



# NCFE CACHE Level 2 Certificate in Healthcare Support Services

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Qualification facts

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nurturing achievement

# About this qualification

This qualification develops the knowledge and skills for all those who wish to work in a supervised support role within healthcare workforce settings in England. It is made up of a mixture of mandatory units, and optional units based on skills or knowledge. It has specialised units for learners wishing to become healthcare support staff.

It allows learners to achieve above and below the level of the qualification as it also contains units at Level 1 and Level 3. It allows units to be carried forward and counted towards the NCFE CACHE Level 3 Diploma in Healthcare Support Services.

## Entry requirements

There are no formal entry requirements for these qualifications but learners will need to be at least 16 years of age.

## Experience in the workplace

Learners will need to be working, volunteering or on practical placement as they need to show competence in both knowledge and skills.

## Qualification structure

To gain the qualification learners will need to achieve a minimum of **26 credits** with at least 16 of these being achieved at level 2 or above.

A total of **14 credits** will need to be achieved from the mandatory units. They will then need to obtain a further **12 credits** from the optional units.

### Mandatory units

Unit ref no.	Title	Unit type	Level	Credit
L/601/5470	Introduction to personal development in health, social care or children's and young people's settings	Knowledge/ Skills	2	3
F/601/5465	Introduction to communication in health, social care or children's and young people's settings	Knowledge/ Skills	2	3
R/601/5471	Introduction to equality and inclusion in health, social care or children's and young people's settings	Knowledge/ Skills	2	2
J/601/8576	The role of the health and social care worker	Knowledge/ Skills	2	2
R/601/8922	Contribute to health and safety in health and social care	Knowledge/ Skills	2	4

### Optional units

Unit ref no.	Title	Unit type	Level	Credit
L/501/6737	The principles of infection prevention and control	Knowledge	2	3

## Optional units

Unit ref no.	Title	Unit type	Level	Credit
H/501/7103	Causes and spread of infection	Knowledge	2	2
A/601/8574	Principles of safeguarding and protection in health and social care	Knowledge	2	3
Y/502/3674	Maintaining quality standards in the health sector	Knowledge	2	1
K/502/3680	Service improvement in the health sector	Knowledge	2	2
R/501/6738	Cleaning, decontamination and waste management	Knowledge	2	2
J/601/9050	Protecting from the risk of violence at work	Knowledge/ Skills	2	3
L/601/3430	Contribute to the effectiveness of teams	Knowledge/ Skills	2	3
F/601/2467	Manage own performance in a business environment	Knowledge/ Skills	2	2
L/601/0933	Give customers a positive impression of yourself and your organisation	Knowledge/ Skills	2	5
A/602/3001	Administer appointments in a healthcare environment	Knowledge/ Skills	2	3
M/601/5039	Maintain and deal with payments	Knowledge/ Skills	2	4
A/601/5030	Maintain food safety when storing, holding and serving food	Knowledge/ Skills	2	4
T/600/6312	Clean surfaces using correct methods	Knowledge/ Skills	1	3
T/601/2482	Produce documents in a business environment	Knowledge/ Skills	2	4
H/601/2493	Use office equipment	Knowledge/ Skills	2	4
R/601/2490	Store and retrieve information	Knowledge/ Skills	2	3
Y/601/2457	Meet and welcome visitors	Knowledge/ Skills	2	3
Y/601/2491	Archive information	Knowledge/ Skills	2	2
J/502/1404	Transport physical resources within the work area	Knowledge/ Skills	2	2
F/601/4932	Prepare and serve hot drinks using specialist equipment	Knowledge/ Skills	2	4
L/601/5016	Provide a counter and take-away service	Knowledge/ Skills	1	3
A/601/5027	Clean and store crockery and cutlery	Knowledge/ Skills	1	3
D/602/4027	Transporting passengers, materials and equipment within the health sector	Knowledge/ Skills	2	3
T/602/3000	Assess and respond to accidents, breakdowns and incidents during the transportation of people, materials and/or equipment	Knowledge/ Skills	2	3
H/602/4028	Collect blood / blood products from storage for transfusion	Knowledge/ Skills	2	2
F/602/3002	Store and transport medical gas cylinders	Knowledge/ Skills	2	3

