SFJ EFSM21
Provide information to support decision making

Overview

This standard is about providing information so that sound decisions can be taken. It covers obtaining, recording, storing and analysing information so that decisions can be taken. It also covers advising and informing other people.

There are four elements

1. **Obtain information for decision making**
   This includes finding reliable and appropriate sources of information and selecting methods of gathering information which are efficient and effective.

2. **Record and store information**
   This includes selecting appropriate and efficient methods which comply with your organisation's policies and the law. You will support your team members in suggesting improvements to the way information is recorded and stored, and recommend improvements yourself.

3. **Evaluate information to support decision making**
   This includes identifying the objectives of your analysis and selecting appropriate information to achieve these objectives. You need to select and use effective methods of analysis to identify any patterns or trends and draw conclusions which are supported by good evidence.

4. **Advise and inform others**
   This includes identifying what their information needs are, provide that information in an appropriate and effective way, and support your advice with sound evidence. You need to check the recipients' understanding of the information and advice you have provided, observing rules and guidelines on confidentiality.

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Performance criteria

Obtain information for decision making

You must be able to:

P1 identify the information you need to make the required decisions
P2 obtain information which is accurate, relevant and sufficient to support decision making and meets current and anticipated requirements
P3 use methods for obtaining information which are reliable, effective and make efficient use of resources in accordance with organisational procedures
P4 take effective action to deal with information which is inadequate, contradictory or ambiguous

Record and Store information

You must be able to:

P5 use systems, procedures and resources for recording and storing information which are suitable for the purpose
P6 record and store information in compliance with organisational policies and legal requirements
P7 ensure that information and records are stored securely and are accessible in the required format to authorised people only

Evaluate information to support decision making

You must be able to:

P8 identify objectives for your evaluation which are relevant to the decisions which need to be made
P9 select information which is accurate, relevant to the objectives and sufficient to arrive at reliable decisions
P10 adopt methods of evaluation which are suitable to achieve the objectives
P11 identify relevant patterns and trends within the information evaluated
P12 differentiate between fact and opinion
P13 support your conclusions with reasoned argument and appropriate evidence
P14 record the outcomes of your evaluation in accordance with your organisational procedures

Advise and inform others

You must be able to:

P15 provide advice and information which meets the needs of the recipients in accordance with organisational procedures
P16 support your information and advice with reasoned argument and appropriate evidence
P17 confirm your recipients' understanding of the advice and information you have given
P18 seek feedback from recipients to improve the way you provide advice and information

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Knowledge and understanding

You need to know and understand:

K1 how to judge the accuracy, relevance and sufficiency of information required to support decision making in different contexts

K2 how to identify information which may be contradictory, ambiguous or inadequate and how to deal with these problems

K3 different approaches to, and methods of, analysing information and how to select methods appropriate to decisions which you have to make

K4 how to draw conclusions on the basis of analysing information

K5 the differences between fact and opinion, how to identify these and present them accordingly

K6 different formats which may be required for presenting qualitative and quantitative information and how to select an appropriate format

K7 how to develop and present a reasoned case based on the outcomes of an analysis

K8 how to communicate advice and information effectively both through speaking and writing

K9 the importance of confirming the recipient's understanding of information and advice provided and how to do this

K10 the importance of providing advice and information and your role and responsibilities in relation to this

K11 the types of advice and information which people may require

K12 how to identify information needs

K13 situations in which it is appropriate to act on own initiative in giving information and advice

K14 the importance of seeking feedback on the quality and relevance of the advice and information you provide and how to encourage such feedback

K15 the importance of information management to the team and organisational effectiveness and your role and responsibilities in relation to this

K16 the types of qualitative and quantitative information which are essential to your role and responsibilities

K17 the range of sources of information which are available to you and how to ensure that these are capable of meeting current and anticipated information requirements

K18 different methods of recording and storing information and their advantages and disadvantages

K19 how to ensure that information is organised in a way that makes it readily accessible

K20 the importance of the effective analysis of information and your role and responsibility in relation to this

K21 types of qualitative and quantitative information which you need to be able to analyse

K22 the importance of record-keeping in the analysis of information and how

such records should be kept and used

K23 the importance of checking the validity of advice and information provided to others

K24 how to ensure advice and information is complete to meet the needs of recipients

K25 the principles of confidentiality when handling information and advice

K26 the organisational policies and legal requirements in relation to collecting, recording and storing information and how to interpret these

K27 organisational policies, procedures and resource constraints which may affect advice given to others

K28 the importance of providing opportunities for team members to make recommendations on improvements to systems and procedures

K29 how to encourage and enable team members to make recommendations

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