

# Unit 43: Communicating Information to Authorised Personnel under Supervision

<b>Level:</b>	<b>2</b>
<b>Unit type:</b>	<b>Optional (General)</b>
<b>Credit value:</b>	<b>3</b>
<b>Guided learning hours:</b>	<b>18</b>

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## Unit summary

This unit aims to give learners the understanding and skills they need to communicate information to authorised personnel under supervision.

## Unit assessment requirements

There are no specific assessment requirements for this unit. Please refer to the assessment strategy in *Annexe B*.

## Additional information

AC1.1 must include all of the following types:

- instructions/directions
- progress report
- test results, if applicable.

AC1.2 by all of the following:

- using the correct start-up/shutdown procedures
- following good practice for logging on/off
- information is passed to authorised people only.

AC1.3 which could include:

- incomplete labelling
- incomplete request form
- no specimens/samples received
- incorrect specimens/samples
- incorrect labelling
- incorrect handling/transport
- failure to meet target.

AC2.1 which must include searching and accessing data from the appropriate Information System, e.g. LIMS, which could include:

- specimen/sample information
- laboratory process information.

AC2.2 and communicate to three of the following service users:

- another department
- clinician/scientist
- team members
- other laboratories
- members of the public
- other (please specify).

AC2.4 examples of appropriate methods:

- verbal
- written or typed report
- specific workplace documentation
- computer-based record
- electronic mail.

AC3.8 to include:

- safety guidance relating to the use of visual display unit (VDU) equipment and workstation environment (such as lighting, seating, positioning of equipment), repetitive strain injury (RSI)
- the dangers of trailing leads and cables
- how to spot faulty or dangerous electrical leads, plugs and connections.

AC3.9 such as:

- putting disks, manuals and unwanted items of equipment into safe storage
- leaving the work area in a safe and tidy condition

AC4.4 such as:

- mouse
- keyboard
- VDU
- printer
- Barcode reader

AC4.7 such as:

- error messages received
- peripherals which do not respond as expected
- obvious faults with the equipment or connecting leads.

## Learning outcomes and assessment criteria [

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet to achieve the learning outcomes and the unit.

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Be able to communicate information to authorised personnel under supervision	1.1	Exchange information with service users effectively and efficiently			
		1.2	Ensure the integrity of the information management system in own area of work			
		1.3	Follow procedures correctly to ensure the security and confidentiality of information and resolve all problems appropriate to own role			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
2	Be able to communicate information to customers, service users and others	2.1	Receive and record the information from customers, in the appropriate manner to meet the requirements of job role			
		2.2	Forward messages and information to the appropriate people, in accordance with procedures			
		2.3	Confirm the identity and authorisation of callers before communicating information, in accordance with departmental and organisational procedures			
		2.4	Record details of work done, and communicate the details to the appropriate people using an appropriate method			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
3	Know how to communicate laboratory information to authorised personnel under supervision	3.1	Outline the health and safety requirements of the area in which you are carrying out the healthcare science activity			
		3.2	State the implications of not taking account of legislation, regulations, standards, and guidelines when conducting healthcare science activities			
		3.3	State the principles of Good Laboratory Practice (GLP) and/or Good Clinical Practice (GCP)/Good Manufacturing Practice (GMP applied in the workplace and relevant to own place of work			
		3.4	Describe the standard operating procedures, as set down in the local departmental operating manuals			
		3.5	State the data security requirements for different computer applications			
		3.6	Describe how to access and store data, in accordance with standard operating procedures and organisational practices			
		3.7	State why it is important to maintain accurate specimen/sample and departmental records			
		3.8	Describe the specific safety precautions to be taken when working with computer systems			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
		3.9	State why it is important to maintain good housekeeping arrangements			
		3.10	State the impact of communicating incorrect information on the patient and the clinical service			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
4	Know how to manage issues that may arise when using communication systems in laboratories	4.1	State the importance of correct identification, and unique organisation numbers			
		4.2	Outline the lines of communication and responsibilities in their department, and their links with the rest of the organisation			
		4.3	State the limits of own authority and to whom you should report if you have problems that you cannot resolve			
		4.4	Describe the basic set-up and operation of the laboratory records system and the peripheral devices that are used			
		4.5	Describe the correct start-up and shutdown procedures to be used for the computer system			
		4.6	Describe how to access the specific computer Information Management System in your area of work/database to be used, and the use of software manuals and related documents to aid efficient operation of the relevant laboratory records system			
		4.7	State how to deal with system problems			
		4.8	Describe how to communicate effectively, and how to identify key information when recording and forwarding messages accurately			

Learner name: \_\_\_\_\_

Date: \_\_\_\_\_

Learner signature: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_

Date: \_\_\_\_\_

Internal verifier signature: \_\_\_\_\_

Date: \_\_\_\_\_

*(if sampled)*