

Store and retrieve information

Overview

This standard is about processing, storing, and retrieving information using different information systems, in line with organisational requirements. It is for people that have regular access to information systems within the reception area. The processing, storing and retrieval of information is key in ensuring all staff can access it quickly and easily which leads to customer's requests for information being met effectively and efficiently, which in turn can assist in the customers overall positive experience of your establishment.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

Process 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. Review and update information to ensure it is accurate and current
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

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Knowledge and understanding

You need to know and understand:

1. The purpose of storing and retrieving required information
2. The different information systems and their main features
3. Legal and organisational requirements covering the security and confidentiality of information
4. The purpose of confirming information to be collected, stored and retrieved
5. The methods that can be used to collect required information
6. The procedures to be followed to access information systems
7. The types of information to be deleted
8. The procedures for identifying and deleting information and why they must be followed
9. How to make sure information is accurate
10. The problems that occur with information systems and who to report them to
11. The purpose of providing information in the required format and within agreed timescales

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