

Declared Purpose:

**The following purpose is for the Level 2 Certificate in Healthcare Support Services QAN: 501/2124/8**

<p><b>Who is this qualification for?</b></p>	<p>This qualification is for you if you want to progress in a career in healthcare support, in a non-clinical role.</p> <p>There are no previous qualifications required but you must be 16 years of age or older.</p>
<p><b>What does the qualification cover?</b></p>	<p>You will need to complete five compulsory areas:</p> <ul style="list-style-type: none"> <li>• introduction to personal development in health, social care or children’s and young people’s settings</li> <li>• introduction to communication in health, social care or children’s and young people’s settings</li> <li>• introduction to equality and inclusion in health, social care or children’s and young people’s settings</li> <li>• the role of the health and social care worker</li> <li>• contribute to health and safety in health and social care.</li> </ul> <p>You will then need to choose from a wide range of optional subjects , which include:</p> <ul style="list-style-type: none"> <li>• first aid essentials</li> <li>• the principles of infection prevention and control and causes and spread of infection</li> <li>• principles of safeguarding and protection in health and social care</li> <li>• team work</li> <li>• management of own performance</li> <li>• service improvement in healthcare</li> <li>• removal, cleaning and storage of linen</li> <li>• deep cleaning of surfaces and areas</li> <li>• collection and delivery of mail</li> <li>• transporting, moving and assisting individuals</li> <li>• records confidentiality</li> <li>• customer service principles, presentation and appointments.</li> </ul> <p>Colleges and training providers work with employers in order to maximise the value of your experience. Where possible employers will offer work experience placements to allow you to put into context what you are learning.</p>

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**Why choose this qualification over similar qualifications?**

City & Guilds offers two Level 2 Technical Certificate qualifications in healthcare support offering either clinical or non-clinical routes to employment.

This Level 2 Certificate in Healthcare Support Services will equip you with a range of skills and knowledge essential for non-clinical healthcare work. You are likely to choose this qualification if you want to work in Healthcare but do not wish to work in a clinical role. If you are interested in working in a clinical role you should consider the Level 2 Diploma in Clinical Healthcare Support.

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**Will the qualification lead to employment, and if so, in which job role and at what level?**

The qualification will provide you with the practical skills and knowledge enabling you to gain employment or progress in the health sector, working in non clinical roles such as:

Receptionist  
Assistant/Administrator  
Caretaker/Maintenance Person  
Cleaner  
Customer Service personnel  
Health Records Clerk  
Hospital Porter  
Kitchen Assistant/Porter  
Library Assistant  
Personal Assistant (PA)  
Records Manager  
Security Officer/Manager  
Stock Control/Replenishment assistant  
Technical Support Person.

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**Will the qualification lead to further learning?**

It will prepare you for the Level 2 Diploma in Clinical Healthcare Support, the Level 3 Diploma in Clinical Healthcare Support, the Level 3 Diploma in Healthcare Support Services, the Level 3 Diploma in Pathology Support, the Level 3 Diploma In Allied Health Profession Support, the Level 3 Diploma in Maternity and Paediatric Support, the Level 3 Diploma in Perioperative Support.

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**Who supports this qualification?**

It is supported by the following employers:

Age UK  
Oxfordshire County Council  
Royal Devon and Exeter NHS Foundation Trust  
Airedale NHS Foundation Trust  
Compton Hospice  
Cornwall Care

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**THIS IS INTENDED FOR USE AS A TECHNICAL CERTIFICATE AT LEVEL 2**

**Further information** can be found on our website and within the qualification handbook:

[http://cdn.cityandguilds.com/ProductDocuments/Health\\_and\\_Social\\_Care/Health/4223/Centre\\_documents/4223\\_L23\\_CD\\_Qualification\\_Handbook\\_v3.pdf](http://cdn.cityandguilds.com/ProductDocuments/Health_and_Social_Care/Health/4223/Centre_documents/4223_L23_CD_Qualification_Handbook_v3.pdf)