**Animal Health Care Services – Level- III**

**Based on March 2018, Version 3 Occupational Standards**

Description: bd07067_



**Module Title:** **Providing Information to the Clients**

**LG Code:** **AGR AHC3M08 LO (1-3) LG (33-35)**

**TTLM Code: AGR AHC3 TTLM 0621v1**

**June, 2021**

**Adama, Ethiopia**

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| **LG #33** | LO # 1- Maintain accurate records |

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| Instruction sheet |
| This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:   * Identifying Information of clients and key stakeholders * Updating and maintaining records and information * Identifying appropriate and relevant sources of information * Completing workplace forms and documents * Storing and maintaining organization information * Maintaining specific information * Preparing and presenting reports * Providing client information and workplace forms   This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:   * Identify Information provided for clients and key stakeholders * Update and maintain records and information * Identify appropriate and relevant sources of information * Prepare workplace forms and documents * Store and maintain organization information * Maintain specific work place information * Prepare and present reports to concerned bodies * Provide client information and workplace forms |
| **Learning Instructions:** |
| 1. Read the specific objectives of this Learning Guide. 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 6. If you earned a satisfactory evaluation proceed to “information sheet’’ 7. If your performance is unsatisfactory, see your trainer for further instructions |

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| Information sheet 1- Identify Information of clients and key stakeholders |

**1. Information provided for clients and key stakeholders in veterinary service**

Veterinary Services and their partners play a key role in protecting animal health and welfare. Every day, they monitor, detect, notify and respond rapidly to animal diseases. They develop and implement protective animal health and welfare measures. To carry out these missions, Veterinary Services personnel rely not only on scientific knowledge and expertise, but on collaboration with key stakeholders and concerned publics. Veterinary Services need to talk to health professionals, farmers, civil society, communities, media and others who are largely unfamiliar with the scientific knowledge of the world of animal health.

In an era of globalization and rapid circulation of goods, people, animal products and live animals, effective communication has become ever more important. Enormous evolutions in information technology and transformation of how people access information have further increased the demand for experts and officials to communicate clearly, quickly and credibly about risks to animals and humans from the animal sector. In 2011, the Member Countries of the OIE adopted international standards on the communication of Veterinary Services and Aquatic Animal Health Services.

Veterinary Services communications contributes significantly to the protection of human health. With 75% of new human diseases reported to be emerging from the animal world, two-way communication between human and animal health sectors is essential. They have to communicate effectively on risks and events such as disease outbreaks. Collaboration between the two sectors is equally essential in health education and health promotion, and other risk communication activities. During outbreaks and epidemics, the two sectors must harmonise their communication on hazards, on the nature and magnitude of risks and vulnerabilities, and on actions taken to control the crisis. They must quickly identify and address perceptions, beliefs, rumours and misinformation. Timely, credible, easy to understand and trustworthy information and advice will minimise the loss of lives, disease and economic and social loss due to disease.

**1.1 Stakeholders in animal health services in Ethiopia**

Stakeholders can be defined as individuals or organizations that have a stake in a given context or policy process and have sufficient power and interest to influence it. The animal health sector has a diverse range of health providers offering different services to an equally varied animal health client and together these sector stakeholders provide and receive health care service for pets, horses and food producing animals. Distinct similarities between human and animal health services exist, as veterinarians provide a comparable service to medics and allied animal health professionals fulfil a role comparing to human health practitioners. Ethiopia has established animal health services by both the national and regional governments, and private service providers, some of which are supported by non-government organizations. Relationships between stakeholders can be represented through a stakeholder mapping approach. This enables one to identify and differentiate between stakeholder categories and analyze their mutual relationships. The network of livestock actors in Ethiopia is diverse, and there is evidence of collaboration, particularly in the areas of livestock production and animal health. Some stakeholders are more influential in the network than others. The top six stakeholders that respondents collaborate with among livestock stakeholders in Ethiopia were:

* the Ministry of Agriculture and Livestock (MoAL)
* the Food and Agriculture Organization of the United Nations (FAO)
* the Ethiopian Institute of Agricultural Research (EIAR)
* the United States Agency for International Development (USAID)
* the National Animal Health and Diagnostic and Investigation Center (NAHDIC)
* the International Livestock Research Institute (ILRI)

Evidently, government ministries and international donors are key partners in the Ethiopian livestock sector, but less obvious institutions may also be important players. The public veterinary institutions have established some contacts and communications with certain partners (e.g., local NGOs, agricultural research institutions, private entrepreneurs, etc.). However, it was realized that the contacts have been irregular and not always up-to-date in providing the desired information and feedback.

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| **Self check 1- written Exam** |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page.

**Short answer questions**

* + - 1. Give the definition of stakeholders(2 points)
      2. List the top key Livestock Stakeholders in Ethiopia(3 points)

***Note:* Satisfactory rating – 2.5 points Unsatisfactory - below 2.5 points**

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u can ask you teacher for the copy of the correct answers.

You can ask your teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 2- Updating and maintaining records and information |

**2. Keeping records**

To keep records is simply to collect relevant information that can help you to take good decisions and to keep track of activities, production and important events on services or production. Records can be about any performance of the animals, economic development, or any activity of the farmer or veterinarian. It is important to keep record keeping simple, and to keep records systematic. If records should be of use for the farmer, than they must be complete (none missing), they should be true (collected carefully). When record can't be trusted because they are not complete or true, time should not be spent on it at all.

