

## 209 Store, retrieve and archive information

### Summary

Use a manual or electronic information system to store, retrieve and archive information

You will apply the following skills:

- Planning
- Organising
- Reading
- Writing
- Using technology
- Communicating
- Problem solving
- Using number

### Performance Indicators

You will:

#### Process information

1. Identify and collect required information
2. Follow agreed procedures & legislation to maintain security & confidentiality
3. Store information accurately in approved locations
4. Update information as required

#### Retrieve information

5. Confirm information for retrieval
6. Comply with procedures and legislation for accessing an information system
7. Locate and retrieve the required information
8. Identify and report problems with information systems
9. Provide information in the agreed format and within agreed timescales

#### Archive information

10. Confirm information to be archived
11. Comply with procedures and legislation for archiving information
12. Archive information correctly and within agreed timescales
13. Maintain a record of archived information
14. Retrieve archived records on request

### Knowledge

You will know:

1. Why it is important to store, retrieve & archive effectively & efficiently
2. The different information systems and their main features
3. Legal and organisational requirements covering the security and confidentiality of information
4. Why it is important to confirm information to be collected, stored, retrieved and archived
5. The methods you can use to collect required information
6. The procedures you should follow to access information systems
7. How to make sure information is accurate
8. The problems that occur with information systems and who to report them to
9. Why it is important to provide information in the required format and within agreed timescales
10. When information should be archived and the procedures to follow