

## U01202: Maintain information systems to support service delivery

Unit Descriptor:

This unit describes the competence required to maintain information systems to support service.

**The unit describes the essential abilities of:**

- Communicating effectively
- Responding to customer needs
- Problem solving
- Keeping records
- Operating within organisational procedures
- Meeting legal requirements.

### ELEMENT

### PERFORMANCE CRITERIA

*To be competent you must achieve the following:*

1.	Supply and respond to information	1.1	Information supplied is current, relevant and accurate.
		1.2	Information likely to be of benefit to the organisation is passed promptly to the line manager.
		1.3	Information is supplied in the format requested and to required deadlines.
		1.4	Own responses to information provided from others are positive and timely.
		1.5	Information of a confidential nature is disclosed only to authorized persons.
		1.6	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 1.7 All work is carried out in an organized and efficient manner in accordance with organisational procedures.
- 2. Record and store information
  - 2.1 Information recorded is up-to-date, accurate, complete and legible.
  - 2.2 Recorded information is maintained in good condition and stored in the correct location.
  - 2.3 Information of a confidential nature is accessible only to authorized persons.
  - 2.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 2.5 All work is carried out in an organized and efficient manner in accordance with organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

Element 1: Supply and respond to information

**A. Information:** *(Also applies to element 2)*

- (i) verbal
- (ii) written

**B. Information supplied to and provided by:** *(Also applies to element 2)*

- (i) line managers
- (ii) colleagues
- (iii) customers

**C. Information:** *(Also applies to element 2)*

- (i) personnel matters
- (ii) service provision
- (iii) health and safety

**UNDERPINNING KNOWLEDGE AND SKILLS****Communication**

1. What are the lines and methods of communication.

**Types of Information**

2. What constitutes confidential information, the reasons why confidentiality must be maintained and the possible consequences of failing to maintain confidentiality.
3. To whom should confidential information be disclosed.
4. What are the types of specific information on personnel matters, service provision and health and safety which one would be expected to supply and respond to.

**Organizational Policies and Procedures**

5. What the recording and storing requirements and procedures are.
6. What constitutes confidential information, the reason why confidentiality must be maintained, and the possible consequences of failing to maintain confidentiality.
7. Who is authorized to access confidential information.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work e.g. memos or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and **all** from the range of **A**, **two (2)** from the range of **B**.
- By performance in the form of observation and products of work to cover **performance criteria 2.1 -2.3** and **all** from the range of **A** and **two (2)** from the range of **B**.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using evidence which may be oral, written or using visual aids.

**(2) Methods of Assessment**

- Observation reports by assessors of how you:
  - o supply and respond to information.
  - o record and store information.
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)
- Witness statements from customers, colleagues, line managers that provide evidence of how you:
  - o supply and respond to information.
  - o record and store information.
- A personal statement describing how you:
  - o supply and respond to information.
  - o record and store information.

**(3) Context of Assessment**

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.