Example the advantage of record keepings in dairy farms explained

* Be used in determining profitability of various techniques used at the farm
* Be used to keep your memory on what you did and/or what happened
* Be used in decision making, especially on a strategic level
* Be used to compare the efficiency of use of inputs, such as land, labour and capital, for example when implementing a new / alternative systems
* Help the farmer / investor in improving the efficiency of farm's operations

**2.1 Types of Records**

Livestock owner record different types of information to build a financially successful livestock enterprise. These types’ of records are described below.

* **Identification Records;** An identification method should be cheap and not harming the animal. Identification methods of animals can be sub-divided in to two. These are
* **Permanent Identification which include** tattooing (ear or under), brand (Hot iron, freeze and chemicals), ear-notching, punching, tags (ear-tags, flank-tags, tail-tags and brisket-tags; permanent if they do not fall off).
* **Non-Permanent identification include** Collars or neck or leg straps (chains), Paint and dyes
* **Breeding Records;** the importance of breeding records is to measure the productive efficiency of the herd and to enable selection
* **Production Records;** these records are useful in measuring the performance of the animals and the herd. It contributes greatly to the economic appraisal of the enterprise. It can help farmers take decisions on investments
* **Feeding Records;** Feeding records give information about the amount, type and quality of the feed. Feeding records can be used both for day to day management and adjustment of the feed ration.
* **Disease and treatment records;** Disease and treatment records are necessary to keep track of the disease events in which each animal is involved during its lifetime. It provides information about the health status of each individual animal and the whole heard, and it can help ensuring important vaccinations given at the right time.On basis of the disease and treatment records, success of interventions both for prevention and treatment can also be evaluated. Disease and treatment records can for example involve:
* Disease occurrence and date

All handlings to cure diseases (also non chemical treatment)

* Vaccination
* Treatment
* De-worming
* Postmortem

**Financial Records;** The records of the costs and earnings related to the animal farming be kept for cash analysis and enterprise appraisal.

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| Self check 2- written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page.

**Short answer questions**

* + - 1. \_\_\_\_\_\_\_\_\_\_\_ to collect relevant information that can help you to take good decisions and to keep track of activities, production and important events on services or production(2 points)
      2. Explain information must be recorded in dairy farms(3 points)

***Note:* Satisfactory rating – 2.5 points Unsatisfactory - below 2.5 points**

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u can ask you teacher for the copy of the correct answers.

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**Answer Sheet**

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| Information sheet 3 - Identify appropriate and relevant sources of information |

**3. Relevant sources of information**

Information is the lifeblood of every organization. Organization requires a wide range of information in order to operate efficiently. One of the most important things in life is ability to identify relevant sources of information from the sources available. There are three types of information:

* Primary information which is the original or raw data; this is often referred to as your 'source'. It is usually presented with little or no analysis. Examples of primary sources include: statistics, standards, legislation and company data.
* Secondary information usually takes raw data and analyses it and presents it in a format that is easier to read and understand. Reports, newspaper articles, textbooks are examples of secondary information.
* Tertiary information includes books and articles based on the research of others. They aim to explain research for a general audience.

The fact that information determines success or failure of any business entity in the 21st century, is very important to transfer useful agricultural information to end users (or smallholder farmers) in order to enable them improve their agricultural productivity. The main purpose of animal husbandry information sources is to reach farmers who cannot be contacted personally by extension workers, in the shortest possible time. Most of the rural farming households Ethiopia were highly dependent on non-formal information sources like personal experience, family, village meetings, friends and neighbors, farmer groups and model farmers in their day to day decision making process. Reliable and more timely on current issue and help farmer to make decision on which technology (or crop variety and livestock breeds) to use for agricultural production and productivity improvement.

**3.1 Choosing appropriate sources of information**

Selection of information sources is the first and most essential step in the information search process. Information comes from many different types of sources. Every type of sources has its own purposes and its own way’s of presenting information. The most important things is to is to know the difference and choose appropriate sources for the task. Researchers have investigated information resource selection for different types of user groups and tasks. There are different factors influencing selection of relevant information sources. Among these factors some of them are listed as the following.

* types of tasks
* accessibility of resources
* familiarity with resources
* ease of use of sources

For decision makers, accessibility is the most important factor in relation to frequency of use of information sources.

**3.2 Criteria to choose relevant information sources**

* Currency: The timeliness of the information is evaluated by asking question like When was the information published or posted?, Has the information been revised or updated?, Is the information current or out-of-date for your topic?, and etc.
* Relevance: The importance of the information for your needs. This can be checked by asking question like Does the information relate to your topic or answer your question?, Who is the intended audience?
* Have you looked at a variety of sources before determining that this is the one you will use? and would you be comfortable using this source for a research paper?
* Authority: The source of the information
* Accuracy: The reliability, truthfulness, and correctness of the informational content

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| Self check 3- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page.

**Short answer questions**

1. What are the reasons/factors that affect users' selection of information sources?(2 points)
2. How are types of tasks, accessibility of sources, and familiarity with sources associated with users' selection of information sources?(4 pints)

***Note:* Satisfactory rating – 3 points Unsatisfactory - below 3 points**

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**Answer Sheet**

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| Information sheet 4- Completing workplace forms and documents |

**4. Workplace documentation**

Documentation refers to a set of records that exist online, on paper or hard drives. It is material that provides evidence or information to serve as a record. In the workplace, documentation is retained records of employment and company actions and events as required by legal mandates and company policy. Maintaining a system of organized, accurate and consistent documentation in the workplace is both necessary and beneficial. Making documentation a priority, especially when it comes to the company’s HR department, can help mitigate disputes, offer resources when they are needed and answer important questions about the company. The most common workplace documents involve maintaining both formal and informal records about employment events. This can include items such as:

* Actions
* Contributions
* Disciplinary actions
* Disputes
* Investigations
* Performance evaluations
* Policy violations

Documentation can guide managerial staff on employee promotions, disciplinary actions, pay raises and terminations. Documentation should always be factual, supporting insights without relying on the opinions of others.

