SFJCCDA1.3
Search databases and sources of information

Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to obtain information efficiently using databases and other sources of information in accordance with their organisational procedures/guidelines. It is also designed to ensure that the individuals are aware of the relevance of required information, appropriateness of the method deployed to obtain this required information and its impact on others.

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You must be able to:

P1 follow organisational procedures at all times
P2 maintain your own personal safety
P3 work in a way that ensures the safety of others
P4 identify the best source of information
P5 obtain information through the research technique that is appropriate to the information source
P6 validate the information you obtain
P7 report to relevant parties information that might affect the case
P8 record your findings in accordance with organisational requirements
P9 meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

K1   the requirements of organisational procedures
K2   the limits of your authority
K3   why a method of obtaining information is relevant
K4   who might be affected and why
K5   how to validate information and why it is important to do so
K6   the relevance of the information

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. Information sources: electronic systems*; formal reference sources; customer-derived information; local knowledge/third party.

*includes databases

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