Unit ref no.	Title	Unit type	Level	Credit
K/602/4029	Moving and transporting individuals within a healthcare environment	Knowledge/ Skills	2	2
J/602/3003	Collect linen and make beds in a healthcare environment	Knowledge/ Skills	2	2
D/602/4030	Checking, connecting and disconnecting medical gas cylinders in a healthcare setting	Knowledge/ Skills	2	3
L/602/3004	Deliver a trolley service in a healthcare environment	Skills	2	3
R/602/3005	Provide a table/tray service in a healthcare environment	Knowledge/ Skills	2	3
R/602/2999	Prepare vehicles for the transport of people, materials and/or equipment within the health sector	Knowledge/ Skills	2	3
K/602/4032	Clean and store care equipment to minimise the risks of spreading infection	Knowledge/ Skills	2	2
A/602/4035	Minimise the risk of infection when transporting and storing healthcare waste	Knowledge/ Skills	2	3
J/602/4040	Minimise the risk of infection during the removal of used linen	Knowledge/ Skills	2	2
J/602/4765	Minimise the risks of spreading infection when transporting linen	Knowledge/ Skills	2	2
R/602/4767	Minimise the risks of spreading infection when storing and using clean linen	Knowledge/ Skills	2	2
K/600/6324	Clean and maintain internal surfaces and areas	Knowledge/ Skills	2	4
K/502/4098	Assist with maintaining structures and surfaces	Skills	1	2
J/600/6332	Clean food areas	Knowledge/ Skills	2	4
M/600/6342	Clean glazed surfaces and facades	Knowledge/ Skills	2	3
L/502/2294	Periodic cleaning of soft floors and furnishings	Skills	2	3
D/600/8877	Repair, alter and maintain fabrics and materials	Skills	2	2
H/600/8847	Classify items and make up loads for cleaning	Skills	2	3
M/600/8849	Carry out the washing process	Skills	2	3
L/600/8857	Press and finish garments following laundry	Skills	2	2
J/602/4913	Administer the current records system	Knowledge/ Skills	2	3
L/602/4914	Provide authorised access to records	Knowledge/ Skills	2	3
Y/602/4916	Protect records	Knowledge/ Skills	2	3
H/602/4918	Maintain the arrangements of records	Knowledge/ Skills	2	3
D/600/6773	Sort mail	Knowledge/ Skills	2	5
H/600/6774	Deliver mail	Knowledge/ Skills	2	6
F/600/6765	Collect mail	Knowledge/ Skills	2	5

Unit ref no.	Title	Unit type	Level	Credit
R/601/9469	Provide professional customer service to passengers with additional needs on a bus or coach	Knowledge/ Skills	2	4
L/602/4881	Move and transport individuals with special requirements who use community transport vehicles	Knowledge/ Skills	3	4
L/602/4878	Drive community transport safely and efficiently	Knowledge/ Skills	3	4
T/502/2287	Deep cleaning of internal equipment, surfaces and areas	Skills	2	4
K/601/7923	Receive goods in logistics operations	Knowledge/ Skills	2	3
J/601/7931	Assemble orders for dispatch in logistics operations	Knowledge/ Skills	2	3
D/601/2542	Plan and organise meetings	Knowledge/ Skills	3	5

Total Guided Learning Hours for the Certificate 150 – 232

### Barred unit combinations

Unit ref no.	Title	Unit ref no.	Title
Y/502/3674	Maintaining quality standards in the health sector	K/502/3680	Service improvement in the health sector

### Equivalencies

Unit ref no.	Title	Unit ref no.	Title
F/601/5465	Introduction to communication in health, social care or children's and young people's settings	T/502/3651	Communication skills for working in the health sector
R/601/5471	Introduction to equality and inclusion in health, social care or children's and young people's settings	T/502/3665	Equality and diversity in the health sector

## Assessment

All units are internally assessed. Assessment enables the learner's workplace practice to provide evidence for individual units as well as the whole qualification. Methods of assessment could include:

- direct observation
- witness evidence when directed by the sector skills assessment strategy
- professional discussion
- written assignments
- reflection on learner's own practice in real work situations
- learner's own plans and written records
- optional task set by us for knowledge learning outcomes only.

The qualification will be pass or refer and all the assessment criteria of the chosen units must be achieved in order to obtain a pass. All units must be assessed in line with the Skills for Health Assessment Principles.

## For more information

For more information on this qualification visit our website [www.cache.org.uk](http://www.cache.org.uk) or our secure Centre website [cachezone](http://cachezone).



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CACHE was established in 1945 by the Ministry of Health under the name of the National Nursery Examination Board (NNEB). The board set the syllabus for the first national examination which took place in 1947. In 1994 the NNEB merged with the Council for Early Years Awards to form CACHE. In 2001 we incorporated the National Association for Maternal and Child Welfare and in 2015 we became part of NCFE. Over the years we have continually invested in high quality qualifications. Written and developed by experts, they have helped millions of learners across the world to raise professional standards, earning us a reputation for excellence and leadership across the sector. Our continued dedication to those who care for children, young people and adults means that our qualifications will continue to meet the needs of a modern workforce.

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