**4.1 Reason for workplace documentation**

While there are many reasons maintaining a consistent, organized system for documentation can help you and your organization to be successful, here are three main categories to consider:

* It demonstrates professionalism; Documentation shows both employees and customers that you are committed to safeguarding critical information and are dedicated to providing stakeholders with factual information as needed. The practice of maintaining accurate documentation alone provides an accessible, manageable framework for addressing issues that benefits everyone
* It provides helpful guidance for performance; documenting your processes ensures consistency, efficiency and standardization for everyone following them to perform at their best and be clear on your expectations. Taking the time to document each of your procedures in a step-by-step format will save time and money in the long run
* The business can be more profitable; Documenting information and processes saves important and costly employee time by offering answers to questions in an accessible way.

**Formal vs. informal documentation**

While certain documentation such as records of employment should be formal, it is appropriate for others to be informal. Informal documentation can even consist of notes or letters saved in an employee's personnel file. If an employee writes down a suggestion and gives it to management, they can file it away for future reference. Email and online interoffice communications can also serve as informal documentation when the need arises.

**Consequences of improper documentation**

Many governmental and private organizations require thorough documentation performed in a specific way. If organizations fail to maintain organized records, some of the consequences may include:

* Ongoing audits
* Improper billing
* Inefficiencies for employee growth
* Lost revenue
* Compromised safety

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| Self check 4- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page.

**Short answer questions**

* 1. \_\_\_\_\_\_\_\_\_\_ refers to a set of records that exist online, on paper or hard drives. It is material that provides evidence or information to serve as a record (1 points)
  2. List the types of workplace documentation(3 points)
  3. Explain the consequence of improper documentation(2 points)

***Note:* Satisfactory rating – 3 points Unsatisfactory - below 3 points**

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**Answer Sheet**

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| Information sheet 5- Storing and maintaining organization information |

**5. Maintaining workplace information**

Any information that is collected and processed within an organisation must be accessible when it is required. This makes it easier for the organisation to make decisions, and ensures it is projecting a professional image. Customers will be confident that the organisation carries out its activities with confidence and efficiency. Each workplace relies on the exchange of information to carry out its daily business. Information is passed from employee to employee, customer to employee, supervisor to team member, supplier to customer, and so on. Dealing effectively with information and records is necessary and important for all organizations. In offices large and small, private and public, for-profit and not-for- profit, people create and destroy records, file and misfile them, and store them in boxes, desks, and cabinets. Eventually, the records accumulate and are a nuisance as they become more and more difficult to use and store.

A records maintenance program, usually referred to as a records program, is a systematic plan for dealing efficiently with organizational records. It is an important management tool, giving a group control over its records so that material is useful to the organization and the community.

The quantity and variety of information kept by an organization can be huge. Information needs to be sorted into related groups so that it can be stored easily and found when needed. An organization’s success depends largely on how well it manages its information. You need to be familiar with the type of information used in your job and the way records are organised so you can collect, file, store and find information quickly and easily. Finding and using information is a large part of many jobs, so knowing how to deal with it is an important workplace skill.

**5.1 Collecting Information that meets the organization’s needs**

Information is constantly received, used, stored, prepared and distributed in the workplace. Everyone is involved it doesn't matter if you manage stock and prepare meeting agendas. Every workplace is different and requires different types of information to keep it running smoothly, efficiently and profitably. In veterinary service delivery collecting information like clinical records document information relating to the patient, such as clinical findings, test results, treatment plans, outcomes and communications that are relevant to clinical decision making information are collected.

**General consideration about workplace information**

* Workplaces rely on the exchange of information to carry out their daily business. Dealing effectively with information and records is a necessary and important task for all employees.
* Common types of workplace information include messages, correspondence, computer files, sales records, product information, forms, computer databases, accounts records, personnel records, minutes of meetings, library collections, promotional material and printed products.
* Information sources may include colleagues, computer networks, individual computers, electronic archives, electronic storage, paper filing systems, newspapers, magazines and journals.
* When collecting information, you need to understand what you have to collect, who the information is for and when the information is needed. The information must be relevant, current and appropriate.
* Understand and follow relevant legislation and your organisation's policies and procedures for collecting information.
* It is crucial to maintain security and confidentiality at all times when dealing with information.
* To process information quickly and efficiently, you need to know how to use the business equipment and technology in your workplace.

**5.2 Maintaining information and filing systems**

Maintaining an information system means keeping records up to date. All information within the system should be current and easy to access. Updating records is a day-to-day task for any organisation. The specific procedures for doing this may vary from place to place. Keeping records up to date might include modifying particular records by changing information or adding information to them. Some records need to be updated when policies, procedures, legislation or regulations are changed. Part of your job may be to replace old information in the organisation's files with updated information. Inaccurate records cause problems and confusion. If somebody looks at a record and the information is inaccurate or missing, at best they may need to spend time sorting out what the correct information is. At worst, it may affect the organisation's reputation.

**Analyzing records and records systems**

Information in the form of documents can be categorized as records and non-records. Records are official documents valuable enough to be retained and stored in a format for future use. Non-records are of temporary use and eventually disposed of. Records are either active or inactive and classified according to use. Active records are accessed and utilized in the current administration of business functions. Inactive records are no longer referred to on a regular basis but still of limited importance.

