

## **ES4 Maintain and update electoral registration information**

### **Unit Summary**

#### **What is the unit about?**

Accurate and comprehensive registration information is fundamental to the democratic process. Registration information is gathered and received from a variety of sources, including that provided by external agencies and that gained through the rolling registration system. This unit covers the activities involved in reviewing, checking and processing registration information, and confirming the entitlement of individuals to be included on the electoral register and absent voting lists. It also includes responding to queries relating to registration information, and to dealing appropriately with objections or complaints.

#### **Who is the unit for?**

This unit is appropriate to the work of Electoral Registration Officers, Electoral Administrators and Area Electoral Officers.

#### **Links with other units**

This unit links with the following units:

- ES3 – Plan and administer a canvass in order to gather information for the electoral register
- ES5 – Provide electoral registration to those entitled to receive it
- ES19 – Establish, maintain and develop effective working relationships with stakeholders in electoral services
- B23 – Maintain and develop an information system

#### **Scope of the unit**

This unit covers maintaining and updating the following [registration information](#):

- Electoral register (full and edited)
- Absent voting lists
- Special category electors
- Anonymous electors
- Service voters

This unit covers liaising with, and receiving information, from the following [external sources](#):

- Other departments within your organisation
- Government departments
- Educational establishments
- Others external agencies

## ES4 Maintain and update electoral registration information

### Outcomes of Effective Performance

#### *Maintaining and updating registration information*

*You must be able to:*

1. maintain and update the database of properties on an on-going basis
2. liaise with **external sources** in order to identify information that is relevant to the maintenance and updating of **registration information**
3. review the information provided by **external sources**, identifying where the **registration information** currently held needs to be added to or amended
4. review information provided by members of the public, identifying where the **registration information** currently held needs to be added to or amended
5. use the appropriate software to process **registration information** by:
  - scanning forms
  - checking the completeness and accuracy of **registration information** provided
  - checking identifiers
  - applying appropriate flags and elector categories
6. take appropriate action in cases where there are irregularities in the **registration information** provided to you and/or where cases of fraud are suspected
7. confirm the entitlement of individuals to be included on the electoral register
8. confirm the entitlement of individuals to be included on absent voting lists
9. adopt effective and efficient working practices throughout, aiming to maintain **registration information** that is as complete and accurate as possible
10. respond promptly to queries about **registration information**, referring to other sources of information and guidance where necessary
11. follow the appropriate procedures where objections are made to the **registration** and/or the way registration information has been compiled
12. follow the appropriate procedures where complaints are made about **registration information** and/or the way it has been compiled
13. initiate and comply with the prescribed appeals process where necessary
14. ensure that **registration information** is handled, stored and, where necessary, disposed of in a safe and secure manner

## **ES4 Maintain and update electoral registration information**

### **Knowledge and understanding**

*You need to know and understand the following:*

#### ***Legislation, policy and practice***

- K1. relevant legislation, codes of practice and guidance relating to maintaining and updating registration information
- K2. relevant organisational policies and procedures relating to maintaining and updating registration information
- K3. your role, responsibilities and authority relating to maintaining and updating registration information
- K4. the role, responsibility and authority of others relating to maintaining and updating registration information
- K5. the role and importance of accurate and comprehensive registration information in facilitating the democratic process

#### ***Maintaining and updating registration information***

- K6. how and when to update the database of properties
- K7. the range of sources external to your departments/organisation with whom you need to liaise to identify information relevant to maintaining and updating registration information; how and when to liaise with them effectively
- K8. how to review the information provided by external sources and identify where current registration information needs to be added to or amended
- K9. how to review the information provided by members of the public and identify where current registration information needs to be added to or amended
- K10. how to process registration information using appropriate software
- K11. how to identify irregularities in the registration information provided to you; how to spot potential or actual instances of fraud; the action to take in these cases
- K12. how to confirm the entitlement of individuals to be included on the electoral register
- K13. how to confirm the entitlement of individuals to be included on absent voting lists
- K14. the range of effective and efficient working practices that will enable you to maintain registration information that is as complete and accurate as possible
- K15. the range of queries that you may receive about registration information; the importance of responding to them promptly; the other sources of information and guidance to which individuals can be referred
- K16. the procedures to follow where objections are made to the registration and/or the way in which registration information has been compiled
- K17. the procedures to follow where complaints are made about registration information and/or the way in which it has been compiled
- K18. the appeals process that applies in your area of work, and how to initiate and comply with it
- K19. how to ensure the safe handling, storage and disposal of registration information