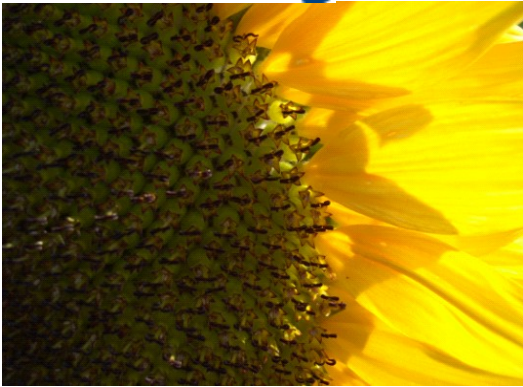




Helping you achieve your goals

Learning CQM Learning Ltd



The benefits of the Support Services in Health Care NVQ:

- Aimed at people working in support roles within the care sector
- Suitable for porters, security personnel, laundry assistants, kitchen assistants and general assistants
- The qualification is wide ranging and can be tailored to meet the diverse needs of employers and learners

Support Services in Health Care NVQ Level 2

Mandatory Units

- Foster people's equality, diversity and rights
- Contribute to the effectiveness of work teams
- Promote, monitor and maintain health, safety and security in the workplace
- Give customers a positive impression of yourself and your organisation

Optional Units (choose 4)

- Support and control visitors to services and facilities
- Transport supplies of physical resources within the work area
- Receive, transmit, store and retrieve information
- Support the use of information technology
- Minimise and deal with aggressive and abusive behaviour
- Organise the receipt and storage of goods
- Control and monitor access to premises and property
- Drive passenger carrying vehicles safely
- Move and transport patients within the work area
- Collect, transport and dispose of health care waste
- Distribute and despatch mail
- Maintain housekeeping supplies
- Prepare beds and handle linen and bed coverings
- Monitor and maintain the cleanliness of environments
- Clean floors manually
- Clean furniture, fittings and vertical surfaces manually
- Clean toilets and washrooms manually
- Classify items and make up loads
- Clean items by washing processes
- Press and finish simple garments and items
- Repair, alter and maintain items
- Prepare food and drink for clients
- Maintain hygiene in food storage, preparation and cooking
- Prepare, cook and assemble food for service
- Provide a table or tray service
- Clean and service a range of areas
- Administer patient appointments
- Record, store and supply information using a paper-based filing system
- Enter, retrieve and print data in a database
- Provide authorised access to records
- Protect records
- Maintain the arrangements of records
- Administer the current records system



INVESTOR IN PEOPLE

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