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| Self check 5- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Choose the correct answer from the given alternative(2 points each)**

* 1. Maintaining an information system means\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
     1. Maintaining an expired information c. keeping records up to date
     2. Removal of an organization information d. none
  2. Information sources may include a. newspaper b. magazine

c. colleagues d. electronic archives e. all

* 1. Every workplace is different but requires the same types of information to keep it running smoothly, efficiently and profitably
     1. True b. false

***Note:* Satisfactory rating – 3 points Unsatisfactory - below 3 points**

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**Answer Sheet**

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| Information sheet 6- Maintaining specific information |

**6.1 Maintaining security and confidentiality when handling information**

It is extremely important that you understand and follow your organisation's requirements when handling confidential information. You need to be familiar with your workplace's policies and procedures on:

* maintaining data security
* sending confidential information
* collecting, capturing and updating confidential information
* filing secure information.

It is crucial that you are guided by your workplace policies and procedures and understand how these laws affect the way you work.

**Keeping information secure**

Most organizations have at least some files that are not appropriate for general circulation. These may include personnel files, performance appraisal documents and sensitive material such as the business's strategic plans. For example, files containing personal information about employees should not be available to everyone. The only people who need to view these files are managers, human resources staff and the employee the file is kept for.

All files, confidential or not, are the property of the organisation. Employees must be careful not to release information to the public, competitors or anyone else outside the workplace. Files that are confidential, or have restricted access, are generally kept separate from the main filing system. Sometimes they are tagged to indicate their security rating (for example, general, personal, restricted, confidential, secret and top secret).

Methods used to keep confidential or restricted files secure include:

* keeping hard-copy files locked
* requiring signed authorisation from a manager for access to files
* using passwords to access restricted computer files
* storing confidential computer files on a CD or other storage device rather than on the hard drive
* using encryption, a method in which the computer file is coded and requires a decoding key to open and translate the file.

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| Self check 6- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

* 1. Explain maintaining security and confidentiality of handling specific workplace information (3 points)
  2. Describe methods used to keep confidential or restricted files secure(2 points)

***Note:* Satisfactory rating – 2.5 points Unsatisfactory - below 2.5 points**

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**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 7- Prepare and present reports |

**7.1 Preparing Report**

A report is a written presentation of factual information based on an investigation or research. It is any informational work made with an intention to relay information or recounting certain events in a presentable manner.

* Reports are often conveyed in writing, speech, media, or film.
* Report is an administrative necessity.
* Most official form of information or work is completed via report.
* Report is always written in a sequential manner in order of occurrence.
* Reports form the basis for solving problems or making decisions, often in the subjects of business and the sciences.
* The length of reports varies; there are short memorandum (memo) reports and long reports. Most often you will be asked to write a long report.

What makes an effective report?

* Clear, concise and accurate
* Easy for the audience to understand
* Appropriate for the audience
* Well organised with clear section headings

**7.2 Types of Report**

There are two types of report. These are the formal and informal report

* Informal report; the informal report functions to inform, analyze, and recommend.
* It usually takes the form of a memo, letter or a very short international document like a monthly financial report, monthly activities report, research and development report, etc.
* This report differs from the formal report in length and formality.
* It is written according to organization style and rules, but usually does not include the preliminary (front) and supplemental (back) material.
* There are many elements of the informal report: e.g. progress report, sales activity report, personnel evaluation, financial report, feasibility report, literature review and credit report
* Formal report; the formal report is the collection and interpretation of data and information. The formal report is complex and used at an official level. It is often a written account of a major project. Examples of subject matter include new technologies, the advisability of launching a new project line, results of a study or experiment, an annual report. Formal report can be categorized as: Informational reports, Analytical reports and Recommendation reports.

**7.3 Format or report structure**

Although, there is no set report writing format, however, there are general sections that should be included. Unlike essays, reports are written in sections with′ headings and sub-headings, which are usually numbered. There are numerous possible formats available for writing a report, and it mostly depends on the context of topic. Below given are the components of a report in which they would occur:

* Title page: It should include the title, your name and the name of the tutor to whom it is being submitted, date of submission, your course/department. The logo of the organisation should also be printed.
* Acknowledgements: A list of people and organisations who have helped you in the compilation of report and other related work.
* Contents page: A clear, well-formatted list of all the sections and sub-sections of the report. Page numbers should be marked correctly.
* Abstract: A summary of the major points, conclusions, and recommendations should be written to give a general overview of report.
* Introduction: The first page of the report needs to have an introduction. You will explain the problem and show the reader why the report is being made.
* Body: This is the main section of the report. There needs to be several sections, with each having a subtitle. The various sections include Review of Literature, Materials and Methods and Results. A discussion section can also be included at the end of the body to go over by findings and their significance.
* Conclusion: A conclusion should draw out the implications of your findings, with deductions based on the facts described in your main body. The significance and relevance of study is discussed in this section.

Report as a means of internal communication; a report acts as an effective means of communication within the organization. It provides feedback to employees. It is prepared for the information and guidance of others connected with the matter / problem.

Report facilitates decision making and planning;report provide reliable data which can′ be used in the planning and decision making process. It acts as a treasure house of reliable′ information for long term planning and decision making.

Report gives information to employees;Reports are available to managers and′ departments for internal use. They are widely used by the departments for′ guidance. Report provide a feedback to employees and are′ useful for their self-improvement.

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| Self check 7- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

* 1. \_\_\_\_\_\_\_\_ is a written presentation of factual information based on an investigation or research( 1 point)
  2. Describe the advantage report when used as a means of internal communication(2 points)
  3. Discuss criteria used to evaluate the effectiveness of a report(3 points)

***Note:* Satisfactory rating – 3 points Unsatisfactory - below 3 points**

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**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 8- Providing client information and workplace forms |

**8.1 Client information forms**

A client information form is also known as prescription paper/forms in veterinary medical services. The information pertaining to the client is very essential for a lot of companies and businesses as it serves as the document that lists all the things that the company needs to know for them to do specific services. The client information form not only gathers pertinent information about clients and their animals, but also helps lay the groundwork for good communication. As the field of veterinary medicine moves toward client-centered interactions, it is important that veterinarians acknowledge clients' searches for information and discuss the information. Accurate and complete records are essential in veterinary practice. The veterinarian should know the client and have clinical records relating to the client's animal(s). In the case of a new client, the veterinarian should personally familiarise him/herself with the client and their animal or herd (by establishing the clinical history and performing appropriate clinical and pathological examinations), and commence keeping appropriate records, prior to dispensing drugs or treatment of animals.

**8.1 Importance of recording clients/patient information in veterinary practice**

Veterinary medical records include forms, documents, and logs which record the treatment and care of animal patients. These are dynamic documents that record the sequence of events each time the veterinarian sees or communicates with that particular client. The records are benchmarks and serve as detailed written descriptions of each patient's medical condition, its progress and its resolution or outcome. In addition to these purpose, medical records also facilitate rapid retrieval of patient and client information. Records also provide written documentation of medical decisions and client consents for legal purposes. This is providing protection to the veterinarian and clinic staff.

Records also provide valuable statistical information about the client or animal population and how the practice should be headed to meet all the needs and wishes of the public it serves. The patient record comprises the core of the veterinary patient medical records and is therefore simply referred to as "the medical record". It contains the pertinent facts about the patient's life and health history.

**Information to be recorded includes:**

**Owner's information**

* Names (Include different last names)
* Address
* Phone number - more than one is better, and an emergency contact may be good too. Include cell phone number if have.
* Client workplace info and phone numbers.
* Client financial status and methods allowed for payments of services.

Established clients should have the accuracy of their addresses and telephone numbers  
verified at each visit. Changes should be made immediately.

**Animal's Information**

* Species, breed, colour, sex and reproductive status, age, name and history of an animal.

In general the clients and patients information forms prepared and provided must be clear, concise, factual, and legal and meet organizations requirements.

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| Self check 8- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

* 1. **\_\_\_\_\_\_\_\_** is also known as prescription paper/forms in veterinary medical services(1 point)
  2. Discuss importance of recording clients/patient information in veterinary practice(2 points)
  3. Write personal and patient information to be recorded in veterinary medical services(2 points)

***Note:* Satisfactory rating – 2.5 points Unsatisfactory - below 2.5 points**

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u can ask you teacher for the copy of the correct answers.

You can ask your teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

Rating: \_\_\_\_\_\_\_\_\_\_\_\_

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| **LG #34** | LO # 2- Handle organization correspondence |

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| Instruction sheet |
| This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:   * Establishing incoming correspondence. * Preparing and dispatching outgoing correspondence   This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:   * Identify established correspondence * Prepare and dispatch outgoing correspondence |
| **Learning Instructions:** |
| 1. Read the specific objectives of this Learning Guide.  2. Follow the instructions described below.  3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.  4. Accomplish the “Self-checks” which are placed following all information sheets.  5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).  6. If you earned a satisfactory evaluation proceed to “information sheet’’  7. If your performance is unsatisfactory, see your trainer for further instructions |

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| Information sheet 1- Establishing incoming correspondence |

**1. Correspondence**

**Introduction**

Letter writing or correspondence is an umbrella word to denote communication between persons, a person and an organisation(s), communication between two bodies or organisation(s), or communication between an organisation and an individual, and so on. Basically it refers to the letters we receive as well as the ones we send to persons or organisations. Letters or correspondence varry from formal, semi-formal and informal letters. Correspondence is the most important channel through which business communication and official communication takes place in any written or digital form between two or more parties. It may be in the form of letters, memos, e-mail messages, text messages, fax messages, voicemails, notes etc. Are those mail received in the registry from different source for example, from outside or inside of the organization, from individual and institution. Registry staff must deal promptly and accurately with many type of correspondence. Incoming correspondence in any organisation are very important since they form part of the records an organisation may keep. Most incoming correspondence come into an organisation carrying messages containing very important information that at times need feedback or reply which is written mostly inform of letters therefore leading to a process called outgoing mails. Incoming and outgoing correspondence help in performing business transactions in organisations.

**1.1 Registering incoming Correspondence**

Incoming correspondence may reach the registry in number of ways. Some will come through the email, some by hand and some by fax. There will also differences in the way in which items are addressed. Some will be addressed to the manager or department, some to individuals either by name or by title of office. Other items may be either inadequately or illegibly addressed. Some items will bear security or privacy markings, such as ‘confidential’ or ‘personal’. Some mail may contain money or other valuable items, which will need to be carefully recorded and accounted for in the Registry.

**Inward Correspondence Register and Mail Folder**

After the mail has been opened and all enclosures accounted for, each letter or memorandum must be registered by a designated officer in the Inward Correspondence Register. All columns of the Register must be completed. The details to be entered initially are:

* Serial number (the next number in sequence)
* Date of the letter
* Date the letter was received
* From whom the letter was received
* Reference given by the writer of the letter
* Subject of the letter

The following information should be recorded in the Inward Correspondence Register:

* Name or title of the action officer to whom the file was passed, and the date the letter was filed
* Number of the file on which the letter was placed

The file must be delivered to the relevant action officers without delay.

