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

**Core Skills Signposting at SCQF Level 4**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| |  | | --- | | **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** |