

## Overview

This standard is about the processing of documentation to the required organisational standards. It is about identifying, gathering and validating the required information and producing and circulating final documents to the relevant colleagues, clients and stakeholders.

## Performance criteria

*You must be able to:*

1. establish the purpose of the required documents and what they must contain
2. identify and locate the required information for the documents
3. gather and collate the relevant information to be processed
4. take the required action when the relevant information is not available
5. confirm that the accuracy and validity of the required information conforms to your organisational standards
6. follow organisational procedures and the relevant data protection legislation for maintaining the confidentiality of the required information
7. follow your organisational procedures for the processing of the required information
8. collate and produce documents to meet your organisational standards
9. forward documentation to the relevant colleagues, clients and stakeholders within the timescales outlined in your organisational standards
10. archive documents following the organisational procedures

## Knowledge and understanding

*You need to know and understand:*

1. the purpose of the documents and their intended audience
2. the nature of the information required
3. the different sources of information and how they can be accessed
4. the actions to be taken if the required information cannot be accessed
5. your organisational standards for the accuracy and validity of the information
6. the methods of confirming the confidentiality of the information obtained and that it meets your organisational standards and the relevant data protection legislation
7. the ways of rectifying incomplete or inaccurate information
8. how to collate and produce information in the required organisational format
9. the organisational procedures for circulating documents
10. the organisational procedures for the processing, archiving and retrieval of documents

## J6XA 04 - Produce and process documents

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<b>Developed by</b>	Instructus
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<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTH204
<b>Relevant Occupations</b>	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Assistant; Lettings Negotiator; Revenue Officer/Assistant; Repairs Assistant; Assistant Portfolio Manager (without portfolio)
<b>Suite</b>	Housing
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