

SFJES5

Provide electoral registration information to those entitled to receive it



Overview

Registration information, including the full and edited versions of the electoral register and absent voting lists, should be made available, in appropriate circumstances, to those who are entitled to access and use it e.g. electors, candidates, government departments, the Electoral Commission. This unit covers establishing user requirements, confirming entitlement, and providing information in accordance with statutory requirements.

Target Group

This unit is appropriate to the work of Electoral Registration Officers, Electoral Administrators and Area Electoral Officers (in Northern Ireland).

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Performance criteria

Establishing requirements

You must be able to:

- P1 respond clearly and promptly to queries from potential users of registration information, liaising with colleagues where necessary
- P2 identify user requirements accurately
- P3 confirm the entitlement of individuals to access and/or use registration
- P4 explain clearly any restrictions that apply to access to, or use of, registration

Providing registration information

You must be able to:

- P5 prepare registration information appropriately for users
- P6 process any payments due from users by:
 - P6.1 identifying the cost of the registration information to be provided
 - P6.2 informing users of the amount due
 - P6.3 receiving payment in an appropriate form
 - P6.4 processing payments in accordance with organisational and legal
 - P6.5 conducting the transaction in a manner appropriate to the user and context
- P7 provide access to registration information to users promptly and in accordance with their level of authorisation
- P8 provide assistance to users, where required, to enable them to make effective and efficient use of registration information
- P9 ensure that you comply with relevant copying and access regulations throughout your work

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Knowledge and understanding

You need to know and understand:

Legislation, policy and practice

- K1 relevant legislation, codes of practice and guidance relating to providing electoral information to those entitled to receive it
- K2 your organisational policies and procedures relating to providing electoral information to those entitled to receive it
- K3 your role, responsibilities and authority relating to providing electoral information to those entitled to receive it
- K4 the role, responsibility and authority of others relating to providing electoral information to those entitled to receive it
- K5 the role and importance of accurate and comprehensive electoral information in facilitating the democratic process

Establishing requirements

You need to know and understand:

- K6 how to respond clearly and promptly to queries from potential users; how to identify where it is necessary to liaise with colleagues in order to respond to users
- K7 the importance of establishing user requirements accurately
- K8 how to confirm the entitlement of individuals to access and/or use registration information; the action to take should individuals not be entitled to access/use registration information
- K9 the importance of explaining clearly any restrictions that apply to access to, or use of, registration information

Providing registration information

You need to know and understand:

- K10 how to prepare registration information appropriately for users; how this may differ for different types of users and in different contexts
- K11 how to process payments for registration information
- K12 how to provide prompt access to registration information to users in accordance with their level of authorisation
- K13 the types of assistance that users may require in order to make effective and efficient use of registration information
- K14 the importance of complying with all relevant copying and access regulations throughout your work; the potential consequences of not doing so

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Additional Information

Scope/range related to performance criteria

This unit covers providing the following registration information:

- 1 Electoral register (full and edited)
- 2 Absent voting lists
- 3 Special category electors
- 4 Anonymous electors
- 5 Service voters

This unit covers responding to queries from the following users:

- 6 Electors
- 7 Candidates, agents and political parties
- 8 Government departments
- 9 The Electoral Commission
- 10 Law enforcement agencies
- 11 Credit reference agencies
- 12 Local Authorities
- 13 General public

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Links to other NOS

- | | |
|---|------|
| 1 | ES3 |
| 2 | ES4 |
| 3 | ES19 |
| 4 | B23 |

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Developed by	Skills for Justice
Version number	1
Date approved	January 2012
Indicative review date	December 2016
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJES5
Relevant occupations	Administration; Administration; Government and Related Organisations; Government and Related Organisations
Suite	Electoral Services
Key words	Register, queries