

Unit PPL2FOH10 (HL33 04) Store and Retrieve Information

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit 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. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1-4, 6 and 7 by directly observing the candidate’s work. PCs 5 and 8-10 may be assessed by alternative methods if observation is not possible. |
| **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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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
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| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 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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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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