriate others and use it effectively in ensuring the quality of information given out
 - P9 work safely in accordance with operational requirements

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Knowledge and understanding

You need to know and understand:

- K1 why it is important to provide current, accurate and relevant information
- K2 how to communicate effectively with different types of enquirer (to include groups and individuals)
- K3 why it is important to agree actions to be take where immediate response is not possible
- K4 what constitutes confidential information and who is entitled to receive it
- K5 how to respond to both formal and informal requests and what organisational conventions exist in relation to dealing with requests
- K6 how to recognise when one's own competence is exceeded and who enquirers should be referred to in those circumstances
- K7 which, when and to whom conflicts should be reported (to include management, specialists)
- K8 how to access, interpret and give clear information on safety management issues (to include the hazards identify, changes to operating and other workplace procedures)
- K9 what communication channels are use for disseminating different sorts of information
- K10 the implications of failure to give information at the appropriate time and through the appropriate channels (e.g. downtime, safety, work patterns)
- K11 what information is given out on a routine basis and when it is necessary to provide information in response to a situation or event
- K12 how to communicate effectively in the written and the spoken word (to include individuals and groups)
- K13 who can provide informed opinion on safety management and communication matters, such as the best means of bringing information to the attention of the relevant people (to include safety specialists, relevant supervisors)

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Additional Information

Scope/range related to knowledge and understanding

Within the limits of your responsibility you must demonstrate that you know and understand:

- 1 how to select, use and care for Personal Protective Equipment (PPE) (to include sight/hearing protection, gloves, footwear, hard hats, respirators)
- 2 the implications of statutory and organisational requirements
- 3 how to interpret operational requirements (e.g. policies, procedures, instructions, codes of practice, standards, schedules)
- 4 how to access, interpret and give clear information on safety management issues (to include safety management systems and risk controls in use, preventative measures that can be taken, legislative requirements)
- 5 the limits of your responsibility with regard to information and advice
- 6 the principles of effective communication
- 7 how to deal with both formal and informal requests for information

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