**SVQ 2 Healthcare Support (Non Clinical) at SCQF 6**

**Core Skills Signposting at SCQF Level 4**

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| **Unit title** | **Communication** | **Working with others** | **Problem Solving** | **Numeracy** | **ICT** |
| **Tasks** |
| **1** | **2** | **3** | **1** | **2** | **1** | **2** | **3** | **1** | **2** | **3** |  | **1** | **2** | **3** | **4** |
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| **Mandatory units** |

 |
| SFHGEN97  | Communicate effectively in a healthcare environment |  |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| PROHSS1 | Make sure your own actions reduce risks to health and safety |  |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SCDHSC0023 | Develop your own knowledge and practice | **x** |  | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  |
| **Optional units** |
| SFHGEN25  | Administer appointments  | **x** |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| CFABAC311  | Meet and welcome visitors |  |  | **x** |  | **x** |  |  | **x** |  |  |  |  |  |  |  |  |
| CFABAC312 | Provide reception services | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  | **x** | **x** | **x** | **x** |
| CFABAD332 | Store and retrieve information using a filing system | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  | **x** | **x** | **X** | **x** |
| CFABAA411  | Support the organisation of meetings | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  | **x** | **x** | **X** | **x** |
| CFABAA231 | Use office equipment | **x** | **x** | **x** |  |  | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| CFABAA211 | Produce documents in a business environment | **x** |  |  |  | **x** |  |  |  | **x** | **x** | **x** |  | **x** | **x** | **X** | **x** |
| SFHSS34  | Provide authorised access to records  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** | **x** | **x** |  | **x** | **x** | **X** | **x** |
| SFHSS35 | Protect records | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** | **x** | **x** |  | **x** | **x** | **X** | **x** |
| SFHSS36 | Maintain the arrangement of records | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |
| SFHSS37  | Administer the current records system | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |
| SCDHSC0243  | Support the safe use of materials and equipment | **x** |  | **x** | **x** |  | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| SCDHSC0246  | Maintain a safe and clean environment | **x** |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| PPL2GEN9 | Maintain and deal with payments  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |
| SFHGEN87  | Provide a table/tray service in a healthcare environment  | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| PPL1GEN5 | Clean and store crockery and cutlery  | **x** |  | **x** |  |  | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |
| PPL1FS409 | Provide a counter/take-away service  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |
| PPLGS2032 | Prepare and serve dispensed and instant hot drinks  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |
| SFHGEN83  | Deliver a trolley service in a healthcare environment  | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| PPLGS2028  | Maintain food safety when storing, holding and serving food  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |
| PPL2HK3 | Maintain housekeeping supplies  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |
| SFHIPC1  | Minimise the risk of spreading infection by cleaning, disinfecting and maintaining environments | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |
| ASTC213 | Clean, maintain and protect hard floors  | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| ASTC214  | Clean and maintain soft floors and furnishings | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| ASTPC218 | Clean and maintain internal surfaces and areas  | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| ASTC111 | Clean a variety of surfaces using correct methods  | **x** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| SFHIPC4  | Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |
| SFHGEN81  | Collect linen and make beds  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |
| SKSLWDC3 | Classify items and make up loads for cleaning   | **x** |  |  | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| SKSLWDC4 | Launder items using the washing process | **x** |  | **x** |  |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SKSLWDC8 | Press and finish items following laundry  | **x** |  |  |  |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SKSLWDC16 | Repair and alter items | **x** | **x** |  |  |  | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| SFHIPC8 | Minimise the risk of spreading infection when transporting and storing health and care related waste | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |
| SFHIPC9  | Minimise the risk of spreading infection when removing used linen  | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| SFHIPC10  | Minimise the risk of spreading infection when transporting clean and used linen | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |
| SFHIPC12 | Minimise the risk of spreading infection when storing and using clean linen | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |  |
| SFL25  | Receive goods  | **x** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| SFL29  | Process orders for customers  | **x** | **x** | **x** | **x** | **x** |  |  |  | **x** |  |  |  |  |  |  |  |