**1.1.2 Types of Correspondence**

There are three types of correspondence. These are business correspondence, official correspondence and personal correspondence.

**Business Correspondence**

Business Correspondence means the exchange of information in any written format inside an organization (intra-organization i.e. within a business), between two or more organizations (inter-organization) and between the customer and organization. The whole Business Correspondence should, preferably, be done on the letter-head of the organization. It is through letters that an organization can build good relations with different 2 parties i.e. customers, suppliers and service providers.

**Official Correspondence**

Official Correspondence define official work letter and include all action of work in an office. The letters are written between different offices and departments of government, autonomous bodies and government and semi-government bodies. Like business letters the official letters are not friendly. There is no personal touch. Official Correspondence include Official Letters, Office Memorandum (Memo), Office Order, Circular Letters, Endorsements, Notifications, Resolutions and Press Release. All official correspondence received will be dated and recorded in a file created for that purpose. This includes mail delivered by hand, by post or by facsimile. All incoming mail will be handed to the manager who will distribute the mail to appropriate staff. All incoming mail that needs action must be done within 3 working days. Any mail to be actioned that requires longer than 3 working days, the author will be acknowledged in writing with appropriate advice.

**Personal correspondence**

Any letter or form of written content based on personal factors or emotions indicate personalised correspondence. This may be a letter of appreciation or gratitude, letter of recommendation or introduction etc.

**1.1.3 Importance of correspondence in business and government offices**

Written communication enables an organisation to initiate business transactions and further its operations for survival and growth. Correspondence fulfils diverse needs of business and government organisations. The significance of correspondence can be understood from the following:

* It facilitates the building and maintaining of relationships
* It helps in creating and maintaining goodwill of the organization. Through letters for correspondence, complains or suggestions of the customers may be enquired to better cater to their needs.
* It makes communication convenient in an inexpensive manner.
* Correspondence serves as evidence to all operations and dealings of the organization
* It helps in easier expansion of the business.
* It sets up a formal communication ground between the organisation and the different stakeholders

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| Self check 1- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Define correspondence (2 points)

2. Describe significance of correspondence in business and government offices (2 points)

***Note:* Satisfactory rating – 2 points Unsatisfactory - below 2 points**

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**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

Rating: \_\_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 2- Preparing and dispatching outgoing correspondence |

**2. Outgoing correspondence**

**Handling outgoing mail**

Every letter living the registry must quote the full address and file and letter reference of the originator, as well as the reference(s) of any other correspondence quoted in the text of the letter. Security or privacy markings are typed in prominent position at the top and bottom of each sheet. Once a letter has been signed by an action officer it must be return to the registry for dispatch. The registry staff will inter its details in the out going correspondence register and in the dispatch book that the office attendant takes on his rounds

**Outgoing Correspondence Register**

The registry staffs are responsible for maintaining a record of what is dispatched. The following details about letters leaving the office must be entered

* Date letter received for dispatch
* Date dispatched
* To whom sent
* Ref number of the letter
* Subject of the letter
* Whether the letter is to sent by the post office or dispatch book

**Dispatch Book**

This records correspondence which is to be taken by messenger and shows that it been safely delivered. It include details such as

* Date of letter
* Date of dispatch
* To whom sent
* Reference number of the letter
* Name and signature of receiving officers and date.

Handling of outgoing mail involves the following steps:

* 1. Collect mail from out trays regularly
  2. Check for signature
  3. Check for and insert enclosures with letters
  4. Sort into first class, second class and special delivery
  5. Weight letters/packets heavier than standard postage
  6. Apply appropriate postage stamp or franked impression
  7. Enter postage used in postage books
  8. Take to post office in separation categories
  9. Send fax messages
  10. Printout fax report as proof of sending

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| Self check 2- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Who is responsible for maintaining outgoing correspondence? (2 points)

2. Explain the difference between incoming and outgoing correspondence (2 points)

***Note:* Satisfactory rating – 2 points Unsatisfactory - below 2 points**

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**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| **LG #35** | LO # 3- Provide information as required |

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| Instruction sheet |
| This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:   * + Collecting and maintaining information of the organization.   + Preparing and presenting information to audience.   + Collecting and maintaining client statistics   + Utilizing appropriate processes to handle and process data   This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:   * Collect , organize and maintain workplace information of the organization * Prepare and present information to audience * Collect and maintain clients statistics * Handle and processes appropriate data |
| **Learning Instructions:** |
| 1. Read the specific objectives of this Learning Guide.  2. Follow the instructions described below.  3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.  4. Accomplish the “Self-checks” which are placed following all information sheets.  5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).  6. If you earned a satisfactory evaluation proceed to “information sheet’’  7. If your performance is unsatisfactory, see your trainer for further instructions |

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| Information sheet 1- Collecting and maintaining information of the organization |

**1. Collecting, indexing and maintaining information of organization**

Information is collection of facts organized in such a way that they have additional value beyond the value of the facts themselves. Information is knowledge that one derives from facts for effective functioning of systems placed in the right context with the purpose of reducing uncertainty regarding the alternative courses of action as they are based on description and measurement of attributes of various entities associated with the enterprise. Information sources vary from workplace to workplace. Every organisation does things differently. Part of finding your way around any new workplace is learning where to find the various types of information you need. The more familiar you are with your organisation, the more efficient you will become. Information sources include:

* colleagues such as team members or other staff
* individual computers
* computer networks or an intranet (a private computer network inside a company or organisation)
* electronic archives

Information can be collected in a variety of ways. For example by email, post, printer or fax, or through the internal mail. Information system is a combination of people, equipment (such as computer) database and application programs, machine procedures which are organized in such away which enables the conduct and control over a function a process in an organization.

