

ES10 Process information for electoral identity cards

Unit Summary

What is the unit about?

This unit applies only in Northern Ireland where electoral identity cards are issued. It describes the competences involved in processing information such that suitable ID cards are issued correctly, and includes: responding to queries, issuing application forms, checking identifiers, eliciting suitable photographs, and liaising with card suppliers.

Who is the unit for?

This unit is appropriate to the work of Electoral Services staff in Northern Ireland where identity cards are issued to voters.

Links with other units

This unit links with the following units:

- ES4 – Maintain and update electoral registration information
- ES9 – Produce election/referendum documents
- D2 – Develop productive working relationships with colleagues and stakeholders
- ES19 – Establish, maintain and develop effective working relationships with stakeholders in electoral services

Scope of the unit

This unit covers [processing information](#) in the following ways:

- In-house
- Via an external processing organisation

ES10 Process information for electoral identity cards

Outcomes of Effective Performance

Processing information for electoral identity cards

You must be able to:

1. respond promptly and clearly to queries from individuals regarding identity cards
2. issue the correct application form to individuals together with appropriate supporting information to enable them to apply for an identity card
3. check the identifiers provided on returned application forms against electoral registration information to determine whether the information matches
4. ensure that photographs taken at Area Offices comply with prescribed criteria
5. ensure that photographic equipment is maintained in a fit state for use, seeking advice or support from others as necessary
6. liaise with card supplier and provide information as necessary in order that identity cards can be issued to individuals within acceptable timescales

ES10 Process information for electoral identity cards

Knowledge and understanding

You need to know and understand the following:

Policy and practice

- K1. your organisational policies and procedures relating to issuing identity cards
- K2. the role, responsibility and authority of the card supplier

Processing information for electoral identity cards

- K2. the range of queries that individuals may make relating to identity cards; the importance of responding to them promptly and clearly
- K3. the form and supporting information that should be provided to those wishing to apply for an identity card
- K4. the importance of checking the identifiers provided on returned applications against that held on the electoral register
- K5. the action to take in cases where identifiers do not match the information held on the electoral register
- K6. the different ways in which individuals may provide photographs for use on identity cards i.e. supplied by themselves, taken using approved 'in-house' equipment
- K7. the criteria against which the suitability of photographs must be judged
- K8. the importance of maintaining photographic equipment in a fit state for use; sources of advice and support from which to seek assistance
- K9. the procedures for liaising with card supplier and providing information as necessary in order that identity cards are issued within acceptable timescales