

# SUPPORT SERVICES IN HEALTH CARE

## Level 2

NVQ code: Q5000107

Please refer to the Edexcel NVQ Portfolio - Accreditation Listing on the Edexcel website for the current accreditation expiry date for these NVQ units

Type of unit	Unit Code	Unit Title
Mandatory	U1028692	Foster people's equality, diversity and rights
Mandatory	U1028704	Contribute to the effectiveness of work teams
Mandatory	U1028695	Promote, monitor and maintain health, safety and security in the workplace
Mandatory	U1053838	Give customers a positive impression of yourself and your organisation
Optional	U1028698	Support and control visitors to services and facilities
Optional	U5000986	Transport supplies of physical resources within the work area
Optional	U1028699	Receive, transmit, store and retrieve information
Optional	U5000019	Support the use of information technology
Optional	U5000987	Minimise and deal with aggressive and abusive behaviour
Optional	U5000531	Organise the receipt and storage of goods
Optional	U1026632	Control and monitor access to premises and property
Optional	U5000988	Drive passenger carrying vehicles safely
Optional	U5000989	Move and transport patients within the work area
Optional	U5000990	Collect, transport and dispose of health care waste
Optional	U5000006	Distribute and dispatch mail
Optional	U1051537	Maintain housekeeping supplies
Optional	U1051409	Prepare beds and handle linen and bed coverings
Optional	U1028697	Monitor and maintain the cleanliness of environments
Optional	U1054040	Clean floors manually
Optional	U1054041	Clean furniture, fittings and vertical surfaces manually
Optional	U1054042	Clean toilets and washrooms manually
Optional	U5000991	Classify items and make up loads

Optional	U5000992	Clean items by washing processes
Optional	U5000993	Press and finish simple garments and items
Optional	U5000994	Repair, alter and maintain items
Optional	U1028750	Prepare food and drink for clients
Optional	U1051435	Maintain hygiene in food storage, preparation and cooking
Optional	U1051434	Prepare, cook and assemble food for service
Optional	U1020025	Provide a table or tray service
Optional	U1051468	Clean and service a range of areas
Optional	U5000995	Administer patient appointments
Optional	U5000011	Record, store and supply information using a paper-based filing system
Optional	U5000012	Enter, retrieve and print data in a database
Optional	U5000996	Provide authorised access to records
Optional	U5000997	Protect records
Optional	U5000998	Maintain the arrangements of records
Optional	U5000999	Administer the current records system

Minimum units required:

All four Mandatory Units and four Optional Units are required for successful completion of this NVQ.