

Overview

This standard is about the processing of documentation to the required organisational standards. It is about identifying, gathering and validating the required information and producing and circulating final documents to the relevant colleagues, clients and stakeholders.

Performance criteria

You must be able to:

1. establish the purpose of the required documents and what they must contain
2. identify and locate the required information for the documents
3. gather and collate the relevant information to be processed
4. take the required action when the relevant information is not available
5. confirm that the accuracy and validity of the required information conforms to your organisational standards
6. follow organisational procedures and the relevant data protection legislation for maintaining the confidentiality of the required information
7. follow your organisational procedures for the processing of the required information
8. collate and produce documents to meet your organisational standards
9. forward documentation to the relevant colleagues, clients and stakeholders within the timescales outlined in your organisational standards
10. archive documents following the organisational procedures

Knowledge and understanding

You need to know and understand:

1. the purpose of the documents and their intended audience
2. the nature of the information required
3. the different sources of information and how they can be accessed
4. the actions to be taken if the required information cannot be accessed
5. your organisational standards for the accuracy and validity of the information
6. the methods of confirming the confidentiality of the information obtained and that it meets your organisational standards and the relevant data protection legislation
7. the ways of rectifying incomplete or inaccurate information
8. how to collate and produce information in the required organisational format
9. the organisational procedures for circulating documents
10. the organisational procedures for the processing, archiving and retrieval of documents

Produce and process documents

Developed by	Instructus
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Version Number	1
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Date Approved	March 2019
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Indicative Review Date	January 2024
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Validity	Current
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Status	Original
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Originating Organisation	Instructus
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Original URN	ASTH204
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Relevant Occupations	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Assistant; Lettings Negotiator; Revenue Officer/Assistant; Repairs Assistant; Assistant Portfolio Manager (without portfolio)
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Suite	Housing
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Keywords	customers; colleagues; processing documents; gathering; validating; services; stakeholders
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