

# NVQ Support Services in Health Care Level 2

Until now, Support Services staff within the health care sector have had little opportunity to take part in recognised training and development for the work that they undertake. Their ongoing skills development is central to the government's modernisation programmes and has a crucial role to play in ensuring the provision of quality services to patients, clients, carers and others.

The award is suitable for various job roles including housekeepers, porters, security staff, laundry workers, caterers, cleaners, medical records, ward secretaries, gardeners and various maintenance staff). Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

There are four core units which are relevant to all ancillary workers. These units are therefore compulsory for all those wanting to complete the full qualification.

SS1 Foster people's equality, diversity and rights

SS2 Contribute to the effectiveness of work teams

SS3 Promote, monitor and maintain health, safety and security in the workplace

SS4 Give customers a positive impression of yourself and your organisation

To complete the full award candidate must choose four optional units from a choice of thirty three

Housekeepers would benefit from the following units:

SS16 Maintain housekeeping supplies

SS17 Prepare beds and handle linen and bed coverings

SS18 Monitor and maintain the cleanliness of environments.

Porters would benefit from:

SS6 Transport supplies of physical resources within the work area

SS12 Drive passenger carrying vehicles safely

SS13 Move and transport patients within the work area

SS14 Collect, transport and dispose of health care waste

SS15 Distribute and despatch mail

Laundry staff would benefit from the following units:

SS22 Classify items and make up loads

SS23 Clean items by washing process

SS24 Press and finish simple garments and items

SS25 Repair, alter and maintain items

Caterers:

SS26 Prepare food and drink for clients

SS27 Maintain hygiene in food storage, preparation and cooking

SS28 Prepare, cook and assemble food for service

SS29 Provide a table or tray service

Cleaners:

SS19 Clean floors manually

SS20 Clean, furniture, fittings and vertical surfaces manually

SS21 Clean toilets and washrooms manually

SS30 Clean and service a range of areas

Reception and administrators:

SS5 Support and control visitors to services and facilities

SS7 Receive, transmit, store and retrieve information

SS31 Administer patient appointments

SS37 Administer the current records system