

**Unit 29901: Store and Retrieve Information (Level 1)**

Unit Descriptor:

Use a manual or electronic information system to store and retrieve information.

**At the end of this unit you will be able to apply the following skills:**

- Planning
- Organising
- Reading
- Writing
- Using technology
- Communicating
- Problem solving
- Using numbers

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Process information	1.1 Identify and collect required <b>information.</b>
	1.2 Follow agreed <b>procedures and legislation</b> for <b>maintaining security and confidentiality.</b>
	1.3 Store information accurately in approved locations.
	1.4 Update information as required.
2. Retrieve information	2.1 Confirm information for retrieval.
	2.2 Comply with procedures and legislation for retrieving information.
	2.3 Locate and retrieve the required information.
	2.4 Report problems with information systems.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1****Information****A. Types of information:**

- (i) Correspondence
  - Faxes
  - Memos
  - Letters
  - E-mail
- (ii) Computer databases
- (iii) Computer files
  - Letters
  - Memos
  - Other documents
- (iv) Sales records
- (v) Forms
- (vi) Invoices
- (vii) Personnel records
- (viii) Financial figures
- (ix) Production targets

**B. Maintain security and confidentiality of information:**

- (i) Paper-based
- (ii) Verbal
- (iii) Electronic

**C. Procedures and legislation**

- (i) Quality assurance and/or procedure manuals
- (ii) Information protocol
  - Security and confidentiality policies guidelines and requirements
  - Legal and organisational policies guidelines and requirements
- (iii) Procedures for updating records

**UNDERPINNING KNOWLEDGE AND SKILLS**

*You will know:*

1. Why it is important to store and retrieve information effectively and efficiently.
2. The different information systems and their main features.
3. Legal and organisational requirements covering the security and confidentiality of information.
4. Why it is important to confirm information to be collected, stored and retrieved.
5. The methods you can use to collect required information.
6. Methods used to store and sort information collected.
7. The procedures you should follow to retrieve information.
8. The types of problems that occur with information systems and who to report them to.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

1. Evidence for this unit is generated when you carry out real work in a private sector, not-for-profit or public service organization, whether full-time, paid or voluntary.
2. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
3. You need to show that you:

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