

Who is this NVQ for?

The Level 2 NVQ is for candidates who provide support services within the care setting. These include

- Porters
- Administration/Healthcare
- Receptionists
- Security
- Laundry/housekeeping
- Postal duties
- Transportation
- Catering
- Other support workers

The care setting could be the Care sector, Special Schools, NHS Trusts, Social Care sector, GP surgeries, Dentist surgeries, specialist treatment centre's, Primary Care Trusts.

To achieve the whole qualification, you must complete all four mandatory units plus four optional units. (Note: only two units can be selected from SS19, SS20, SS21).

Units

Mandatory Units

- SS01:** Foster people's equality, diversity and rights
SS02: Contribute to the effectiveness of work teams
SS03: Promote, monitor and maintain health, safety and security in the workplace
SS04: Give customers a positive impression of yourself and your organisation

Optional Units

- SS05:** Support and control visitors to services and facilities
SS06: Transport supplies of physical resources within the work area
SS07: Receive, transmit, store and retrieve information
SS08: Support the use of information technology
SS09: Minimise and deal with aggressive and abusive behaviour
SS10: Organise the receipt and storage of goods
SS11: Control and monitor access to premises and property
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 dispatch mail

- SS16:** Maintain housekeeping supplies
- SS17:** Prepare beds and handle linen and bed coverings
- SS18:** Monitor and maintain the cleanliness of environments
- SS19:** Clean floors manually
- SS20:** Clean furniture, fittings and vertical surfaces manually
- SS21:** Clean toilets and washrooms manually
- SS22:** Classify items and make up loads
- SS23:** Clean items by washing processes
- SS24:** Press and finish simple garments and items
- SS25:** Repair, alter and maintain items
- 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
- SS30:** Clean and service a range of areas
- SS31:** Administer patient appointments
- SS32:** Record, store and supply information using paper based filing system
- SS33:** Enter, retrieve and print data in a database
- SS34:** Provide authorised access to records
- SS35:** Protect records
- SS36:** Maintain the arrangements of records
- SS37:** Administer the current records system