

Overview

This standard is about ensuring you can identify, access, store, and retrieve relevant information effectively and in a timely manner, as well as communicate information clearly, including technical content. The information may come from within your organisation or from external sources, such as suppliers and manufacturers.

You are required to understand methods of effective communication, including how to collect and store information according to your organisation's procedures. This information may be routine or technical, as well as non-routine, such as during emergencies. Additionally, you must ensure the information communicated is accurate, relevant, and presented in a clear and understandable manner. At all times, you must comply with your organisation's procedures, including those related to confidentiality and security of information.

Performance criteria

You must be able to:

- P1 collect specified information as and when required
- P2 prioritise the nature of the information
- P3 obtain assistance where information received is unclear or insufficient
- P4 store information in accordance with your organisation's procedures
- P5 maintain confidentiality of information in line with your organisation's procedures
- P6 relay information in a way that can be understood by the target audience
- P7 communicate information at an appropriate time and place
- P8 communicate information using the appropriate method
- P9 communicate information that is relevant and accurate
- P10 communicate information in accordance within your organisation's procedures

Knowledge and understanding

You need to know and understand:

K1 your organisation's methods of effective communication

K2 your organisation's procedures for storing information

K3 your responsibilities regarding collecting and storing information

K4 your organisation's procedures relating to confidentiality of information

K5 your organisation's procedures for the provision and communication of information

K6 your organisation's procedures for relaying information

K7 the methods of effective communication within your organisation relevant to your role

K8 the limits of your own authority relating to the provision and communication of information

K9 how to use relevant communication systems within your organisation

K10 how to use communication methods that convey information in a manner suitable for the audience and situation

Obtain and communicate information

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