S218: Store and retrieve information

Overview: Process, store, and retrieve information using different information systems, in line with organisational requirements.

Links: IT; Health, Safety and Security of People, Premises and Property; Manage Information and Data

Specific skills:
- Communicating
- Organising
- Planning
- Problem-solving
- Using technology

Performance Indicators

Processing information

1. Identify and collect required information
2. Follow agreed procedures and legislation to maintain security and confidentiality
3. Store required information in approved locations to the agreed deadlines
4. Update information, as required
5. Follow agreed procedures for deleting information

Retrieve information

6. Confirm information for retrieval
7. Comply with procedures and legislation for accessing an information system
8. Locate and retrieve the required information
9. Follow the correct procedures when there are problems with information systems
10. Provide information in the agreed format and within agreed timescales

Knowledge & Understanding

A. The purpose of storing and retrieving required information
B. The different information systems and their main features
C. Legal and organisational requirements covering the security and confidentiality of information
D. The purpose of confirming information to be collected, stored and retrieved
E. The methods that can be used to collect required information
F. The procedures to be followed to access information systems
G. The types of information to be deleted
H. The procedures for identifying and deleting information and why they must be followed
I. How to make sure information is accurate
J. The problems that occur with information systems and who to report them to
K. The purpose of providing information in the required format and within agreed timescales