

COMMUNICATION IN ADMINISTRATION

CONTINUOUS SELF EVALUATION

	On Route		Nearly There		Got It!	
Select and use appropriate methods of communication to disseminate complex information, taking account of its context, audience and purpose:						
Presentations						
◆ adding slides and content to presentation:						
◆ promote and demote slides and text within slides						
◆ add data from the internet, spreadsheet or database						
◆ create notes						
◆ advance slides automatically timed to accommodate speaker notes						
◆ create a hyperlink within presentation, to URL and electronic documents						
◆ customise animation and transition						
◆ create a loop presentation						
◆ embed multimedia						
◆ use of masters (slide and handout)						
E-diary						
◆ enter/edit appointments						
◆ recurring appointments						
◆ task manager						
◆ selected printouts						
E-mail						
◆ send, receive and print e-mail						
◆ mailing lists						
◆ create and manage folders						
◆ automatically manage messages						
◆ create automated responses						
◆ be aware of e-mail etiquette						
Publications						
Creating and editing publications, newsletters, notices — through the use of a range of different software packages						
Communication and research						
Receive, process and transmit information using intranet, internet, e-mails, blogs, presentations, documents, podcasts, social networking sites or other emerging equivalent technologies.						
Reliability and value of the information gathered can be assessed and judged in comparison to alternative sources.						
Appropriate communication						
◆ using electronic communication methods to communicate information in ways appropriate to its context, audience and purpose						

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◆ making appropriate adjustments when communicating information						
showing an understanding of the possible barriers to ensure information is received and understood						
Security and confidentiality						
Taking appropriate steps to manage information and understanding how to maintain security and confidentiality with reference to appropriate legislation and in-house procedures.						