



Support Services in Health Care NVQ 2

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Designed for:

This course is aimed at individuals who are currently working in a support service in healthcare environment in job roles such as Housekeeping/Domestic, Portering/Security, Postal, Transport, Catering, Laundry and Administration. National Vocational Qualifications (NVQs) in Support Services in Healthcare are nationally recognised qualifications, which show that individuals have the necessary practical skills and knowledge for the industry. Assessment takes place in the workplace at flexible times to suit both the learner and employer.

Funding may be available via Train to Gain to those that meet eligibility criteria.

Qualification Summary Structure

The candidate must achieve all 4 mandatory units, plus 4 optional units.

Mandatory Units

- SSI** Foster people's equality, diversity and rights (CSC Unit 01)
- SS2** Contribute to the effectiveness of work teams (CSC Unit CU 10)
- SS3** Promote, monitor and maintain health, safety and security in the workplace (CSC Unit CU1)
- SS4** Give customers a positive impression of yourself and your organisation (ICS Unit 1)

Optional Units

- NOTE: *Two units only can be selected from SSI9, SS20, and SS2I

- SS5** Support and control visitors to services and facilities (CSC Unit CU4)
- SS6** Transport supplies of physical resources within the work area (Lantra Unit CU8)
- SS7** Receive, transmit, store and retrieve information (CSC Unit CUS)
- SS8** Support the use of information technology (CFA Unit 213)
- SS9** Minimise and deal with aggressive and abusive behaviour (CCNTO Unit 002)
- SSI0** Organise the receipt and storage of goods (DNTO Unit B22)



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- SSI 1** Control and monitor access to premises and property (SITO Unit 4)
- SSI2** Drive passenger carrying vehicles safely (Transfed Unit 8)
- SSI3** Move and transport patients within the work area (SFH new unit)
- SSI4** Collect, transport and dispose of health care waste (SFH new unit)
- SSI5** Distribute and dispatch mail (CFA Unit 107)
- SSI6** Maintain housekeeping supplies (HTF Unit 2HK3)
- SSI7** Prepare beds and handle linen and bed coverings (HTF Unit IHKI)
- SSI8** Monitor and maintain the cleanliness of environments (CSC Unit CU3)
- SS19** Clean floors manually (C INTO Unit 010)
- SS20** Clean furniture, fittings and vertical surfaces manually (CINTO Unit 011)
- SS21** Clean toilets and washrooms manually (CINTO Unit 012)
- SS22** Classify items and make up loads (DNTO Unit 5)
- SS23** Clean items by washing processes (DNTO Unit 6)
- SS24** Press and finish simple garments and items (DNTO Unit 14)
- SS25** Repair, alter and maintain items (DNTO Unit 19)
- SS26** Prepare food and drink for clients (CSC Unit NCI3)
- SS27** Maintain hygiene in food storage, preparation and cooking (HTF Unit 1FPC13)
- SS28** Prepare, cook and assemble food for service (HTF Unit 1FPC12)
- SS29** Provide a table or tray service (HTF Unit 1 FDS2)
- SS30** Clean and service a range of areas (HTF Unit 2HKI)
- SS31** Administer patient appointments (\$FH — new unit)
- SS32** Record, store and supply information using a paper-based filing system (CFA Unit 205)
- SS33** Enter, retrieve and print data in a database (CFA Unit 206)
- SS34** Provide authorised access to records (ISNTO Unit R2/1)
- SS35** Protect records (ISNTO Unit R2/2)
- SS36** Maintain the arrangements of records (ISNTO Unit R2/3)
- SS37** Administer the current records system (1SNTO Unit R2/4)



Support Services in Health Care Job Matrix

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Support Services in Health Care NVQ Level 2

Guidance on how the optional units apply to Support Services

The following matrix shows how the optional units apply across different areas of support services. This is only an indication of which units are relevant and there may be variations at a local level.

Optional Units	Portering/ Security	Housekeeping/ Domestic	Laundry	Postal	Transport	Catering	Health Records & Patient Admin
SS5 Support 7 Control visitors to services & facilities	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SS6 transport supplies of physical resources within the work area	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SS7 Receive, transmit, store and retrieve information	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SS8 Support the use of information technology	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SS9 Minimise and deal with aggressive and abusive behaviour	Yes	Yes	Yes	Yes	Yes	Yes	
SS10 Organise the receipt and storage of goods	Yes	Yes	Yes	Yes	Yes	Yes	
SS11 Control and monitor access to premises and property	Yes						
SS12 Drive passenger carrying vehicles safely	Yes				Yes		
SS13 Move and transport patients within the work area	Yes				Yes		
SS14 Collect, transport and dispose of healthcare waste	Yes				Yes		
SS15 Distribute and dispatch mail	Yes			Yes			Yes
SS16 maintain housekeeping supplies		Yes					
SS17 Prepare beds and handle linen and bed coverings		Yes					
SS18 Monitor and maintain the cleanliness of environments		Yes				Yes	
SS19 Clean floors manually		Yes				Yes	
SS25 Repair, alter and maintain items		Yes	Yes				



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Optional Units	Portering/ Security	Housekeeping/ Domestic	Laundry	Postal	Transport	Catering	Health Records & Patient Admin
SS21 Clean toilets and washrooms manually		Yes					
SS22 Classify items and make up loads		Yes	Yes				
SS23 Clean items by washing processes		Yes	Yes				
SS24 Press and finish simple garments and items		Yes	Yes				
SS26 Prepare food and drink for clients		Yes				Yes	
SS27 Maintain hygiene in food storage, preparation and cooking		Yes				Yes	
SS28 Prepare, cook and assemble food for service		Yes				Yes	
SS29 Provide a table or tray service		Yes				Yes	
SS30 Clean and service a range of areas		Yes				Yes	
SS31 Administer patient appointments							Yes
SS32 Record, store and supply information using a paper-based filing system							Yes
SS33 Enter, retrieve and print data in a database							Yes
SS34 Provide authorised access to records							Yes
SS35 Protect records							Yes
SS36 Maintain the arrangements of records							Yes
SS37 Administer the current record system							