Information is not accurate or complete. Information can be of little value to the organization. If information is not relevant, not delivered to decision makers in a timely fashion, or too complex to understand. Valuable information can help people and their organizations perform tasks more efficiently and effectively. It helps managers decide whether to invest in additional information systems and technology.

**Nature and types of Information in Organizations**

Organizational information is equivocal. Information stimuli come from several sources, and their interpretations are frequently ambiguous or conflicting. There are five organizational information types.

These are;

* Descriptive information
* Probabilistic information
* Explanatory and evaluative information
* Unexpected information

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| Self check 1- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Write sources of information in an organizations (4 points)

***Note:* Satisfactory rating – 2 points Unsatisfactory - below 2 points**

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**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 2- Preparing and presenting information to audience |

**2. Prepare and present information**

There are many situations in the workplace where you may need to present information to different audiences, such as your co-workers, supervisor, students, or community members. Whether you are presenting a summary report on the completion of a project or an annual report on services offered, it is important to present the information effectively so that the audience understands and remembers the key message of the presentation. Giving a successful presentation can be broken down into two stages: preparing for the presentation and delivering the presentation. The following provides tips for proper preparation and smooth delivery.

**Tips on preparing for a presentation**

* Follow the KISS rule: Keep it short and simple. Make sure that the information you include in your presentation introduces your main message and is supported by your key points. Avoid including nonessential material by asking yourself if it’s a need-to-know fact or a nice-to-know detail. Too much information can make the audience confused on what the main message is.
* Be organized; create an organized and structured presentation so that it’s easy for the audience to follow and understand you. Start with a clear opening that introduces your key take-away, follow up with the body which includes several points to support your message, and then close with a conclusion to wrap up your idea.
* Use facts, not generalities; Support your message with facts that are memorable and verifiable. Remember to cite your sources or be prepared to provide the data that allowed you to reach that conclusion.
* Include visual aids; Identify the correct chart or graph you need in order to highlight a trend. For example, bar graphs are best suited for comparisons while pie charts show how something is broken down. Make sure your graphs aren’t overly complicated, otherwise the information will look crowded and confusing.
* Include visual aids. Identify the correct chart or graph you need in order to highlight a trend. For example, bar graphs are best suited for comparisons while pie charts show how something is broken down. Make sure your graphs aren’t overly complicated, otherwise the information will look crowded and confusing.
* Know your audience. Is your audience your fellow co-workers that work in the same field as you or are they community members that only have elementary knowledge of your topic? Consider your audience as you write your presentation and make sure it is at a technical level they can understand.
* Choose a clean design. When designing your slides, use a background that is a simple, single color and choose large fonts with simple faces like Arial, while avoiding boldface, italics, and all-caps. This helps your audience keep their focus on your message instead of getting distracted by a flashy design.
* Practice multiple times in advance. Practice your presentation multiple times to become familiar with the flow of your material and also consider a dress rehearsal. You’d be surprised at how different your posture can be when wearing formal clothing. In addition, check ahead of time that the room you’re presenting in has the correct equipment and that you know how to use the projector.

**Tips on delivering a presentation**

* Pace yourself; pay attention to the speed at which you are speaking. If it’s too fast, the audience will have a difficult time hearing everything you say and may miss key points. If you find yourself speaking too quickly, take a deep breath and then continue at a moderate pace.
* Build rapport with your audience; engage your audience by smiling, making eye contact, and paying attention to your body language. Keep your body language open and inviting.
* Don’t read from the slides; Avoid reading directly from your slides, your audience can already read the slides on their own. Instead, add validating points or expand on a topic from the slide.
* Pay attention to your listeners; observe your audience and note how they look. Do they look confused? Engaged? Bored? Respond to what you see by providing further details or asking a follow up question.
* Be prepared for questions; you may have some audience members that ask questions throughout your presentation or at the end. Decide how you’ll answer them depending on the situation.

After delivering your presentation, identify someone in the audience that seems trustworthy and ask them for feedback on your presentation. You will be able to find out the positive things you should keep doing and the things that you can improve on.

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| Self check 2- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Explain tips for preparing successful presentation (3 points)

2. What are the two stages of preparing presentation? (1 point)

***Note:* Satisfactory rating – 2 points Unsatisfactory - below 2 points**

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You can ask your teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information 3- Collect and maintain client statistics |

**3. Clients Statistics**

Data is one of today’s most valuable resources in organization. Collecting information about customers/clients allows companies to understand their interests and needs better. There are a variety of methods for collecting data, and it’s hard to choose the best one. There are different types of clients’ data or statistics collection forms. These are;

* Survey
* Asking direct questions to your customers is probably one of the most popular, and also an effective method of gathering data. Web-based surveys are definitely quick and easy for the respondents. They usually have limited answers to choose from with a few open questions. Such a secure form of questionnaire sometimes leaves no place to share the actual thought of one customer or his in-depth impression.
* Interviews
* A one-on-one interview is probably the most personal method to choose from. The interview is ideal when you want your data analytics to be in-depth. It allows you to ask specific questions, and if the answer is not clear enough, you can always follow-up with another question. Unfortunately, results of such interviews are at the risk of being generalized based on conclusions, and it shouldn’t be done.
* Focus group
* Focus groups are basically the same as interviews but conducted in a group. Ideally, the focus group should have between three to ten people maximum, plus a moderator. The general idea of a focus group is that each participant can share the opinion, but it also leaves a place for discussion within the group. Thanks to such a method, you can get highly detailed data from representatives of different target groups. But it also lies in the hand of the moderator to control this type of interaction, as well as trying to keep the results qualitative and measurable.
* Online tracking
* Your website or app is the perfect tool for collecting data about customer behaviour. Each person that visits your website automatically creates the data. Therefore you have access to information about how many people visited your site, how long they stayed, what they clicked, and where they got lost. Tracking customers behaviour allows you to have greater insight into their preferences. You can track not only customers’ behaviour but also their transactions.

