

Overview

This standard is about entering information onto the IT systems used within your organisation. It is about following correct inputting and storage procedures as well as maintaining customer confidentiality to meet the current Data Protection legislation.

IT systems may vary between organisations with some bespoke systems as well more generic systems across multiple platforms.

Performance criteria

You must be able to:

1. identify the IT systems used within your organisation
2. access, input and manipulate data on those organisational IT systems which you are authorised to use
3. follow organisational procedures which confirm the confidentiality and security of the data to which you have access
4. operate within the limits of your authority when using your organisational IT systems
5. report problems to the relevant colleague as identified in your organisational IT procedures
6. identify sources of support to maintain your knowledge and competence in the use of your organisational IT systems

Use organisational IT systems

Knowledge and understanding

You need to know and understand:

1. the types of IT systems used in your organisation and their primary features
2. the IT systems specific to your role and organisation
3. your organisational requirements for opening and closing IT systems
4. how to input and manipulate data
5. the importance of maintaining customer confidentiality and ways of doing this
6. how your organisation must comply with the relevant data protection legislation
7. your own role in maintaining the confidentiality and security of your organisation's data
8. the limits of your own authority to use organisational IT systems and manipulate organisational data
9. the relevant health and safety regulations which apply to the use of display screen equipment
10. how to report IT problems within your organisation and how to access support
11. how to report breaches in confidentiality
12. the sources of support to maintain your own competence to operate organisational IT systems

Use organisational IT systems

Scope/range

- Property Management Systems
- Accounting Systems
- Customer Relationship Management Systems
- Marketing Systems
- Resource Management Systems
- HR Systems

Use organisational IT systems

Developed by	Instructus
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Version Number	1
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Date Approved	March 2019
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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	ASTH207
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Relevant Occupations	Resident Involvement Assistant; Revenue Officer/Assistant; Repairs Assistant; Assistant Portfolio Manager (without portfolio); Housing Assistant; Housing Administrator; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
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Suite	Housing
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