Certificate in Healthcare Support Services

Level 2

Healthcare Support Services play a vital part in the smooth running of healthcare services. **This professional qualification is suitable for all support staff who** have delegated responsibility for a range of tasks which enable health professionals (e.g. care support workers and practitioners) and the **wider healthcare team to fulfil their own roles more effectively. Support staff can have a wide range of job** roles such as porter, housekeeper/ housekeeping assistant, catering manager/assistant or security staff.

Progression

Learners can progress on to higher level management qualifications.

Job roles include:
Shift Leader
Supervisor
Assistant Manager.

Duration

The duration will be discussed upon application.

Entry Requirements

Learners must be aged 16 or above.

Ways to Pay

Pay in full:
£1,417.

The 19 – 23 Entitlement Fund:
This qualification is 100% funded for those eligible through this fund – speak to an advisor

CQM Learning

Certificate in Healthcare Support Services

Level 2

Structure

Rules of Combination

To achieve the Level 2 Certificate in Healthcare Support Services, learners must achieve:

◗ 26 credits overall

◗ 14 credits from the mandatory units (shaded table) and a minimum of 12 credits from the optional units available

◗ At least 2 of these optional credits must be from the level 2/3 units.

Qualification number: 501/2124/8

Unit reference number	Title	Level	Credits	Guided Learning Hours
Group A - Mandatory units: total 14 credits				
L/601/5470	Introduction to personal development in health, social care or children's and young people's settings	2	3	23
F/601/5465	Introduction to communication in health, social care or children's and young people's settings	2	3	23
R/601/5471	Introduction to equality and inclusion in health, social care or children's and young people's settings	2	2	20
J/601/8576	The role of the health and social care worker	2	2	14
R/601/8922	Contribute to health and safety in health and social care	2	4	33
Group B - Optional units: Minimum 6 credits				
L/501/6737	The principles of infection prevention and control	2	3	30
H/501/7103	Causes and spread of infection	2	2	20
A/601/8574	Principles of safeguarding and protection in health and social care	2	3	26
Y/502/3674*	Maintaining quality standards in the health sector	2	1	8
K/502/3680*	Service improvement in the health sector	2	2	15
R/501/6738	Cleaning, decontamination and waste management	2	2	20
J/601/9050	Protecting from the risk of violence at work	2	3	22
L/601/3430	Contribute to the effectiveness of teams	2	3	5
F/601/2467	Manage own performance in a business environment	2	2	9
L/601/0933	Give customers a positive impression of yourself and your organisation	2	5	33
A/602/3001	Administer appointments in a healthcare environment	2	3	18
M/601/5039	Maintain and deal with payments	2	4	30
A/601/5030	Maintain food safety when storing, holding and serving food	2	4	31
T/600/6312	Clean surfaces using correct methods	1	3	18
T/601/2482	Produce documents in a business environment	2	4	15
H/601/2493	Use office equipment	2	4	18
R/601/2490	Store and retrieve information	2	3	17
Y/601/2457	Meet and welcome visitors	2	3	23
Y/601/2491	Archive information	2	2	13

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Unit reference number	Title	Level	Credits	Guided Learning Hours
D/502/4177	Assist with the maintenance of grass surfaces	1	3	27
J/502/1404	Transport physical resources within the work area	2	2	15
F/601/4932	Prepare and serve hot drinks using specialist equipment	2	4	36
L/601/5016	Provide a counter and takeaway service	1	3	34
A/601/5027	Clean and store crockery and cutlery	1	3	27
D/602/4027	Transporting passengers, materials and equipment within the health sector	2	3	21
T/602/3000	Assess and respond to accidents, breakdowns and incidents during the transportation of people, materials and/or equipment	2	3	18
H/602/4028	Collect blood/blood products from storage for transfusion	2	2	17
F/602/3002	Store and transport medical gas cylinders	2	3	18
K/602/4029	Moving and transporting individuals within a healthcare environment	2	2	18
J/602/3003	Collect linen and make beds in a healthcare environment	2	2	15
D/602/4030	Checking, connecting and disconnecting medical gas cylinders in a healthcare setting	2	3	22
L/602/3004	Deliver a trolley service in a healthcare environment	2	3	23
R/602/3005	Provide a table/tray service in a healthcare environment	2	3	23
R/602/2999	Prepare vehicles for the transport of people, materials and/or equipment within the health sector	2	3	18
K/602/4032	Clean and store care equipment to minimise the risks of spreading infection	2	2	17
A/602/4035	Minimise the risk of infection when transporting and storing healthcare waste	2	3	20
J/602/4040	Minimise the risk of infection during the removal of used linen	2	2	15
J/602/4765	Minimise the risks of spreading infection when transporting linen	2	2	19
R/602/4767	Minimise the risks of spreading infection when storing and using clean linen	2	2	11
K/600/6324	Clean and maintain internal surfaces and areas	2	4	33
K/502/4098	Assist with maintaining structures and surfaces	1	2	18
J/600/6332	Clean food areas	2	4	32
M/600/6342	Clean glazed surfaces and façades	2	3	23
L/502/2294	Periodic cleaning of soft floors and furnishings	2	3	22
D/600/8877	Repair, alter and maintain fabrics and materials	2	2	7
H/600/8847	Classify items and make up loads for cleaning	2	3	10

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M/600/8849	Carry out the washing process	2	3	14
L/600/8857	Press and finish garments following laundry	2	2	10
J/602/4913	Administer the current records system	2	3	23
L/602/4914	Provide authorised access to records	2	3	23
Y/602/4916	Protect records	2	3	23
H/602/4918	Maintain the arrangements of records	2	3	23
D/600/6773	Sort mail	2	5	26
H/600/6774	Deliver mail	2	6	28
F/600/6765	Collect mail	2	5	27
R/601/9469	Provide professional customer service to passengers with additional needs on a bus or coach	2	4	19
L/602/4881	Move and transport individuals with special requirements who use community transport vehicles	3	4	31
L/602/4878	Drive community transport safely and efficiently	3	4	30
T/502/2287	Deep cleaning of internal equipment, surfaces and areas	2	4	32
K/601/7923	Receive goods in logistics operations	2	3	15
J/601/7931	Assemble orders for dispatch in logistics operations	2	3	12
D/504/6101	First aid essentials	2	1	10
D/601/2542	Plan and organise meetings	3	5	25

Barred units

This unit	Is barred against this unit
Y/502/3674 Maintaining quality standards in the health sector	K/502/3680 Service improvement in the health sector

*Signifies a barred unit combination