| SFL30  | Assemble orders for dispatch  | **x** | **x** |  | **x** |  |  | **x** |  | **x** |  |  |  |  |  |  |  |
| SFL34  | Check stock levels and stock records  | **x** |  |  | **x** | **x** |  |  |  | **x** |  |  |  |  |  |  |  |
| LANCS6 | Transport physical resources within the work area   | **x** |  | **x** |  |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| LANCS13 | Assist with the maintenance of grass surfaces  | **x** |  | **x** |  |  | **x** | **x** |  | **x** |  |  |  |  |  |  |  |
| LANCS14 | Assist with maintaining structures and surfaces  | **x** |  | **x** | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SFHGEN6  | Manage environments and resources for use during healthcare activities  | **x** |  |  | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SFHGEN2  | Prepare and dress for work in healthcare settings  | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ASTC212 | Deep clean equipment and surfaces  | **x** |  | **x** | **x** | **x** | **x** |  | **X** | **x** |  |  |  |  |  |  |  |
| ASTC208 | Clean washrooms and replenish supplies  | **x** |  | **x** | **x** | **x** | **x** |  | **X** | **x** |  |  |  |  |  |  |  |
| ASTC215 | Clean glazed surfaces and facades  | **x** |  | **x** | **x** | **x** | **x** |  | **X** | **x** |  |  |  |  |  |  |  |
| SFHGEN9  | Check and prepare vehicles for the transport of people, materials and equipment | **x** |  | **x** |  |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SFHGEN10 | Collect, transport and set down passengers and/or materials and equipment within the health sector  | **x** |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SFHGEN11  | Assess and respond to accidents, breakdowns and incidents during the transportation of people, materials and/or equipment to meet health needs  | **x** |  | **x** |  |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| PPLRPVD02 | Drive community transport vehicles safely and efficiently | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |
| PPLPCVD05 | Help passengers who have special needs  | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |
| SFHGEN80  | Move and transport individuals within a healthcare environment  | **x** |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| PPLRPVD10 | Transport passengers in the community transport industry who have special requirements  | **x** |  | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SFLMS146 | Collect mail  | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  | **x** |  |  |  | **x** |  |  |  |
| SFLMS150 | Sort mail  | **x** | **x** |  |  | **x** |  |  | **X** | **x** |  |  |  | **x** |  |  |  |
| SFLMS151 | Deliver mail  | **x** | **x** | **x** | **x** | **x** | **x** |  | **X** | **x** |  |  |  | **x** |  |  |  |
| SFHGEN57  | Collect blood/blood products from storage for transfusion  | **x** |  |  | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SFHGEN76  | Store and transport medical gas cylinders  | **x** |  | **x** | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SFHGEN82  | Check, connect and disconnect medical gas cylinders and outlets  | **x** |  |  | **x** |  | **x** |  |  |  |  |  |  |  |  |  |  |
| SCDHSC0242  | Deal with messages and information | **x** | **x** | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| SCDHSC0241  | Contribute to the effectiveness of teams  | **x** |  | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  |
| CFACSA4  | Give customers a positive image of yourself and your organisation | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** |  |  |  | **x** |  | **x** |  |
| SFJCSAF2  | Protect yourself from the risk of violence at work | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| SFHCHS36  | Provide basic life support  | **x** |  | **x** | **x** |  | **x** | **x** |  |  |  |  |  |  |  |  |  |
| CFAM&LDD1 | Develop and sustain productive working relationships with colleagues | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |  |  |  |  |  |  |
| CFABAD321 | Collate and organise data | **x** | **x** |  |  |  | **x** | **x** | **X** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |
| ASTPC212 | Carry out maintenance and minor repairs | **x** |  | **x** |  |  | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| EUSW042 | Working safely at heights | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** | **x** |  |  |  |  |  |  |  |
| ASTPC207 | Maintain grounds of premises and facilities | **x** |  | **x** | **x** | **x** | **x** |  | **X** |  |  |  |  |  |  |  |  |
| SUMHV09 | Service and maintain industrial and commercial heating and ventilating systems  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |
| ASTPC206 | Control the use of equipment and materials in a facilities services environment  | **x** | **x** |  |  | **x** |  | **x** |  |  |  |  |  |  |  |  |  |
| ASTPC203 | Contribute to the effectiveness and efficiency of premises  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **X** |  |  |  |  |  |  |  |  |
| SEMEMI212 | Carrying out scheduled maintenance tasks on electrical equipment  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  |  |  |  |  |
| SUMBSE01 | Apply health and safety and environmental legislation in a building services engineering sector  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  | **x** | **x** | **x** | **X** |
| SUMBSE04 | Perform electrical work on mechanical building services systems  | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** | **x** |  | **x** | **x** | **x** | **x** |