

## SFJPA3.1

### Deal with gaps, errors and irregularities in information provided



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#### Overview

This standard is about checking for any gaps, errors or irregularities in information provided and taking ownership of issues identified to seek a resolution. This may be through obtaining further information / clarification, or referring the issue for further investigation. This standard applies to anyone who gathers, receives and verifies information in order to process that information.

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#### Performance criteria

*You must be able to:*

- P1 check the accuracy and completeness of the information provided
- P2 identify any gaps, errors or irregularities in the information provided
- P3 take steps to correct or complete information in line with your organisation's procedures
- P4 share information with colleagues and other agencies according to your organisation's policy and guidelines
- P5 identify cases of actual or potential non-compliance
- P6 refer cases of actual or potential non-compliance for investigation by the relevant authority
- P7 process cases in a timely manner
- P8 record your actions in accordance with your organisation's requirements

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#### Knowledge and understanding

*You need to know and understand:*

- K1 legislation, policy and guidelines regarding data security and information sharing and their impact for your area of responsibility
- K2 how to identify gaps, errors or irregularities in the information provided
- K3 the steps you can take to correct or to complete information
- K4 why it is important that you take ownership of an issue
- K5 factors which may indicate actual or potential non-compliance
- K6 specialists and agencies which are able to conduct further investigation of non-compliance
- K7 when and how to refer cases for specialist investigation
- K8 how your conduct could affect your organisation's reputation
- K9 how to communicate clearly in a manner which promotes understanding
- K10 why it is important to process cases in a timely manner

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### Additional Information

#### Behaviours

1. You communicate in a manner which promotes understanding
2. You work within the limits of your authority

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Government Skills
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Processing roles
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<b>Key words</b>	Operational Delivery, Processing, Process, check, information, gaps, errors, irregularities
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