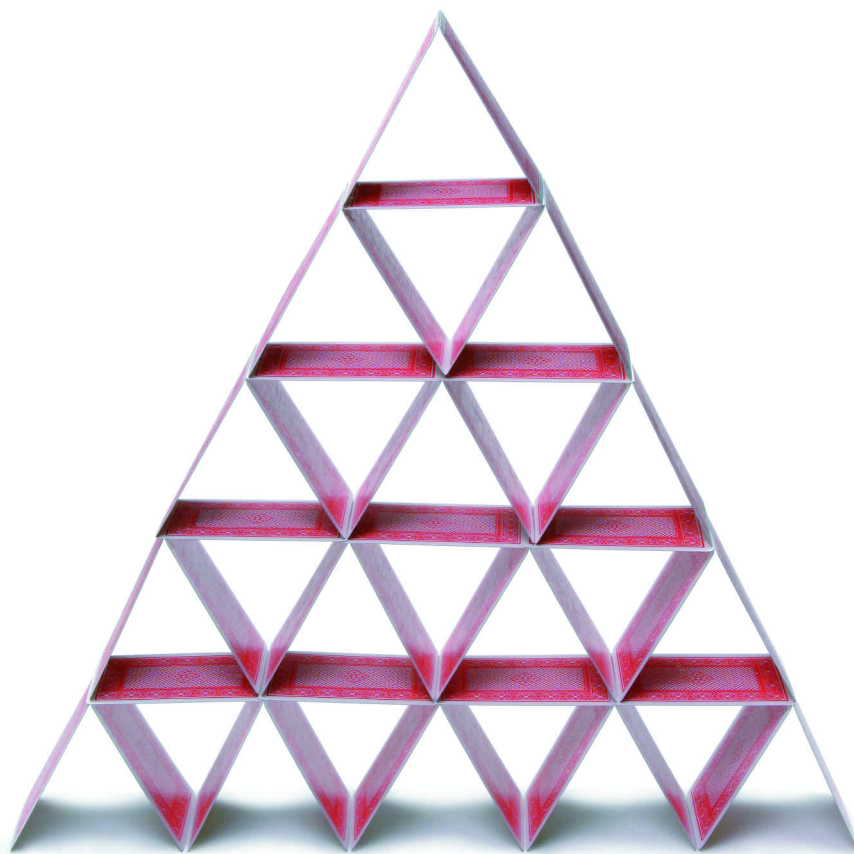


# An employer's guide to Level 2 NVQ in Support Services in Health Care

City&  
Guilds

[www.city-and-guilds.co.uk](http://www.city-and-guilds.co.uk)

April 2004



# An employer's guide to Level 2 NVQ in Support Services in Health Care

The foundation of government commitment to modernising the health services relies on increasing the skill and flexibility of the whole of the healthcare workforce. The NHS Plan and key initiatives such as the skills escalator and commitment to lifelong learning

depend on investments in training and qualifications that support the recruitment, retention and development of the workforce.

It is estimated that some 300,000 people work in a wide range of support services in health services including:

- porters
- security staff
- housekeepers
- laundry workers
- caterers
- cleaners
- health records workers
- transportation

Based on new national occupational standards developed by Skills for Health, the NVQ in Support Services in Health Care is especially designed to boost the training and skills development of these workers.

By providing formal recognition of skills and competence it can enable workers in a wide variety of overlapping areas to transfer between service roles and to extend their skills.

## What does this qualification include?

The NVQ is designed specifically for workers in a wide range of roles and settings and this is reflected in the way the award is built. The NVQ comprises eight units in total. It includes four mandatory units and four further units taken from an extensive range of options. This enables staff and managers to select the most appropriate combination for the job role.

