

Support Services in Healthcare NVQ – Level 2



1) BACKGROUND

The NVQ Support Services in Healthcare Level 2 has been designed for employees working in a range of support services within a healthcare setting e.g. cooks, cleaners, and laundry personnel.

2) BRIEF SUMMARY OF QUALIFICATION

Achievement of this qualification will reflect the enhancement to recognized standards of skills, knowledge and overall performance of the candidates through real-time activities undertaken at work.

3) WHO IS THE COURSE FOR & WHAT ARE THE BENEFITS?

Who is the course for?

The Level 2 Support Services in Healthcare NVQ is aimed primarily at staff with experience in a range of support roles in a healthcare setting, but do not yet hold a recognised qualification.

The course involves all those tasks and skills that are essential for a competent employee on a day to day basis.

Benefits to employer

- Developing your staff can lead to improved staff morale and motivation, greater staff retention and reduced recruitment costs and improved customer service.
- Invaluable skills will be gained and the candidate's ability to bring essential capabilities to the workplace will be enhanced. Employees will be able to handle both routine and challenging interactions.

Benefits to your employees

- The Support Services in Healthcare NVQ provides the opportunity to gain a nationally recognized qualification for people working in a range of support roles in residential healthcare settings.
- All training and learning occurs at individuals places of work, and the new skills developed in this practical location will help each individual to operate more productively and professionally.
- The NVQ's are a formal recognition of an employee's work, skills and abilities.

4) HOW IS THE COURSE RELEVANT TO MY BUSINESS?

NVQs in Support Services in Healthcare have been developed to recognise and reflect a candidate's competence and ability in their everyday work; they cover a diverse range of tasks and functions that are part of the work undertaken within a residential healthcare setting.

5) COURSE CONTENT – WHAT DOES THE COURSE COVER?

The NVQ is designed specifically for workers in a wide range of roles and settings and this is reflected in the way the award is built. The NVQ comprises eight units in total. It includes four mandatory units and four further units taken from an extensive range of options. This enables staff and managers to select the most appropriate combination for the job role.



Mandatory Units

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

Optional Units

- Receive, transmit, store and retrieve information.
- Minimise and deal with aggressive and abusive behaviour.
- Organise the receipt and storage of goods.
- Collect, transport and dispose of health care waste.
- 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.
- Clean items by washing processes.
- Classify items and make up loads.
- 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.

Achievement

To achieve a Level 2 NVQ in Support Services in Healthcare, candidates must complete four mandatory and four optional units.

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6) HOW WILL I BE ASSESSED?

Assessment is undertaken by production of a personal portfolio of evidence demonstrating understanding and application of the NVQ performance criteria.

Naturally within the working environment, and based on tasks accomplished by candidates to improve their efficiency.

Through a variety of methods including observation in the workplace, witness testimonies, personal accounts, simulations and professional discussions.

7) WHERE DOES LEARNING & ASSESSMENT TAKE PLACE?

The learning and assessment for Level 2 NVQ Support Services in Healthcare is delivered wholly in the workplace.

It is anticipated that the organisation will give the appropriate time and support to enable the candidate to complete the NVQ within the set time.

8) HOW MUCH WILL THE COURSE COST ME?

There may be government funding available to subsidise the cost of this course. Each provider has a different delivery model and cost.

9) WHAT QUALIFICATION WILL MY EMPLOYEES GAIN?

A nationally recognised National Vocational Qualification (NVQ) in Support Services in Healthcare Level 2.



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