| Purpose | **Facility Access Request** service is to provide a controlled and auditable process for granting users physical access to specific laboratories, cleanrooms, or specialised work areas within the facility. This service ensures that access is only provided after users have completed the required training, safety inductions, and competency assessments relevant to each space. By collecting all necessary information through a structured request form, the process enables facility and technical administrators to verify compliance, assess eligibility, and implement access permissions through the appropriate security systems. This workflow ensures that all physical access rights are consistently managed, traceable, and aligned with operational and safety requirements. |
|---|---|

**When Users Should Use This Service**

Users should submit a Facility Access Request whenever they require physical entry to a laboratory, cleanroom, packaging area, or any other controlled operational space within the facility.

This service must be used:

- After completing all required inductions and safety training relevant to the area they wish to access.
- After completing tool training, where physical access is necessary to operate the equipment.
- When beginning work on a new project that requires access to a different facility area.
- When changing supervisors or research groups, prompting reassessment of access privileges.
- When requesting after-hours access, once advanced competency requirements are met.
- When previously granted access has expired or needs to be reinstated.
- When additional areas or labs are needed as a project expands or user responsibilities grow.

Users should not directly approach facility staff for ad-hoc access changes.

All access requests must be submitted through this service to ensure proper documentation, review, and compliance with safety and operational requirements.

**Workflow**

**Step 1 — User Initiates the "Facility Access Request" Service**
From the SydneyFMS Dashboard:
Order a Service or Consumables → Facility Access Request
The user selects the service and submits a request after meeting all prerequisites, including mandatory facility inductions and any relevant tool training.

**Step 2 — User Completes the Form**
The user provides the necessary information, which may include:

- Rooms or facility areas requiring access
- Access hours requested (standard or after-hours)
- Confirmation of completed training and safety inductions
- Supervisor approval or acknowledgement, when required

**Step 3 — Facility Manager Verification**
The Facility Manager reviews the submitted request and confirms the following:

- Training and Induction Completion
  Verify that the user has completed all required WHS, laboratory, and RPF-related inductions.
  *SydneyFMS: User Profile → Check Induction_Complete and Onboarding_Complete tags.*

- After-Hours Eligibility (if applicable)
  Confirm the user has demonstrated the required competence and autonomy for after-hours work.
  *SydneyFMS: Booking Rights → Ensure user holds the appropriate autonomous access level.*

**Step 4 — Facility Manager Actions and Notifications**

Once the request is validated and approved, the Facility Manager:

- Submits or finalises the Facility Access Request on behalf of the user (as needed within SydneyFMS)
- Accepts the order in SydneyFMS to progress it through the workflow
- Ensures the user receives an automated notification confirming that their request has been received and is being processed