

Scottish Vocational Qualification

SVQ 3 Healthcare Support (Non-Clinical) at SCQF level 7

Awarded by **The Scottish Qualifications Authority**

Accredited from 13 July 2011 to Lapse date 31 July 2016

Group Award number: **GD0T 23**

Standards

This SVQ is based on standards developed by Skills for Health

The first code (six digits) indicates the SQA Unit code. The code in brackets indicates the National Occupational Standards Unit code.

Structure of the SVQ

The way the SVQ is made up is shown below. The Unit title appears in bold.

To achieve the SVQ level 3, candidates are required to complete **Eight Units, three Mandatory Units, and five Optional Units.**

SCQF Overall Credit — Minimum 49 and maximum 79

Mandatory Units — You must select all three of these units

FN94 04 (GEN 98) (SCQF level 7 SCQF credit 8)

Promote effective communication in a healthcare environment

FN95 04 (GEN96) (SCQF level 6 SCQF credit 10)

Maintain health safety and security practices within a health setting

DK57 04 (HSC33) (SCQF level 7 SCQF credit 8)

Reflect on and develop your practice

Optional Units

Optional Group A — You must select five Units

F04M 04 (C5) (SCQF level 6 SCQF credit 7)

Monitor and solve customer service problems

F7EK 04 (CfA D111) (SCQF level 5 SCQF credit 2)

Plan and manage own workload

FE0V 04 (BAA412) (SCQF level 6 SCQF credit 5)

Plan and organise Meetings

F2GX 04 (ML D8) (SCQF level 6 SCQF credit 5)

Help team members address problems affecting their performance

F2H4 04 (ML E10) (SCQF level 8 SCQF credit 4)

Take effective decisions

DP6H 04 (M&L D6) (SCQF level 8 SCQF credit 14)

Allocate and monitor the progress and quality of work in your area of Responsibility

F05N 04 (GEN18) (SCQF level 7 SCQF credit 8)

Give presentations to groups

F04L 04 (GEN19) (SCQF level 7 SCQF credit 8)

Assist others to plan presentations to enable learning

DK89 04 (GEN21) (SCQF level 6 SCQF credit 8)

Interact with individuals using telecommunications

FN96 04 (GEN23) (SCQF level 7 SCQF credit 8)

Monitor your own work practice

FN97 04 (GEN26) (SCQF level 6 SCQF credit 8)

Deal with financial transactions within a health facility

FN98 04 (GEN39) (SCQF level 7 SCQF credit 8)

Contribute to effective multidisciplinary team working

FN99 04 (GEN44) (SCQF level 7 SCQF credit 8)

Liaise between primary, secondary and community teams

FN9A 04 (GEN62) (SCQF level 7 SCQF credit 8)

Collate and communicate health information to individuals

FN9C 04 (GEN64) (SCQF level 6 SCQF credit 8)

Ensure the availability of physical resources

FN9D 04 (GEN65) (SCQF level 7 SCQF credit 8)

Make recommendations for the use of physical resources

FN9E 04 (GEN66) (SCQF level 7 SCQF credit 8)

Control the use of physical resources

FN9F 04 (GEN77) (SCQF level 6 SCQF credit 7)

Perform first line calibration on clinical equipment to ensure it is fit for use

FN9G 04 (GEN78) (SCQF level 6 SCQF credit 7)

Conduct routine maintenance on clinical equipment

FN9H 04 (GEN79) (SCQF level 7 SCQF credit 8)

Co-ordinate the progress of individuals through care pathways

FN9K 04 (IPC13) (SCQF level 7 SCQF credit 8)

Provide guidance, resources and support to enable staff to minimise the risks of spreading infection

FN9L 04 (HI9) (SCQF level 7 SCQF credit 8)

Monitor, evaluate and improve the management of data and information in a health context

FN9N 04 (HI6) (SCQF level 7 SCQF credit 8)

Identify and specify data and information requirements in a health context

FN9P 04 (HI8) (SCQF level 8 SCQF credit 9)

Analyse data and information and present outputs in a health context

FN9R 04 (HI11) (SCQF level 8 SCQF credit 9)

Produce coded clinical data

DK9L 04 (HSC244) (SCQF level 6 SCQF credit 8)

Manage and organise time and activities to support individuals in the community

DK7J 04 (HSC330) (SCQF level 7 SCQF credit 8)

Support individuals to access and use services and facilities

DK96 04 (HSC387) (SCQF level 7 SCQF credit 8)

Work in collaboration with carers in the caring role

DK5M 04 (HSC394) (SCQF level 7 SCQF credit 8)

Contribute to the development and running of support groups

DK30 04 (HSC3100) (SCQF level 7 SCQF credit 8)

Participate in inter-disciplinary team working to support individuals

DK7A 04 (HSC3101) (SCQF level 7 SCQF credit 8)

Help develop community networks and partnerships

DK9C 04 HSC3102 (SCQF level 7 SCQF credit 8)

Work with community networks and partnerships

DK52 04 (HSC3115) (SCQF level 7 SCQF credit 8)

Receive, analyse, process, use and store information

DK3Y 04 (HSC3117) (SCQF level 7 SCQF credit 8)

Conduct an Assessment of Risks in the Workplace

DK4G 04 (HSC3119) (SCQF level 7 SCQF credit 8)

Promote the values and principles underpinning best practice

DK4F 04 (HSC3121) (SCQF level 7 SCQF credit 8)

Contribute to promoting the effectiveness of teams

DK66 04 (HSC399) (SCQF level 7 SCQF credit 8)

Develop and sustain effective working relationships with staff in other agencies

DK6N 04 (HSC3110) (SCQF level 7 SCQF credit 8)

Support colleagues to relate to individuals

D9RJ 04 (PM18)

Enable learning through demonstrations and instruction

FD3X 04 (LD Standard 7) (SCQF level 8 SCQF credit 11)

Facilitate individual learning and development

FD41 04 (LD Standard 9) (SCQF level 8 SCQF credit 10)

Assess workplace competence using direct and indirect methods

F54F 04 (SLP12 Skills for Security)

Deal with disorderly and aggressive behaviour

DP0F 04 (CHS36) (SCQF level 7 SCQF credit 7)

Provide basic life support

Copies of the National Occupational Standards/Units can be accessed via the Care Scotland pages of the SQA website — www.sqa.org.uk/carescotland.

**For further information on this qualification, please contact: Care Scotland
0845 213 5471**