



Qube **learning**

level 2 NVQ

support services in  
health care

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This qualification is aimed at people working within the care sector, in supporting roles such as 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 Number	Unit Title	Level
SS1	Foster people's equality, diversity & rights	2
SS2	Contribute to the effectiveness of work teams	2
SS3	Promote, monitor & maintain health, safety & security in the workplace	2
SS4	Give customers a positive impression of yourself & your organisation	2

#### Optional Units

Unit Number	Unit Title	Level
SS5*	Support & control visitors to services & facilities	2
SS6*	Transport supplies of physical resources within the work area	2
SS7*	Receive, transmit, store & retrieve information	2
SS8*	Support the use of information technology	2
SS10*	Organise the receipt & storage of goods	2
SS13	Move & transport patients within the work area	2
SS14	Collect, transport & dispose of health care waste	2
SS15	Distribute & despatch mail	2
SS16	Maintain housekeeping supplies	2
SS17	Prepare beds & handle linen & bed coverings	2
SS18	Monitor & maintain the cleanliness of environments	2
SS19**	Clean floors manually	2
SS20**	Clean furniture, fittings & vertical surfaces manually	2

#### Optional Units (continued)

Unit Number	Unit Title	Level
SS21**	Clean toilets & washrooms manually	2
SS22	Classify items & make up loads	2
SS23	Clean items by washing processes	2
SS24	Press & finish simple garments & items	2
SS26	Prepare food & drink for clients	2
SS27	Maintain hygiene in food storage, preparation & cooking	2
SS28	Prepare, cook & assemble food for service	2
SS29	Provide a table or tray service	2
SS30	Clean & service a range of areas	2
SS32	Record, store & supply information using a paper-based filing system	2
SS33	Enter, retrieve & print data in a database	2
SS34	Provide authorised access to records	2
SS35	Protect records	2
SS36	Maintain the arrangements of records	2
SS37	Administer the current records system	2

#### Note:

\* a maximum of **three** units can be selected from SS5, SS6, SS7, SS8 & SS10

\*\* a maximum of **two** units can be selected from SS19, SS20 & SS21