

SFJCPS8.12

Search databases and sources of information



Overview

This standard 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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Performance criteria

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
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 knowledge and understanding

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

- 1 Information sources
- 2 electronic systems (including databases)
- 3 formal reference sources
- 4 customer-derived information
- 5 local knowledge/third party

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