Learners are assessed in eight key areas, four of which are core:

- foster people's equality, diversity and rights
- contribute to the effectiveness of teams
- promote, monitor and maintain health, safety and security in the workplace
- give customers a positive impression of yourself and your organisation

Then there are a thirty further areas which cover all the above job roles, from which learners select four, for example:

- support and control visitors to services and facilities
- transport supplies of physical resources
- support the use of information technology
- minimise and deal with aggressive behaviour
- drive passenger carrying vehicles safely
- distribute and despatch mail

- collect, transport and dispose of health care waste
- maintain housekeeping duties
- prepare beds and handle linen and bed coverings
- clean floors manually
- clean items by washing processes
- maintain hygiene in food storage, preparation and cooking
- provide a table or tray service
- administer patient appointments
- maintain the arrangement of records
- provide authorised access to records

## How is the qualification delivered?

The NVQ is a work based award which means candidates are assessed in the workplace performing real work activities. If a candidate requires any additional training prior to assessment this can be based on or off-site or through a combination of the two.

The essential requirement is that the candidate is linked to a City & Guilds centre approved to offer the award. As an employer you will be able to discuss fully with the centre the most suitable way of delivering the award for you and your managers. We can provide you with a list of approved assessment centres offering this award in your local area.

Alternatively, you can become a City & Guilds approved centre in your own right and deliver the programme without outside help.

## Do the qualifications form part of a recognised framework?

The award has some units in common with NVQs in a wide range of sectors from care to customer service and cleaning. Learners who achieve these units within the NVQ in Support Services in Health Care gain credit towards other NVQs in which the units appear and vice versa. This means that they can more easily progress or develop their career.

This NVQ is at level 2 on the National Qualifications Framework for England, Northern Ireland and Wales. Your nearest City & Guilds office will be able to advise further.

## Are there any learning materials available?

An award handbook and assessment guidance book is available. The publications reference number is TS-02-3504.

## What other support is available?

City & Guilds is the UK's foremost provider of vocational awards in the care, health and community sector. We have dedicated development, quality assurance and quality improvement teams specifically for this sector. Furthermore, they are supported by a network of specialist advisers in each of our regional and national offices of the UK. Advisers work directly with employers and assessment centres to ensure that our awards are appropriate to your needs and delivered within a quality assured framework.

## Key points

- A new qualification specifically developed for support service workers in health care settings
- Enables managers and staff to meet the requirements of the new workforce development initiatives in health services
- Gives formal recognition of skills and competence and develops the confidence of employees
- Provides a route for development and progression within the health sectors
- A work based qualification with flexible learning and assessment opportunities

### **Are there any other qualifications that may be of interest to me?**

We offer a complete range of qualifications for the health and social care sector including:

**NVQs and SVQs in Care**

**NVQs and SVQs in Promoting Independence**

**NVQs in Custodial Health Care**

**NVQs in Clinical Laboratory Support**

**NVQs in Pharmacy Services**

City & Guilds offers over 500 qualifications and you might also be interested in awards in the following areas:

**Administration**

**Customer Service**

**Team Leading**

**Information Technology (e-Equals)**

**Catering and Hospitality**

**Building Maintenance and Estate Services**

**Cleaning and Support Services**

**Security**

**Waste Management**

**Vehicle Maintenance and Repair**

### **What is my next step?**

If you are already an approved centre you only need to obtain the relevant scheme documentation and then complete a Scheme Approval Form. This should then be sent to your nearest City & Guilds office.

If your organisation is not a City & Guilds centre you should be able to find an approved centre near you by contacting our Customer Relations team (details following).

Alternatively, if you would like to become an approved centre, your local City & Guilds regional office will be able to help you. Contact details can be obtained from our website or from our Customer Relations team.

### **How can I find out more?**

You can find out more by logging on our website to find the location of your nearest City & Guilds office or by contacting our Customer Relations team. Details on other products and services offered by City & Guilds can also be found here.

**City & Guilds**

**1 Giltspur Street**

**London**

**EC1A 9DD**

**T +44 (0)20 7294 2800**

**F +44 (0)20 7294 2405**

**enquiry@city-and-guilds.co.uk**

**www.city-and-guilds.co.uk**

If you're asked for a scheme number please quote 3504.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

©2004 The City and Guilds of London Institute. All rights reserved.

City & Guilds is a trademark of the City and Guilds of London Institute.

City & Guilds is a registered charity (number 312832) established to promote education and training.

1 Giltspur Street, London EC1A 9DD Telephone 020 7294 2468

Facsimile 020 7294 2400 E-mail enquiry@city-and-guilds.co.uk

Website <http://www.city-and-guilds.co.uk>

April 2004