

SKAA49

Monitor and manage communications during an expedition



Overview

Effective communications are very important to the success of any expedition. Expedition leaders must be able to manage a communications strategy which should cover:

1. routine communication
2. emergency communication
3. communication when leaders or members are expected to contact the home agent
4. backup communications in the event of equipment failure

The unit is recommended for Expedition Managers and Leaders.

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Performance criteria

- You must be able to:*
- P1 ensure that all potential users of communications procedures, systems and resources are trained in their use
 - P2 monitor the effectiveness of communications during the expedition
 - P3 ensure that procedures, systems and resources are fit for purpose
 - P4 maintain the agreed protocols for communications during the expedition
 - P5 make effective use of backup plans and resources
 - P6 evaluate the effectiveness of communications procedures, systems and resources and make recommendations for improvements

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 explain why effective communications are so important to expeditions
- K2 identify sources of information on good practice for expedition communication
- K3 describe general requirement for expedition communications, including:
 - K3.1 routine communication
 - K3.2 emergency communication
 - K3.3 communication when leaders or members are expected to contact the home agent
 - K3.4 backup communications in the event of equipment failure
- K4 describe the types of procedures, systems and resources that address these requirements
- K5 describe the types of resources that can be used for expedition communications
- K6 describe communication backup plans for expeditions
- K7 describe what types of information may be restricted to certain audiences
- K8 describe the types of training required to ensure expedition members and others are able to use systems, procedures, resources and protocols
- K9 describe the types of improvements that could be made to communications systems and procedures and the reasons for these improvements

You need to know and understand:

Industry/sector specific knowledge and understanding

- K10 identify and describe any specific communications requirements, systems and procedures that apply to expeditions in your sector

You need to know and understand:

Context specific knowledge and understanding

- K11 describe your own responsibilities for communications and the responsibilities of others with whom you work

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Additional Information

Behaviours

1. You recognise changes in circumstances promptly and adjust plans and activities accordingly
2. You present information clearly, concisely, accurately and in ways that promote understanding
3. You take personal responsibility for making things happen
4. You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary
5. You make appropriate information and knowledge available promptly to those who need it and have a right to it

Skills

1. Research
2. Analysis
3. Communicating by speaking and writing
4. Consulting
5. Monitoring
6. Supporting others

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