

CFABAD331

Use a filing system



Overview

Use different information systems to store and retrieve information.

Links: Business Support Systems; Manage Information

Specific skills:

1. communicating
2. organising
3. planning
4. problem solving
5. using technology

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Performance criteria

You must be able to:

Processing information

- P1 collect required information
- P2 follow agreed procedures and legislation to maintain security and confidentiality
- P3 store required information in approved locations to the required standard
- P4 update information as required

Retrieve information

- P5 confirm information for retrieval
- P6 comply with procedures and legislation for accessing an information system
- P7 locate and retrieve required information
- P8 refer any problems with information systems to the appropriate colleague

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Knowledge and understanding

You need to know and understand:

- K1 the purpose of storing and retrieving required information
- K2 the different information systems and their main features
- K3 legal and organisational requirements covering the security and confidentiality of information
- K4 the purpose of confirming the information to be collected, stored and retrieved
- K5 the methods used to collect required information
- K6 the procedures to be followed to access information systems
- K7 the types of problems that occur with information systems and who to report them to

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