

SFJPS6.4.8

Search databases and sources of information



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to obtain information efficiently using databases and other sources of information in accordance with their organisational procedures/guidelines. It is also designed to ensure that the individuals are aware of the relevance of required information, appropriateness of the method deployed to obtain this required information and its impact on others.

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Performance criteria

<i>You must be able to:</i>	P1	follow organisational procedures at all times
	P2	maintain your own personal safety
	P3	work in a way that ensures the safety of others
	P4	identify the best source of information
	P5	obtain information through the research technique that is appropriate to the information source
	P6	validate the information you obtain
	P7	report to relevant parties information that might affect the case
	P8	record your findings in accordance with organisational requirements
	P9	meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

- | | |
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| K1 | the requirements of organisational procedures |
| K2 | the limits of your authority |
| K3 | why a method of obtaining information is relevant |
| K4 | who might be affected and why |
| K5 | how to validate information and why it is important to do so |
| K6 | the relevance of the information |

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

- 1 Information sources: electronic systems*; formal reference sources; customer- derived information; local knowledge/third party

* includes databases

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