

CATERING			
Staff in catering services work in kitchens, restaurants and food preparation areas in a range of healthcare settings. Catering support workers, cooks, catering managers and all those involved in preparing and serving food for patients and staff are a vital part of the healthcare team. The food they prepare and serve is important for patient recovery and also promotes healthy lifestyles and wellbeing for staff.			
SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ Assistant Director ▪ General Manager		
	▪ Facilities/SSMs (Multi-discipline/Service); ▪ Area Lead/Catering	<ul style="list-style-type: none"> ▶ <u>IOSH - Managing Safely</u> ▶ <u>HACCP Advanced</u> ▶ <u>Advanced Food Hygiene at SCQF level 8</u> 	
9	▪ Catering Manager	<ul style="list-style-type: none"> ▶ <u>IOSH - Managing Safely</u> ▶ <u>Intermediate HACCP Practices at SCQF level 7</u> 	
	▪ Assistant Catering Manager ▪ Head Cook ▪ Kitchen Superintendent	<ul style="list-style-type: none"> ▶ <u>IOSH - Managing Safely</u> ▶ <u>Advanced Food Hygiene at SCQF level 8</u> 	▶ <u>HND Professional Cookery</u>
7	▪ Assistant Head Cook ▪ Assistant Manager	<ul style="list-style-type: none"> ▶ <u>Intermediate Food Hygiene at SCQF level 7</u> ▶ <u>Elementary Health and Safety at SCQF level 5</u> 	▶ <u>HNC Professional Cookery</u>
	▪ Cook ▪ Senior Supervisor	<ul style="list-style-type: none"> ▶ <u>Intermediate Food Hygiene at SCQF Level 7</u> ▶ <u>Elementary Health and Safety at SCQF Level 5</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Professional Cookery at SCQF level 6</u> ▶ <u>NC Professional Cookery</u> ▶ <u>MA Hospitality (Prof Cookery) at SCQF level 6</u>
5	▪ Trainee Cook ▪ Supervisor ▪ Team Leader	▶ <u>Intermediate Food Hygiene at SCQF level 7</u> ▶ <u>Elementary Health and Safety at SCQF level 5</u>	▶ <u>SVQ Food Production & Cooking at SCQF level 5</u>
			▶ <u>SVQ Professional Cookery at SCQF level 5</u>
			▶ <u>SVQ Kitchen Services at SCQF level 5</u>
			▶ <u>NC Professional Cookery</u>
			▶ <u>MA Hospitality at SCQF level 5</u>
4	▪ Trainee Cook ▪ Catering Assistant (Stores) ▪ Catering Assistant (General)	▶ <u>Elementary Food Hygiene at SCQF level 5</u> Catering Workbook	▶ <u>SVQ Food Prep & Cooking at SCQF level 4</u>
			▶ <u>NC Hospitality</u>
			▶ <u>SVQ Hospitality Services at SCQF level 4</u>
			▶ <u>ECDL - Essentials (SCQF level 4)</u>
			▶ <u>NC Hospitality</u>

