Overview

This standard describes standards for receiving, transmitting, storing and retrieving information. This standard covers information both within an organisation and between a number of organisations. You are expected to receive and transmit information by face to face, written, electronic and telephonic means, and maintain, store and retrieve records as and when required.

This standard covers both electronic and manual recording systems and relates to records of individuals, suppliers and the organisation.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

P1   accurately record received information consistent with organisational policy

P2   take messages accurately and pass them on clearly, to the correct person, using an appropriate method

P3   transmit messages at a time and using a method consistent with their urgency

P4   transmit information accurately and completely in the required form, consistent with legal and organisational requirements

P5   provide information required by others within the agreed time and using means appropriate to the situation

P6   take appropriate measures to safeguard the confidentiality of information which is received or transmitted

P7   take the appropriate action when there are difficulties in the receipt or transmission of information

P8   identify the records as correct in relation to their intended purpose

P9   keep accurate, legible and complete information on records which are to be transferred to another location

P10 make entries in records that are legible, accurate and complete

P11 send items for despatch to the correct location and on time

P12 store confidential records, when they are not in use, in a safe location in accordance with organisational policy

P13 file records correctly after use

P14 report any problems with maintaining, storing or retrieving records to the appropriate person with minimum delay

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Knowledge and understanding

You need to know and understand:

K1 the legal framework in which access to, and transmission of, information is set

K2 your responsibility under relevant legislation and organisational policy (such as the Data Protection Act and the Access to Health Records Act)

K3 why records which are confidential should be marked to indicate this

K4 why information received should be accurately recorded

K5 why it is important to file records again correctly after use

K6 why it may be necessary to confirm the provision of information to others indifferent circumstances

K7 why it is important to take messages accurately and the potential effects of not so doing

K8 the information which is required and the timescale that is necessary for its provision

K9 the different purposes for which information may be required and the degree of detail necessary for these different purposes

K10 the sensitive nature of the information which you might have to deal with and how this can best be managed

K11 the extent to which messages may differ in importance

K12 the particular aspects which have to be taken into account regarding how information is transmitted

K13 the sort of problems which may arise during the maintenance, storage and retrieval of records and the reasons for reporting these without delay

K14 how to assess the information needs of others

K15 methods of modifying communication appropriate to the individual concerned

K16 effective ways of maintaining confidentiality in any situation

K17 the different methods of obtaining information and those which are appropriate to different circumstances and/or different information

K18 ways of refusing to provide information whilst remaining polite and helpful

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Additional Information

External Links
This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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Originating organisation	This NOS was originally developed by the Care Sector Consortium as Unit CU5.
Original URN	SS07
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
Suite	Support Services
Key words	Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security