

## Use communication systems in working contexts

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### Overview

This standard is for individuals working in public service. It is designed to ensure that individuals use communication systems in line with the appropriate procedures.

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### Performance criteria

You must be able to:

1. follow organisational procedures at all times
2. maintain your own personal safety and the safety of others at all times
3. use equipment in line with the appropriate protocols
4. use communication methods that are appropriate to the situation
5. follow information entry and receipt procedures
6. keep communications unambiguous and in line with communication protocols
7. confirm that the message has been received and understood
8. communicate in line with required timescales
9. adhere to organisational confidentiality and security procedures

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### Knowledge and understanding

You need to know and understand:

1. your organisation's procedures for using communication systems
2. the limits of your responsibility
3. the options available to you for communicating information
4. the uses and limitations of the equipment and system
5. the importance of clear communication
6. the urgency and priority of your communication
7. who to report faulty equipment to
8. maintenance and security requirements of the equipment

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**Scope/range related  
to performance  
criteria**

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

- 1 Information:
  - 1.1 receiving
  - 1.2 sending
- 2 Communicating:
  - 2.1 internally
  - 2.2 externally

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