

Overview

This standard is about maintaining the arrangement of files. You are expected to

1. identify returned records and check their condition
2. recover the record of issue
3. record the return on the system
4. instigate appropriate action when records are not returned
5. sort and replace records with the minimum of disruption
6. put records away tidily
7. note any sequencing errors

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

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Maintain the arrangement of records

Performance criteria

You must be able to:

- P1 identify returned records correctly and note all the relevant details
- P2 inspect the condition of records carefully for signs of damage and loss
- P3 take appropriate action promptly if there are indicators of damage or loss
- P4 retrieve the record of issue promptly
- P5 record the return of records on the system accurately and promptly
- P6 implement procedures promptly for the return of overdue records
- P7 sort and replace records with minimum disruption
- P8 replace records tidily and in the correct place
- P9 note and correct any sequencing errors without delay
- P10 obtain appropriate assistance to resolve difficulties in replacement

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Knowledge and understanding

You need to know and understand:

- K1 the organisation's policy on the return of records
- K2 what the basic procedures are for the inspection of returned records
- K3 what action to take when records are not returned
- K4 how to deal with the return of damage or disordered records
- K5 how to obtain assistance to resolve difficulties
- K6 the organisation's systems for arranging material
- K7 why it is important to correct sequencing errors without delay

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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

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Developed by	Skills for Health
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Originating organisation	This NOS was originally developed by the Information Services National Training Organisation as Unit R2/3
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Original URN	SS36
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Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
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Suite	Support Services
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