



# ***KD TRAINING SOLUTIONS***

## The Chartered Management Institute Diploma in First Line Management (Level 3)

### Assessment Brief for: Managing and Communicating Information (Unit 3004)

#### Introduction

The purpose of this assessment brief is to give you the opportunity to demonstrate your knowledge, skills and abilities in the topic of managing and communicating information. The work you are required to do is in 3 parts:

- Systems and methods
- Collecting, selecting and storing information
- Using information

You are required to produce a management report of about 2,500 words that addresses information issues in your work area. Guidance on the structure of your work can be found at [www.kdtraining.co.uk](http://www.kdtraining.co.uk). The assessment for this unit will also be discussed at the relevant workshop.

#### PART A – SYSTEMS AND METHODS

This part has 2 elements.

##### *Element 1 – Explain why effective information management is important:*

When completing element 1 you should consider:

- What is the difference between data and information?
- How does information flow around your organisation?
- Why is information important to you as a first line manager?

##### *Element 2 – Explain the various types of information you normally deal with in your work area:*

When completing element 2 you should consider:

- What is the difference between quantitative and qualitative information?
- Which of the above do you normally come into contact with? (giving examples and explaining what you use them for)
- Where do you normally access information from to enable you to carry out your job?

## PART B – COLLECTING, SELECTING AND STORING INFORMATION

This part has 3 elements.

### *Element 1 – Describe how you collect information to do your job:*

For element 1 you should consider:

- What information do you collect?
- What information do you then provide to others? (use the input-output model on page 13 of your self study guide)
- What information do you receive that you could do without?

### *Element 2 – Evaluate the way you select information against best practice criteria:*

For element 2 you should consider:

- Using the criteria on pages 15 and 16 of your self study guide and applying it to some information you use on a regular basis. You should comment on how well, or not, your information meets the criteria

### *Element 3 – Explain how well you feel information you use is stored and protected:*

For element 3 you should consider:

- What is the information stored for?
- What storage system is used, why is it used and how good is it?
- What protection is provided to keep it safe whether it is stored electronically or paper-based?
- In what way or not does the Data Protection Act (1998) apply to your information to ensure some form of confidentiality?

## PART C – USING INFORMATION

This part has 3 elements.

### *Element 1 – Explain how effectively you share information with work colleagues (using examples):*

When completing element 3 you should consider:

- Which spoken methods do you use and why?
- What advantages/disadvantages/problems of spoken methods do you experience?
- What written methods do you use and why?
- What advantages/disadvantages/problems of written methods do you experience?

*Element 2 – Evaluate how written information you deal with complies to the KISS theory:*

For element 1 you should consider:

- Using a written piece of information you deal with on a regular basis and reviewing it to discover whether it:
  - Is to the point and cannot be misinterpreted
  - Uses simple language and does not contain any unnecessary jargon
  - Is made interesting through the use of tables, illustrations and diagrams

*Element 3 – Describe how numbers might be used to present some information from your work area:*

For element 2 you should consider:

- Choosing 3 of the following 7 methods of presenting information using numbers:
  - Pie chart
  - Bar Chart
  - Histogram
  - Averages
  - Rounding off
  - Graphs
  - Tables
- Describing what the 3 methods are and applying them to specific pieces of information from your work area



## Assessment Criteria

When your tutors assess your work they will apply the following criteria in ensuring that you have:

- Demonstrated knowledge of the Unit contents at the relevant depth and breadth
- Understood the topics sufficiently to apply them to your own situation
- Produced a piece of work that is communicated in a professional manner
- Explained why effective information management was important
- Explained the various types of information you normally dealt with in your work area
- Described how you collected information to do your job
- Evaluated the way you selected information against best practice criteria
- Explained how well you felt information you used was stored and protected
- Explained how effectively you shared information with work colleagues
- Evaluated how written information you dealt with complied to the KISS theory
- Described how numbers might be used to present some information from your work area