

SFJPS6.8.2

Resolve registration/notification issues



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to ensure that their organisation has the correct information required to process registrations and notifications and that this is validated and administered correctly.

SFJPS6.8.2

Resolve registration/notification issues

Performance criteria

You must be able to:

- 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 and fill gaps in the information provided
- P5 validate the information you receive
- P6 validate the identity of the customer
- P7 refer cases beyond your authority or competence to the appropriate person
- P8 inform the customer of the consequences of the change in circumstances
- P9 report to relevant parties information that might affect the case
- P10 record your information in the appropriate format
- P11 store records securely

SFJPS6.8.2

Resolve registration/notification issues

Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 how to validate information
- K3 the limits of your authority
- K4 the consequences of the change in circumstances and the action you should take
- K5 who might be affected and why
- K6 the required format of the report
- K7 how to operate information systems (paper and electronic)
- K8 the requirements of information storage and security

SFJPS6.8.2

Resolve registration/notification issues

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. Resolution of issues: by yourself; where specialist input is needed

SFJPS6.8.2

Resolve registration/notification issues

Developed by	Skills for Justice
Version number	1
Date approved	February 2009
Indicative review date	February 2011
Validity	Current
Status	Original
Originating organisation	Government Skills
Original URN	N6.8.2
Relevant occupations	Public Services; Public Service Professionals
Suite	Public Services revised
Key words	registration, notification, identify, validate information, information storage and security, change in circumstances, operational delivery