
Overview

This standard is about the accurate and effective processing of documentation used in the delivery of housing services. It is about identifying, gathering and validating the required information and producing and circulating final documents to relevant colleagues and others.

ASTH204

Process documents relating to housing services

Performance criteria

- You must be able to:*
- P1 establish the purpose of the required document and what it must contain
 - P2 identify and locate the required information
 - P3 gather and collate the information to be processed
 - P4 take action when the required information is not available
 - P5 check on the accuracy and validity of the information available
 - P6 follow organisational procedures for maintaining the confidentiality of information
 - P7 follow organisational procedures for the processing of information
 - P8 collate and complete documents in an agreed format which is fit for the intended purpose
 - P9 produce documentation which is accurate, legible, complete and fit for intended purpose
 - P10 forward documentation to the correct people within agreed timescales
 - P11 archive documents following agreed procedures

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Knowledge and understanding

You need to know and understand:

- K1 the purpose of the document and its intended audience
- K2 the nature of the information required
- K3 sources of information and how they can be accessed
- K4 actions to be taken if information cannot be accessed
- K5 methods of ensuring the accuracy and validity of information
- K6 methods of ensuring the confidentiality of information obtained
- K7 ways of rectifying incomplete or inaccurate information
- K8 how to collate and present information in the appropriate format
- K9 who should receive documents
- K10 agreed procedures for circulating documents
- K11 agreed procedures for the archiving and retrieval of documents

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