ASTH207
Use organisational IT systems in a housing context

Overview

This standard is about entering information onto the IT software packages used within your housing organisation. It is about following correct inputting and storage procedures as well as maintaining customer confidentiality.

IT software packages used in housing may include property management systems, rent accounting systems, void monitoring and customer relationship management systems.

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Performance criteria

You must be able to:

P1   identify the software packages used within your organisation and their contribution to operational efficiency in a housing context

P2   access, input and manipulate data on those IT systems which you are authorised to use

P3   follow procedures which ensure the confidentiality and security of data to which you have access

P4   operate within the limits of your authority when using IT systems

P5   report problems to the appropriate person

P6   identify sources of support in maintaining your knowledge and competence in the use of IT systems

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Knowledge and understanding

You need to know and understand:

K1 the types of generic software packages used in your organisation and their primary features

K2 the role of specialist housing software including rent accounting systems and monitoring of voids

K3 the correct sequence for opening and closing generic software packages

K4 how to input and manipulate data

K5 the importance of maintaining customer confidentiality and ways of doing this

K6 how your organisation complies with data protection legislation

K7 how data is protected and kept secure

K8 your own role in maintaining the confidentiality and security of data

K9 the limits of your own authority to use IT systems and manipulate data

K10 the health and safety regulations which apply to the use of display screen equipment

K11 how to report IT problems and where to seek support

K12 how to report breaches in confidentiality as necessary

K13 sources of support in order to maintain your own competence to operate IT systems

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