TRANSFERABLE	MANAGEMENT
Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.	General management qualifications that are relevant to all roles and develop skills in team leadership and management
Transferable Qualifications	General Leadership & Management Qualifications
<ul style="list-style-type: none"> ▶ <u>Executive MBA (Facilities Management)</u> ▶ <u>MSc Facilities Management</u> ▶ <u>Masters Business Administration</u> 	<ul style="list-style-type: none"> ▶ <u>MPA Public Administration</u> ▶ <u>IWFM level 7 in Facilities Management</u>
<ul style="list-style-type: none"> ▶ <u>BSc Hons Facilities Management</u> ▶ <u>IWFM level 6 in Facilities Management</u> 	<ul style="list-style-type: none"> ▶ <u>PDA in Strategic Leadership</u> ▶ <u>SVQ Management at SCQF level 11</u> ▶ <u>MSc in Business and Management</u>
<ul style="list-style-type: none"> ▶ <u>BA Facilities Management</u> ▶ <u>IWFM level 6 in Facilities Management</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u> ▶ <u>PDA in Planning and Implementing Change</u>
<ul style="list-style-type: none"> ▶ <u>PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8</u> ▶ <u>Foundation Degree Facilities Management</u> ▶ <u>HND Hospitality Management</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u>
<ul style="list-style-type: none"> ▶ <u>HNC Facilities Management at SCQF level 7</u> ▶ <u>SVQ Facilities Management at SCQF level 7</u> ▶ <u>MA Hospitality (Supervision & Leadership) at SCQF level 7</u> ▶ <u>University Cert. Facilities Management</u> ▶ <u>MA Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HNC Hospitality</u> 	<ul style="list-style-type: none"> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HND Facilities Management at SCQF Level 8</u> ▶ <u>IWFM level 5 in Facilities Management</u>
<ul style="list-style-type: none"> ▶ <u>SVQ Healthcare Support (Non clinical) at SCQF level 6</u> ▶ <u>MA Healthcare Support (N/C) at SCQF level 6</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>SVQ Facilities Management at SCQF level 7</u> 	<ul style="list-style-type: none"> ▶ <u>PDA in Leadership</u> ▶ <u>PDA in Project Management</u> ▶ <u>PDA in Leadership and Change</u> ▶ <u>PDA in Managing Self and Others</u> ▶ <u>Diploma in Management and Leadership</u>
<ul style="list-style-type: none"> ▶ <u>SVQ Customer Service at SCQF level 5</u> ▶ <u>SVQ Facilities Services at SCQF level 5</u> ▶ <u>MA Facilities Services at SCQF level 5</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>MA Facilities Management at SCQF level 7</u> ▶ <u>SVQ Hospitality Supervision & Leadership at SCQF level 7</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>HND Facilities Management at SCQF level 8</u> ▶ <u>IWFM level 4 in Facilities Management</u>
<ul style="list-style-type: none"> ▶ <u>SVQ Hospitality Services at SCQF level 4</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Management at SCQF level 7</u> ▶ <u>PDA Managing Self and Others</u> ▶ <u>HNC Management and Leadership</u> ▶ <u>PDA in Leadership and Management of the Work of Others</u> ▶ <u>PDA in Managing Resources and Quality</u>
<ul style="list-style-type: none"> ▶ <u>SVQ Healthcare Support (non-clinical) at SCQF level 6</u> ▶ <u>MA Healthcare Support (non-clinical) at SCQF level 6</u> 	<ul style="list-style-type: none"> ▶ <u>PDA in Management</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>SVQ Management at SCQF Level 7</u>
<ul style="list-style-type: none"> ▶ <u>SVQ Customer Service at SCQF level 4</u> 	<ul style="list-style-type: none"> ▶ <u>SVQ Team Leading at SCQF level 5</u> ▶ <u>ILM Leadership and Team Skills</u>

DOMESTIC AND HOUSEKEEPING

Across NHSScotland, more than 10,000 people work in domestic and housekeeping services. The main work of domestic and housekeeping staff includes maintaining the cleanliness of the building itself and of the furnishings and equipment in it. Their role is also vital in helping to prevent and control the spread of healthcare-associated infection (HAI)

SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ Manager (multiple service/sites)		
	▪ Assistant Director ▪ General Manager		
9	▪ Facilities SSMS (Multi-discipline/Service)	▶ IOSH - Managing Safely	
	▪ Area Lead ▪ Head of Domestic Services		
8	▪ Domestic Manager	▶ IOSH - Managing Safely	▶ PDA Accommodation Management
	▪ Housekeeping Operations Manager		
7	▪ Assistant Domestic Services Manager	Domestic Supervisor Development Programme	
	▪ Deputy Domestic Manager ▪ Assistant SSM ▪ Senior Supervisor		
6	▪ Domestic Supervisor	Domestic Supervisor Development Programme	
	▪ Shift Leader ▪ Team Leader		
5	▪ Domestic Chargehand ▪ Housekeeper (patient related duties) ▪ Domestic Assistant Housekeeper ▪ Support Services Assistant	Domestic Workbook Elementary Food Hygiene at SCQF level 5	▶ SVQ Cleaning & Support Services at SCQF level 5
			▶ SVQ Housekeeping at SCQF level 5
			▶ SVQ Hospitality Services at SCQF level 5
			▶ MA Hospitality at SCQF level 5
4	▪ Domestic Assistant (general cleaning) ▪ Support Services Assistant	Domestic Workbook	▶ SVQ Cleaning & Support Services at SCQF level 4
			▶ SVQ Accommodation Services at SCQF level 4
			▶ NC Hospitality

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TRANSFERABLE

Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.

