

SFJPA1.2

Store and retrieve information



Overview

Process, store, and retrieve information using different information systems, in line with organisational requirements.

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Performance criteria

Processing information

You must be able to:

- P1 identify and collect required information
- P2 follow agreed procedures and legislation to maintain security and confidentiality
- P3 store required information in approved locations to the agreed deadlines
- P4 update information, as required
- P5 follow agreed procedures for deleting information

Retrieve information

You must be able to:

- P6 confirm information for retrieval
- P7 comply with procedures and legislation for accessing an information system
- P8 locate and retrieve the required information
- P9 follow the correct procedures when there are problems with information systems
- P10 provide information in the agreed format and within agreed timescales

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Knowledge and understanding

You need to know and understand:

- K1 the purpose of storing and retrieving required information
- K2 the different information systems and their main features
- K3 legal and organisational requirements covering the security and confidentiality of information
- K4 the purpose of confirming information to be collected, stored and retrieved
- K5 the methods that can be used to collect required information
- K6 the procedures to be followed to access information systems
- K7 the types of information to be deleted
- K8 the procedures for identifying and deleting information and why they must be followed
- K9 how to make sure information is accurate
- K10 the problems that occur with information systems and who to report them to
- K11 the purpose of providing information in the required format and within agreed timescales

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Additional Information

Skills

Communicating
Organising
Planning
Problem-solving
Using technology

External Links

IT
Health, Safety and Security of People
Premises and Property
Manage Information and Data

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Developed by	Skills for Justice
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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Key words	Operational Delivery, Processing, Process, store, and retrieve information
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