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| Self check 3- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Discuss advantages of collecting client’s statistics (3 points)

2. Describe the different types of clients’ data or statistics collection forms (3 points)

***Note:* Satisfactory rating – 3 points Unsatisfactory - below 3 points**

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You can ask your teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

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| Information sheet 4- Utilize appropriate processes to handle and process data |

**4. Data Handling and Processing**

Data handling refers to the process of gathering, recording and presenting information in a way that is helpful to others - for instance, in graphs or charts. Data handling is also sometimes known as [statistics](https://www.twinkl.co.uk/teaching-wiki/statistics). Data handling is a set of skills, which includes:

* Collecting data using a planned methodology.
* Recording data with precision and accuracy.
* Analysing data to draw conclusions.
* Sharing data in a way which is useful to others.

Data handling is important in ensuring the integrity of research data since it addresses concerns related to confidentially, security, and preservation/retention of research data. Proper planning for data handling can also result in efficient and economical storage, retrieval, and disposal of data. In the case of data handled electronically, data integrity is a primary concern to ensure that recorded data is not altered, erased, lost or accessed by unauthorized users. There are two ways of data handling.

* Electronic data handling; it includes computer workstations and laptops, flash disk, storage media such as videotape, CD, DVD, memory cards, and other electronic instrumentation
* Non- electronic data handling such as paper files, newspaper, journals, and laboratory notebooks.

Data can be represented in different types, for eg:

* Bar Graph.
* Pictograph.
* Line Graph.
* Stem and Leaf Plots.
* Histogram.
* Dot Plots.
* Cumulative Tables and graphs.
* Frequency Distribution.

**Considerations/issues in data handling**

Issues that should be considered in ensuring integrity of data handled include the following:

* Type of media containing data and its storage capacity, handling and storage requirements, reliability, longevity (in the case of degradable medium), retrieval effectiveness, and ease of upgrade to newer media.
* Data handling responsibilities/privileges, that is, who can handle which portion of data, at what point during the project, for what purpose, etc.
* Data handling procedures that describe how long the data should be kept, and when, how, and who should handle data for storage, sharing, archival, retrieval and disposal purposes.

**Data processing**

What do you mean by Data Processing?

**Data processing** is the conversion of data into usable and desired form. This conversion or “processing” is carried out using a predefined sequence of operations either manually or automatically. Most of the processing is done by using computers and other data processing devices, and thus done automatically. The output or “processed” data can be obtained in various forms. Example of these forms includes image, graph, table, charts or any other desired format. The form obtained depends on the software or method used.

**Importance of data processing**

Importance of data processing includes increased productivity and profits, better decisions, more accurate and reliable. The need to process data is now widely realized and reflected in every field of work. It is a multidimensional process which is involved in almost every field of human life. There are various [data processing methods](https://planningtank.com/computer-applications/data-processing) which include manual data processing, mechanical data processing and electronic data processing. Data processing is one of the most important daily tasks especially when dealing with big data. However, the methods used for processing largely depend on the following

* The volume of data that need to be processed
* The complexity of data processing operations
* Capacity and inbuilt technology of respective computer system
* Technical skills
* Time constraints

Nowadays more and more data is collected for academic, scientific research, private & personal use, institutional use, commercial use. This collected information needs to be stored, sorted, filtered, [analyse and presented](https://planningtank.com/planning-techniques/data-presentation) and even require data transfer for it to be of any use. This process can be simple or complex depending on the scale at which collection is done and the complexity of the results which are required to be obtained. Processed data makes it easy to arrange it by type and information; it saves a lot of space.

Data processing is a field that has numerous applications in most fields like business, education, healthcare, research and more. The importance is increasing with the increase in advancement in areas like data science, machine learning, artificial intelligence, data quality and data security etc.

Some of the many purposes that call for an efficient data processing and important ones are mentioned below**:**

* Yields better results & increases productivity
* Report Making is simplified
* Speed, accurate and more reliable
* Storage and distribution is easy when data is processed
* Cost reduction by eliminating the need to collect data again and again
* Safe and secure
* easy to validate actions and changes
* easy to handle claims
* helps to save time

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| Self check 4- Written Exam |

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

**Short answer questions**

1. Explain the difference between data handling and data processing (2 points)

2. What are the two ways of data handling? (2 points)

3. Write the purpose of data processing (4 points)

***Note:* Satisfactory rating – 4 points Unsatisfactory - below 4 points**

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You can ask your teacher for the copy of the correct answers.

**Answer Sheet**

Score = \_\_\_\_\_\_\_\_\_\_\_

Rating: \_\_\_\_\_\_\_\_\_\_\_\_

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**Acknowledgement**

We wish to extend thanks and appreciation to the many representatives of TVET instructors and respective, and Oromia TVET expertise donate their time and knowledge for the development of this Teaching, Training and Learning Materials (TTLM).

We would like also to express our appreciation to **Holeta Polytechnic College** and the **World Bank Project** who made their effort by organizing, planning, and financial supporting for development of this Teaching, Training and Learning Materials (TTLM) with required standards and quality possible. This Teaching, Training and Learning Materials (TTLM) was developed on June 2021 at Adama, Pan-Afric Hotel.

**The trainers who developed the learning guide**

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