

ES5 Provide electoral registration information to those entitled to receive it

Unit Summary

What is the unit about?

Registration information, including the full and edited versions of the electoral register and absent voting lists, should be made available, in appropriate circumstances, to those who are entitled to access and use it e.g. electors, candidates, government departments, the Electoral Commission. This unit covers establishing user requirements, confirming entitlement, and providing information in accordance with statutory requirements.

Who is the unit for?

This unit is appropriate to the work of Electoral Registration Officers, Electoral Administrators and Area Electoral Officers (in Northern Ireland).

Links with other units

This unit links with Units ES3, ES4, ES19 and B23.

Scope of the unit

This unit covers providing the following **registration information**:

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

This unit covers responding to queries from the following **users**:

- Electors
- Candidates, agents and political parties
- Government departments
- The Electoral Commission
- Law enforcement agencies
- Credit reference agencies
- Local Authorities
- General public

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Outcomes of Effective Performance

Establishing requirements

You must be able to:

1. respond clearly and promptly to queries from potential **users** of **registration information**, liaising with colleagues where necessary
2. identify **user** requirements accurately
3. confirm the entitlement of individuals to access and/or use **registration information**
4. explain clearly any restrictions that apply to access to, or use of, **registration information**

Providing registration information

You must be able to:

5. prepare **registration information** appropriately for **users**
6. process any payments due from **users** by:
 - identifying the cost of the **registration information** to be provided
 - informing **users** of the amount due
 - receiving payment in an appropriate form
 - processing payments in accordance with organisational and legal requirements
 - conducting the transaction in a manner appropriate to the **user** and context
7. provide access to **registration information** to **users** promptly and in accordance with their level of authorisation
8. provide assistance to **users**, where required, to enable them to make effective and efficient use of registration information
9. ensure that you comply with relevant copying and access regulations throughout your work

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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 providing electoral information to those entitled to receive it
- K2. your organisational policies and procedures relating to providing electoral information to those entitled to receive it
- K3. your role, responsibilities and authority relating to providing electoral information to those entitled to receive it
- K4. the role, responsibility and authority of others relating to providing electoral information to those entitled to receive it
- K5. the role and importance of accurate and comprehensive electoral information in facilitating the democratic process

Establishing requirements

- K6. how to respond clearly and promptly to queries from potential users; how to identify where it is necessary to liaise with colleagues in order to respond to users
- K7. the importance of establishing user requirements accurately
- K8. how to confirm the entitlement of individuals to access and/or use registration information; the action to take should individuals not be entitled to access/use registration information
- K9. the importance of explaining clearly any restrictions that apply to access to, or use of, registration information

Providing registration information

- K10. how to prepare registration information appropriately for users; how this may differ for different types of users and in different contexts
- K11. how to process payments for registration information
- K12. how to provide prompt access to registration information to users in accordance with their level of authorisation
- K13. the types of assistance that users may require in order to make effective and efficient use of registration information
- K14. the importance of complying with all relevant copying and access regulations throughout your work; the potential consequences of not doing so