Transferable Qualifications		General Leadership & Management Qualifications	
▶ Executive MBA (Facilities Management)	▶ MPA Public Administration	▶ PDA in Strategic Leadership	
▶ MSc Facilities Management	▶ IWFM level 7 in Facilities Management	▶ SVQ Management at SCQF level 11	
▶ Masters Business Administration		▶ MSc in Business and Management	
BSc Hons Facilities Management		▶ SVQ Management at SCQF level 9	▶ PDA in Organisational Leadership at SCQF level 9
▶ IWFM level 6 in Facilities Management			
		▶ PDA in Project and Business Processes	▶ ILM Leadership and Management
		▶ PDA In Leading Change	▶ BSc (Hons) Management
		▶ PDA in Decision Making and Innovation	▶ BA (Hons) Public Administration and Management
		▶ PDA in Planning and Implementing Change	
▶ BA Facilities Management		▶ SVQ Management at SCQF level 9	▶ PDA in Planning and Implementing Change
▶ IWFM level 6 in Facilities Management			
		▶ PDA in Project and Business Processes	▶ PDA in Organisational Leadership at SCQF level 9
		▶ PDA In Leading Change	▶ ILM Leadership and Management
		▶ PDA in Decision Making and Innovation	▶ BSc Management
▶ PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8		▶ PDA in Leadership	
Foundation Degree Facilities Management		▶ PDA in Project Management	
▶ HND Hospitality Management		▶ PDA in Leadership and Change	
▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8		▶ PDA in Managing Self and Others	
▶ ECDL - Advanced at SCQF level 6		▶ Diploma in Management and Leadership	
▶ HND Facilities Management at SCQF Level 8			
▶ IWFM level 5 in Facilities Management			
▶ HNC Facilities Management at SCQF level 7	▶ HNC Hospitality	▶ SVQ Management at SCQF level 7	
▶ SVQ Facilities Management at SCQF level 7	▶ SVQ Healthcare Support (N/C) at SCQF level 7	▶ PDA Managing Self and Others	
▶ MA Hospitality (Supervision & Leadership) at SCQF level 7	▶ MA Facilities Management at SCQF level 7	▶ HNC Management and Leadership	
University Cert. Facilities Management	▶ SVQ Hospitality Supervision & Leadership at SCQF level 7	▶ PDA in Leadership and Management of the Work of Others	
▶ MA Healthcare Support (N/C) at SCQF level 7	▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8	▶ PDA in Managing Resources and Quality	
▶ ECDL - Advanced at SCQF level 6	▶ IWFM level 4 in Facilities Management		
▶ HND Facilities Management at SCQF Level 8			
▶ SVQ Healthcare Support (Non clinical) at SCQF level 6	▶ SVQ Hospitality (Supervision & Leadership) at SCQF level 7	▶ PDA in Management	
▶ MA Healthcare Support (N/C) at SCQF level 6	▶ HNC Facilities Management at SCQF level 7	▶ ILM Leadership and Management	
▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8	▶ ECDL (SCQF level 5)	▶ SVQ Management at SCQF Level 7	
▶ SVQ Facilities Management at SCQF level 7	▶ IWFM in Facilities Management at SCQF level 6		
▶ SVQ Customer Service at SCQF level 5	▶ SVQ Healthcare Support (non-clinical) at SCQF level 6	▶ SVQ Team Leading at SCQF level 5	
▶ SVQ Facilities Services at SCQF level 5	▶ MA Healthcare Support (non-clinical) at SCQF level 6	▶ ILM Leadership and Team Skills	
▶ MA Facilities Services at SCQF level 5			
▶ ECDL - Essentials (SCQF level 4)			
▶ SVQ Hospitality Services at SCQF level 4	▶ SVQ Customer Service at SCQF level 4		
▶ ECDL - Essentials (SCQF level 4)			

For a more detailed explanation of the work-related qualifications listed within the pathway e.g. NPA, SVQ, HNC/HND, NC and PDA please refer to The NHS Education for Scotland publication [The Well Qualified Workforce](#).

