Support Services in Health Care NVQ Level 2

AURELIA TRAINING

A qualification for workers in the following roles who want to offer improved service to their customers and clients. It is for anyone who wants to make a difference to the way they work.

HOUSEKEEPING/DOMESTICS
CATERING
HEALTH RECORDS AND PATIENT ADMINISTRATION
LAUNDRY
PORTERING/SECURITY
TRANSPORT

Candidates are required to demonstrate achieved competencies in accordance with these national standards. The award is validated by EDEXCEL. It will be achieved by presenting a range of evidence together with observation of current work practices. Candidates will be assisted to assemble a Portfolio of documentary evidence to support a claim that they perform their duties and responsibilities in a competent manner. Assessment is based on what they know and can do. Candidates will be asked to show that they are competent by providing evidence that they:

- Can perform identified tasks consistently to the required standard.
- Have appropriate knowledge, and understanding of what they are doing.
- Can apply the skills in a range of different situations.

To achieve the NVQ qualification candidates must demonstrate competence in the following four core units and then suggested four optional units (subject to change as appropriate) for their particular job role.

Aurelia recognise that if appropriate these support workers can work to achieve this qualification in either a mixed group accommodating all areas of support work (appropriate as the core units for each job role are the same) or in a group specific to one job role

Mandatory Units for all support worker NVQs

- 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 for HOUSEKEEPING/DOMESTICS

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
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

Optional Units for CATERING

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
Monitor and maintain the cleanliness of environments
Clean floors manually
Clean furniture, fittings and vertical surfaces manually
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

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Optional Units for HEALTH RECORDS AND PATIENT ADMINISTRATION

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
Distribute and dispatch mail
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

Optional Units for LAUNDRY

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
Classify items and make up loads Clean items by washing processes
Press and finish simple garments and items
Repair, alter and maintain items

Optional Units for PORTERING/SECURITY

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 dispatch mail

Optional Units for TRANSPORT

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
Drive passenger carrying vehicles safely
Move and transport patients within the work area
Collect, transport and dispose of health care waste

After each candidate has been inducted (received appropriate advice and guidance) and eligibility for funding established, a group of candidates will follow a planned support and guidance programme. In between each session candidates will have access to support and guidance from Assessors during their on-site visits. They will also be encouraged to Network with their colleagues and in addition to this candidates will be expected to allocate themselves approximately 3 hours per week at their place of employment, to work on their Portfolio of Evidence.

The programme includes:

- Induction Session for Candidates with all programme documentation and materials
- EDEXCEL Candidate Registration, assessment and internal verification
- On-site Assessment and unlimited candidate support via telephone and E-Mail

For further information about the delivery of this award please contact
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or email info@aureliatraining.com