SFJES10
Process information for electoral identity cards

Overview

This unit applies only in Northern Ireland where electoral identity cards are issued. It describes the competences involved in processing information such that suitable ID cards are issued correctly, and includes: responding to queries, issuing application forms, checking identifiers, eliciting suitable photographs, and liaising with card suppliers.

Target Group

This unit is appropriate to the work of Electoral Services staff in Northern Ireland where identity cards are issued to voters.

SFJES10
Process information for electoral identity cards

Performance criteria	**Processing information for electoral identity cards**

You must be able to:

P1 respond promptly and clearly to queries from individuals regarding identity cards

P2 issue the correct application form to individuals together with appropriate supporting information to enable them to apply for an identity card

P3 check the identifiers provided on returned application forms against electoral registration information to determine whether the information matches

P4 ensure that photographs taken at Area Offices comply with prescribed criteria

P5 ensure that photographic equipment is maintained in a fit state for use, seeking advice or support from others as necessary

P6 liaise with card supplier and provide information as necessary in order that identity cards can be issued to individuals within acceptable timescales

SFJES10

Process information for electoral identity cards

Knowledge and understanding	**Policy and practice**
You need to know and understand:	K1 your organisational policies and procedures relating to issuing identity cards
	K2 the role, responsibility and authority of the card supplier

Processing information for electoral identity cards

You need to know and understand:

K3   the range of queries that individuals may make relating to identity cards; the importance of responding to them promptly and clearly

K4   the form and supporting information that should be provided to those wishing to apply for an identity card

K5   the importance of checking the identifiers provided on returned applications against that held on the electoral register

K6   the action to take in cases where identifiers do not match the information held on the electoral register

K7   the different ways in which individuals may provide photographs for use on identity cards i.e. supplied by themselves, taken using approved `in-house' equipment

K8   the criteria against which the suitability of photographs must be judged

K9   the importance of maintaining photographic equipment in a fit state for use; sources of advice and support from which to seek assistance

K10   the procedures for liaising with card supplier and providing information as necessary in order that identity cards are issued within acceptable timescales

SFJES10

Process information for electoral identity cards

Additional Information

Scope/range related to performance criteria

This unit covers processing information in the following ways:

1   In-house
2   Via an external processing organisation

SFJES10
Process information for electoral identity cards

	1	ES4 – Maintain and update electoral registration information
	2	ES9 – Produce election/referendum documents
	3	D2 – Develop productive working relationships with colleagues and stakeholders
	4	ES19 – Establish, maintain and develop effective working relationships with stakeholders in electoral services

SFJES10

Process information for electoral identity cards

Developed by	Skills for Justice
Version number	2
Date approved	January 2012
Indicative review date	December 2016
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJES10
Relevant occupations	Administration; Government and Related Organisations
Suite	Electoral Services
Key words	Queries; information; forms; ID