

Unit D7AP 04 (2R7)

Record, store and supply information using a paper-based filing system

This Unit has the following elements:

Element 1 (2R7.1)

Record and store information

Element 2 (2R7.2)

Retrieve and supply information

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit D7AP 04 (2R7)

Record, store and supply information using a paper-based filing system

Unit Summary

This Unit is about using a paper-based filing system to update files and supply information to other people.

This Unit is the same as the Council for Administration Unit 205.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ recording information
- ◆ storing information in the correct place in the filing system
- ◆ finding information in the filing system
- ◆ following procedures for data protection

Simulation

Simulation is acceptable for this Unit. You should bear in mind that the overall assessment strategy is for candidates to produce performance evidence from real work. Recording, storing, retrieving and supplying files in a paper-based system is an optional Unit and you should discuss the appropriateness of the Unit with the candidate if simulation is the only way for them to achieve performance evidence.

Simulation should be an exception where there is a lack of real work evidence eg where it is too costly or there is a lack of opportunity in the workplace due to the candidate's personal circumstances.

Unit D7AP 04 (2R7)

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Element 1 (2R7.1)

Record and store information

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Record the information accurately	
②	Keep the information safe and intact	
③	Store the information in the correct place using established procedures	
④	Create new files when required	
⑤	Store the information within the agreed timescales	
⑥	Update records to show that the information has been stored	
⑦	Identify and report any problems with the system or opportunities to improve it	
⑧	Treat any confidential information correctly	

What you must cover (minimum requirement for observation in <i>italic</i> and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Use one of the following established procedures:</i>						
alphabetical						
numerical						
alphanumeric						
chronological						

Examples of evidence

Observing the candidate recording and storing information in a paper-based filing system whilst performing their job eg setting up a new file for a new customer.

Work products produced by the candidate whilst performing their job eg copies of a paper file control sheet providing details of what information has been added or removed from a file, when and by whom.

Authentic witness testimonies eg from the candidate's line manager.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D7AP 04 (2R7)**Record, store and supply information using a paper-based filing system****Element 1 (2R7.1)****Record and store information**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D7AP 04 (2R7)

Record, store and supply information using a paper-based filing system

Element 2 (2R7.2)

Retrieve and supply information

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Find the information that you were asked for using established procedures	
②	If necessary, clearly and accurately note the fact that the information has been removed and who has taken it	
③	Identify any file problems and follow the correct procedures for reporting them	
④	Keep the file and its contents safe and intact	
⑤	Pass the information on to the person who asked for it on time and in the format requested	
⑥	If the information does not match their requirements, suggest alternatives	
⑦	Treat any confidential information correctly	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Use one of the following established procedures:</i>						
alphabetical						
numerical						
alphanumeric						
chronological						

Examples of evidence

Observing the candidate finding and supplying information from paper based files whilst performing their job eg dealing with a specific enquiry for a particular piece of information from a paper-based file.

Work products produced by the candidate whilst performing their job eg a copy of a request to find a particular piece of information in a paper-based file and a copy of the information requested from the file.

Authentic witness testimonies eg from the candidate's line manager or the person requesting the information.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D7AP 04 (2R7)**Record, store and supply information using a paper-based filing system****Element 2 (2R7.2)****Retrieve and supply information**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D7AP 04 (2R7)**Record, store and supply information using a paper-based filing system**

What you must know for the Unit	
For the whole Unit	
K1	The basic requirements of data protection and other relevant legislation
K2	The procedures for getting access to the filing system and who is allowed to use it
K3	Why it is important for your organisation to have an effective and efficient filing system and what would happen if it did not
K4	Alphabetical, numerical, chronological and alphanumeric filing systems and how to use them
K5	How to use indexes
K6	Why it is important not to lose or damage files and their contents and how to keep them safe
K7	Why it is important to find and return files without unnecessary delay
K8	Types of confidential information and how to deal with these correctly
Element 1 (2R7.1) Record and store information	
K9	Why it is important to note the fact that you have put information into the system and how to do so
K10	The procedures for cross-referencing
K11	The procedures for opening new files
Element 2 (2R7.2) Retrieve and supply information	
K12	Why it is important to note the fact that you have removed files and how to do so
K13	The correct procedures for reporting and finding missing items and why it is important to follow these
K14	Problems that may occur with stored information and how to improve the system
K15	Alternatives you might suggest if it is not possible to find information that matches what was requested

Knowledge evidence retained

Assessor signature: _____**Date:** _____

Unit D7AP 04 (2R7)**Record, store and supply information using a paper-based filing system**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback