

12 March 2024

IC-292191-L3K3

Request

On 4 March 2024 you asked us for information about *'how ICO case workers are trained and what their required level of education is.'*

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Response

We do not have a job role at the ICO titled 'case worker' and a number of different staff and teams undertake what might be referred to as casework. Your correspondence with us indicated that you were specifically interested in the case officer position within the FOI complaints team, so we contacted you on 6 March 2024 to check in case you wanted us to widen our searches to include any other roles or departments.

As you did not respond, we have focused our searches on the case officer position within the FOI complaints team. If you want to request information about other areas of the organisation (e.g. other job roles that may involve casework), then we can consider this as a new request.

In response to the part of your request that relates to training, all ICO staff complete compulsory training modules, including case officers. Within the first two weeks, this includes training in:

- Health and safety
- Information governance
- Stay safe online

Within the first three months new starters also complete the following training:

- Dignity, diversity and inclusion
- EDRM end user
- ICO induction
- Modern slavery awareness
- Introduction to Freedom of Information and Environmental Information Regulations (EIR)
- Introduction to Data Protection (DP) and Privacy and Electronic Communications Regulations (PECR)
- Promoting inclusion
- You and the ICO

Staff working within the FOI complaints team, including case officers, are also required to complete additional FOI modules. These are already available [here on our website](#). Aside from these modules, most of the learning is done on the job. Case officers are usually assigned a more experienced case officer as a mentor when they start the job, and this arrangement stays in place until it is deemed no longer necessary.

In response to the part of your request that refers to education, the requirements for a case officer at the ICO (as described in the job description) are as follows:

Education and Qualification/Work Experience

- Experience relevant to the role requirements, as described in the role responsibilities and person specification, and accumulated through any combination of academic or vocational qualifications or experience.

Knowledge, skills and ability

- Good intellectual and analytical ability in order to develop knowledge of legislation and apply it to variety of circumstances
- High standard of literacy and effective written communication skills
- Effective verbal communication skills in particular the ability to provide clear advice over the telephone
- Ability to deal with a demanding workload and prioritise accordingly
- Ability to work on own initiative and as a member of a team
- Effective negotiation skills
- Ability to ensure that the highest standards of quality and customer care are achieved
- Excellent interpersonal skills with people at all levels
- Ability to use standard office IT packages

- Ability to make presentations

Advice and assistance

You can find out more about individual teams and job positions [here](#).

We publish our [Freedom of Information Act \(FOIA\) and Environmental Information Regulations \(EIR\) training](#) and other [training videos](#) on our website.

Training is also informed by [our published guidance](#) and relevant [policies and procedures](#), which include guidance that relates specifically to casework, such as the [FOIA EIR Casework Service Guide](#).

You can find responses to previous FOI requests about training and staff requirements on [our disclosure log](#). This includes information about training provided to staff in relation to GDPR and the DPA (e.g. [IC-236327-C7Q7](#)), copies of job descriptions (e.g. [IC-209588-W3V6](#)), and guidance relating to casework (e.g. [IC-203074-K3Y8](#)).

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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