

Deal with gaps in information provided

Overview

This standard is about checking for any gaps, errors and irregularities in information provided. It includes taking ownership of issues identified to seek resolutions. This may be through obtaining further information and clarification, or referring the issue for further investigation.

This standard applies to anyone who gathers, receives, verifies and processes information.

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Performance criteria

You must be able to:

- 1 apply required security, data protection, health and safety regulations and organisational policies and procedures throughout own working duties
- 2 check the accuracy and completeness of the information provided in line with organisational policies and procedures
- 3 record any gaps in the information provided in line with organisational policies and procedures, including:
 - 3.1 errors
 - 3.2 irregularities
- 4 take action to address gaps, errors or irregularities in line with organisational policies and procedures
- 5 share information with colleagues in line with data protection regulations
- 6 highlight cases of potential non-compliance to relevant people within organisational timescales
- 7 refer cases of non-compliance for investigation by the relevant authority in line with organisational policies and procedures
- 8 process cases within organisational timescales
- 9 record all actions taken in line with organisational policies and procedures

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Knowledge and understanding

You need to know and understand:

- 1 organisational policies and policies and procedures for dealing with information
- 2 legislation and regulations for dealing with information, including:
 - 2.1 health and safety regulations
 - 2.2 security regulations
 - 2.3 data protection regulations
- 3 how to identify gaps, errors and irregularities in information provided
- 4 the actions to be taken to address gaps, errors and irregularities in information
- 5 the importance of taking ownership of an issue
- 6 factors which indicate actual or potential non-compliance
- 7 authorities which are able to conduct further investigation of non-compliance
- 8 when and how to refer cases for specialist investigation
- 9 how own conduct can affect the organisation's reputation
- 10 how to communicate to ensure those providing information understand the need to and importance of providing information
- 11 the importance of processing cases within timescales

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