

Introduction

Summary

This unit is about managing the information you need to perform your role as an official effectively. It also covers the very important area of communication – with the performers, their representatives, co-officials, support staff and others. The unit is divided into three parts. The first part (pages 2-3) describes the two things you have to do. These are:

OF5.1 **Gather, record, store and share information**

OF5.2 **Communicate with others**

The second part (page 4) describes the knowledge and understanding you must have. The final part explains what we mean by some of the words used in this unit.

Target Group

| This unit is for officials in a variety of sports and officiating roles.

OF5 Handle and communicate information as an official

OF5.1

Gather, record, store and share information

The National Standard

What you must do

To meet the national standard, you must:

1. gather **information** that is accurate, sufficient and relevant to the purpose for which it is needed
2. take prompt and effective action to overcome problems in gathering relevant **information**
3. record and store the **information** you gather according to your organisation's **systems and procedures**
4. ensure that the **information** you gather is accessible in the required format to authorised people only

What you must cover

This element covers the following:

a information:

- 1 quantitative
- 2 qualitative

the following

b systems and procedures:

- 1 formal
- 2 informal

OF5 Handle and communicate information as an official

OF5.2

Communicate with others

The National Standard

What you must do

To meet the national standard, you must:

1. actively listen to information that **other people** are communicating
2. ask effective questions to clarify any points you are unsure about
3. provide accurate and clear information to **other people** in a way that meets their needs
4. make useful contributions to discussions, developing points and ideas
5. structure your ideas so that **other people** can follow what you want to communicate
6. give others the opportunity to contribute their ideas and opinions and take these into account
7. select and read written material that contains information that you need
8. identify and extract the main points you need from written material
9. provide written information to **other people** accurately and clearly.

What you must cover

This element covers the following:

- a other people**
- 1 performers
 - 2 co-officials
 - 3 support staff
 - 4 governing body representatives
 - 5 spectators
 - 6 media

What you must know and understand

To be competent in this unit, you must know and understand the following

- K1 the importance of gathering, validating and analysing information
- K2 the types of qualitative and quantitative information which are essential to your role and responsibilities
- K3 how to gather the information needed for your job
- K4 the types of problems which may occur when gathering information and how to overcome them
- K5 how to record and store the information which is needed
- K6 how to assess the effectiveness of current methods of gathering and storing information
- K7 why it is important to communicate effectively as an official
- K8 why it is important to have active listening skills and what this means
- K9 why you should always ask questions when there are things you are unsure about
- K10 why it is important to know what types of information other people need from you and how to give them this information in a way that meets their needs
- K11 how to communicate accurately and clearly and why this is important
- K12 the importance of discussions with other officials, performers, performer representatives, support staff and the media and how to contribute to these discussions
- K13 how to structure your ideas so that you can make effective contributions to discussions
- K14 why you should always give other people the opportunity to contribute their ideas and why it is important to take account of their ideas
- K15 the types of written material you need to work with as part of your job
- K16 how to identify and extract the main points you need from written materials
- K17 how to write clearly and effectively for the people you regularly communicate with

What We Mean by Some of the Words Used in this unit

Co-officials	<i>the other officials you are working with</i>
Officials	<i>anyone who is assisting with the application of rules/laws, for example: referees, umpires, race marshals, judges, scorers etc.</i>
Performer representatives	<i>for example, managers, coaches, parents</i>
Performers	<i>those who are taking part in the sport or activity, usually known as players or competitors</i>
Qualitative	<i>for example covering incidents during a competition</i>
Quantitative	<i>to do with numbers – for example scores</i>
Required format	<i>for example, using the correct form</i>
Support staff	<i>for example, grounds staff, first aiders etc.</i>
Systems and procedures	<i>how you should record and store information according to governing body or event requirements</i>