

## **Unit 37: Store and Retrieve Information**

<b>Unit code:</b>	Q219
<b>Unit reference number:</b>	R/601/2490
<b>QCF level:</b>	2
<b>Credit value:</b>	3
<b>Guided learning hours:</b>	17

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### **Unit summary**

This unit is about storing and retrieving information securely and within confidentiality requirements of the organisation.

### **Assessment guidance**

<b>Learning outcomes</b>	<b>Assessment criteria</b>	<b>Assessment guidance</b>
1	1.1 – 1.9	Evidence may be supplied via learner reports/reflective accounts, professional discussion and questioning.
2	2.1 2.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li><li>• information.</li></ul>
	2.2 – 2.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role.

Learning outcomes	Assessment criteria	Assessment guidance
3	3.1 3.3 – 3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information.</li> </ul>
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role.

Evidence generated for this unit of assessment may contribute towards other units including: Units Q201, Q202, Q203, Q205, Q220.

### Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

## Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand processes and procedures for storing and retrieving information	<p>1.1 Explain the purpose of storing and retrieving required information</p> <p>1.2 Describe different information systems and their main features</p> <p>1.3 Explain the purpose of legal and organisational requirements for the security and confidentiality of information</p> <p>1.4 Explain the purpose of confirming information to be stored and retrieved</p> <p>1.5 Describe ways of checking information for accuracy</p> <p>1.6 Explain the purpose of checking information for accuracy</p> <p>1.7 Explain the purpose of providing information to agreed format and timescales</p> <p>1.8 Describe the types of information that may be deleted</p> <p>1.9 Describe problems that may occur with information systems and how to deal with them, when necessary</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to store information	2.1 Identify, confirm and collect information to be stored 2.2 Follow legal and organisational procedures for security and confidentiality of information to be stored 2.3 Store information in approved locations 2.4 Check and update stored information, if required 2.5 Delete stored information, if required 2.6 Deal with or refer problems, if required			
3 Be able to retrieve information	3.1 Confirm and identify information to be retrieved 3.2 Follow legal and organisational procedures for security and confidentiality of information 3.3 Locate and retrieve the required information 3.4 Check and update information, if required 3.5 Provide information in the agreed format and timescale 3.6 Deal with or refer problems if required			

Learner name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Assessor signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Internal verifier signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 (if sampled)