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**Overview**

This standard is about the operations and techniques required for entering and finding data using information technology with a given, pre-set system operating in a vehicle parts operation. For example, this system could be about entering and finding vehicle and vehicle parts information or processing sales and orders.

For this standard parts may be new, refurbished or recycled.

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## Performance

### criteria

- You must be able to:
- P1 obtain any necessary authority to access data
  - P2 use IT systems correctly to enter data effectively
  - P3 enter data correctly in the required sequence
  - P4 promptly report any problems with data entry to the relevant person(s) when necessary
  - P5 confirm data entered is accurate, complete and meets your customer's needs
  - P6 enter any data not fitting with pre-set data parameters correctly, when necessary
  - P7** save any data to preserve its integrity and to comply with your organisation's procedures **and statutory requirements**
  - P8 access the information system to comply with company policy
  - P9 locate the information needed by the customer accurately
  - P10 promptly resolve any problems in accessing information with the relevant person(s)
  - P11 check the information found is correct, up-to-date and meets your customer's needs
  - P12 handle the information in a way which meets your customer's needs

## Knowledge and understanding

You need to know and understand:

### Legislative and organisational requirements and procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to entering data using information technology
- K2 how to use the appropriate IT system
- K3 how to enter and save data on the chosen system and alter pre-set data parameters to enable data entry
- K4 how to interpret and access your customer's needs.
- K5 how to use the available information technology system to locate and find the information following your organisation's procedures
- K6 how to handle the information to satisfy your customer's needs
- K7 the limits of your own responsibility for data entry and how to gain authority from the relevant person to access data and the information system and the reasons why access authority is required for certain data
- K8 the different methods and importance of checking data
- K9 the importance of conforming to your organisation's procedures
- K10 the importance of meeting your customer's needs

**Scope/range**

- 1. Relevant persons** include:
  - 1.1. manager
  - 1.2. supervisor
  - 1.3. team leader
  - 1.4. senior manager
  
- 2. Information system** includes:
  - 2.1. databases
  - 2.2. internet
  - 2.3. intranet
  - 2.4. spreadsheets or word processed documents
  - 2.5. electronic point of sales systems (EPOS)
  - 2.6. vehicle manufacturers' or your own sales processing system etc.

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**Additional information**

*This section contains examples and explanations of some of the terms used but does not form part of the standard.*

**Glossary****Customer**

These are defined as internal and external customers

**Data**

This is defined as number, text or codes

**Handle the information**

Examples include 'copy', 'create' a new file, 'search', 'print' or written or spoken communication

**Integrity**

This covers completeness, accuracy and security (both in terms of unauthorised access and corruption)

**Pre-set data parameters**

Examples include the set number of lines in the format that appears on screen, other personal details and details of the service required, details of the vehicles, parts or accessories, etc.

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