
Overview

This standard covers the skills and knowledge needed for interpreting and communicating information and data in food and drink operations. You will be required to identify and source information and data and present information in suitable formats to suit different audiences.

The standard is suitable for all those involved in interpreting and communicating information and data in food and drink operations.

Performance criteria

You must be able to:

1. identify the information and data required for the communication to the intended audience
2. check what information and data is already available for the communication to be understood by the intended audience
3. identify sources where information can be obtained for the purpose of the communication to the intended audience
4. check data is relevant, sufficient and complete
5. present information and data in a suitable format for the intended audience
6. respond to questions on information and data to meet the requirements of the intended audience
7. draw conclusions and make recommendations as appropriate

Knowledge and understanding

You need to know and understand:

1. different methods of communication to present information and data
2. the use of electronic media in aiding presentation of information and data
3. how to respond positively to questions
4. how to present information in a positive manner
5. the importance of presenting information in the appropriate format for the intended audience
6. data analysis techniques
7. the sources of information and data and how best to obtain information and data
8. the difference between data and information
9. how data and information can help lead to improvements

Interpret and communicate information and data in food and drink operations

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