



# NVQ level 2



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# support services in health care

This qualification is aimed at people working within the care sector, in support roles including porters, security personnel, laundry and kitchen assistants, health records administrators and general assistants / support staff. This qualification is wide ranging and can be tailored to meet the diverse needs of employers and learners.

### mandatory units

- unit SS1 Foster people's equality, diversity and rights
- unit SS2 Contribute to the effectiveness of work teams
- unit SS3 Promote, monitor and maintain health, safety and security in the workplace
- unit SS4 Give customers a positive impression of yourself and your organisation

### optional units (choose 4)

- unit SS5 Support and control visitors to services and facilities
- unit SS6 Transport supplies of physical resources within the work area
- unit SS7 Receive, transmit, store and retrieve information
- unit SS8 Support the use of information technology
- unit SS9 Minimise and deal with aggressive and abusive behaviour
- unit SS10 Organise the receipt and storage of goods
- unit SS11 Control and monitor access to premises and property
- unit SS13 Move and transport patients within the work area
- unit SS14 Collect, transport and dispose of health care waste
- unit SS15 Distribute and despatch mail
- unit SS16 Maintain housekeeping supplies
- unit SS17 Prepare beds and handle linen and bed coverings
- unit SS18 Monitor and maintain the cleanliness of environments
- unit SS19\* Clean floors manually
- unit SS20\* Clean furniture, fittings and vertical surfaces manually
- unit SS21\* Clean toilets and washrooms manually
- unit SS22 Classify items and make up loads
- unit SS23 Clean items by washing processes
- unit SS24 Press and finish simple garments and items
- unit SS25 Repair, alter and maintain items
- unit SS26 Prepare food and drink for clients
- unit SS27 Maintain hygiene in food storage, preparation and cooking
- unit SS28 Prepare, cook and assemble food for service
- unit SS29 Provide a table or tray service
- unit SS30 Clean and service a range of areas
- unit SS31 Administer patient appointments
- unit SS32 Record, store and supply information using a paper-based filing system
- unit SS33 Enter, retrieve and print data in a database
- unit SS34 Provide authorised access to records
- unit SS35 Protect records
- unit SS36 Maintain the arrangements of records
- unit SS37 Administer the current records system

\*Note: two units only can be selected from SS19, SS20 and SS21

