

Elements of Competence

- RM/4.1 Confirm customer's eligibility to access records
- RM/4.2 Locate and retrieve required records
- RM/4.3 Issue records

About this Unit

Depending on the type of organisation in which you work, establishing a customer's eligibility to access records may be vital to maintaining the security and integrity of records. Once eligibility has been clarified, you must be able to locate, retrieve and issue records to the customer effectively and in line with the policies and procedures of your organisation. This standard is about your ability to interpret your organisation's policies and procedures, and to deal appropriately with customers.

Who is this standard for?

This standard is applicable to people in operational roles who locate, retrieve and issue records to customers, having identified their eligibility to access the records.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, your assessor could observe how you explain and enforce any requirements of the customer clearly and courteously. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, how to apply schedules and policies for routine authorisation to determine individual customers' status.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work. ◆ All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

Element RM/4.1 Confirm customer’s eligibility to access records

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why the organisation’s policy on and procedures for usage and protection of information are.	
2 Why schedules and policies exist for routine authorisation.	
3 How to apply schedules and policies for routine authorisation to determine individual customers’ status.	
4 How to deal appropriately with individual customers.	

Element RM/4.2 Locate and retrieve required records

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 What the organisation’s policy is and procedures are for usage and protection of information.	
2 What search and finding aids to use to identify records.	
3 How to deal appropriately with individual customers.	

Element RM/4.3 Issue records

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why it is important to explain security procedures to the customer.	
2 What the organisation’s policy is on different types of issue and use.	
3 What the requirements of the system are for details for issue.	
4 What data protection issues may be involved.	
5 How to recognise when specific action needs to be taken on the condition of records and what the action should be.	
6 How to deal courteously and helpfully with the customer.	

B52Y 04 (RM/4) Provide authorised access to records

Element RM/4.1 Confirm customer's eligibility to access records

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Request customer identification politely and check it carefully.							
2	Establish authorisation quickly.							
3	Check that the access requested and the access authorised tallies.							
4	Explain any lack of authorisation or identification firmly and politely to the customer, and refer them to a supervisor as appropriate.							

Element RM/4.2 Locate and retrieve required records

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Identify records accurately through search or finding aids.							
2	Establish the location of records accurately through location index.							
3	Bring records quickly to the appropriate dispatch point.							

Element RM/4.3 Issue records

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Inspect the condition of records carefully to confirm that they are fit for issue.							
2	Take appropriate action, if records are damaged or not fit for issue.							
3	Explain and enforce any requirements of the customer clearly and courteously.							
4	Explain security procedures clearly and implement them fully.							
5	Make the record of issue quickly and accurately in the required format.							
6	Store records of issue promptly and safely.							

DO = Direct Observation

RA = Reflective Account

Q = Questions

EW = Expert Witness

P = Product (Work)

WT = Witness Testimony

PD = Professional Discussion

To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: