

# SFHSS34 - SQA Code HD4H 04

## Provide authorised access to records



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### Overview

This standard is about providing authorised access to records. You are expected to

1. establish user identification and authorisation
2. identify records and establish their location
3. bring records to dispatch point
4. inspect the condition of records
5. explain any requirements of the user
6. make a record of the issue

Users of this standard will need to ensure that practice reflects up to date information and policies.

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#### Performance criteria

*You must be able to:*

- P1 request user identification politely and check it carefully
- P2 establish authorisation quickly
- P3 check that the access requested and the access authorised tallies
- P4 explain any lack of authorisation or identification firmly and politely to the user, and refer them to a supervisor as appropriate
- P5 identify records accurately through search or finding aids
- P6 establish the location of records accurately through location index
- P7 bring records quickly to the appropriate dispatch point
- P8 inspect the condition of records carefully to confirm that they are fit for issue
- P9 take appropriate action if records are damaged or not fit for issue
- P10 explain and enforce any requirements to the user clearly and courteously
- P11 explain security procedures clearly and implement them fully
- P12 make the record of issue quickly and accurately in the required format
- P13 store records of issue promptly and safely

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the organisation's policy on, and procedures for, usage and protection of information
- K2 what schedules and policies exist for routine authorisation
- K3 how to apply schedules and policies for routine authorisation to determine individual users' status
- K4 how to deal appropriately with individual users
- K5 what search and finding aids to use to identify records
- K6 why it is important to explain security procedures to the user
- K7 the organisation's policy on different types of issue and use
- K8 what the requirements of the system are for details for issue
- K9 what data protection issues may be involved
- K10 how to recognise when specific action needs to be taken on the condition of records and what the action should be
- K11 how to deal courteously and helpfully with the user

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: IK1 Information Processing

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's Name:</b>	
<b>Candidate's Signature:</b>	
<b>Date submitted to assessor as complete:</b>	

<b>Assessor's Name:</b>	
<b>Assessor's Signature:</b>	
<b>Date assessed as complete:</b>	

**Internal Verification —**

to be completed in accordance with centre's IV strategy

<b>Evidence for this Unit was sampled on the following date/s:</b>	<b>IV's Signature</b>	<b>IV's Name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>IV's Signature</b>	<b>IV's Name</b>

**Unit completion confirmed**

<b>IV's Name:</b>	
<b>IV's Signature:</b>	
<b>Date complete:</b>	