LAUNDRY AND LINEN

Staff working in this area of the service are responsible for maintaining bedding, clothing and soft furnishings.

SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ Assistant Director ▪ General Manager		
	▪ Facilities/SSMs (Multi-discipline/Service) ▪ Area Lead ▪ Head of Service	▶ <u>IOSH - Managing Safely</u>	
9	▪ Laundry Manager	▶ <u>IOSH - Managing Safely</u>	
	▪ Production Manager ▪ Assistant Manager		
7	▪ Superintendent ▪ Supervisor (Laundry & Sewing Rooms)		
	▪ Linen Room Assistant/Monitor		▶ <u>SVQ in Textile Care Services at SCQF level 5</u>
5	▪ Linen Services Driver ▪ Sewing Room Assistant	Driver: LGV Licence for larger vehicles; Driver Certificate of Professional Competence ADR Awareness Sewing Room: Linen Workbook	▶ <u>MA Fashion and Textile Heritage at SCQF level 5</u>
	▪ Laundry Assistant	Linen Workbook	▶ <u>SVQ in Textile Care Services at SCQF level 5</u>
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TRANSFERABLE

Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.

Transferable Qualifications		General Leadership & Management Qualifications	
▶ <u>Executive MBA (Facilities Management)</u> ▶ <u>MSc Facilities Management</u> ▶ <u>Masters Business Administration</u>	▶ <u>MPA Public Administration</u> ▶ <u>IWFM level 7 in Facilities Management</u>	▶ <u>PDA in Strategic Leadership</u> ▶ <u>SVQ Management at SCQF level 11</u> ▶ <u>MSc in Business and Management</u>	
BSc Hons Facilities Management ▶ <u>IWFM level 6 in Facilities Management</u>		▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u> ▶ <u>PDA in Planning and Implementing Change</u>	▶ <u>PDA in Organisational Leadership at SCQF level 9</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>BSc (Hons) Management</u> ▶ <u>BA (Hons) Public Administration and Management</u>
▶ <u>BA Facilities Management</u> ▶ <u>IWFM level 6 in Facilities Management</u>		▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u>	▶ <u>PDA in Planning and Implementing Change</u> ▶ <u>PDA in Organisational Leadership at SCQF level 9</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>BSc Management</u>
▶ <u>PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8</u> Foundation Degree Facilities Management ▶ <u>HND Hospitality Management</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HND Facilities Management at SCQF Level 8</u> ▶ <u>IWFM level 5 in Facilities Management</u>		▶ <u>PDA in Leadership</u> ▶ <u>PDA in Project Management</u> ▶ <u>PDA in Leadership and Change</u> ▶ <u>PDA in Managing Self and Others</u> ▶ <u>Diploma in Management and Leadership</u>	
▶ <u>HNC Facilities Management at SCQF level 7</u> ▶ <u>SVQ Facilities Management at SCQF level 7</u> ▶ <u>MA Hospitality (Supervision & Leadership) at SCQF level 7</u> University Cert. Facilities Management ▶ <u>MA Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HND Facilities Management at SCQF Level 8</u>	▶ <u>HNC Hospitality</u> ▶ <u>SVQ Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>MA Facilities Management at SCQF level 7</u> ▶ <u>SVQ Hospitality Supervision & Leadership at SCQF level 7</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>IWFM level 4 in Facilities Management</u>	▶ <u>SVQ Management at SCQF level 7</u> ▶ <u>PDA Managing Self and Others</u> ▶ <u>HNC Management and Leadership</u> ▶ <u>PDA in Leadership and Management of the Work of Others</u> ▶ <u>PDA in Managing Resources and Quality</u>	
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▶ <u>SVQ Customer Service at SCQF level 5</u> ▶ <u>SVQ Facilities Services at SCQF level 5</u> ▶ <u>MA Facilities Services at SCQF level 5</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u>	▶ <u>SVQ Healthcare Support (non-clinical) at SCQF level 6</u> ▶ <u>MA Healthcare Support (non-clinical) at SCQF level 6</u>	▶ <u>SVQ Team Leading at SCQF level 5</u> ▶ <u>ILM Leadership and Team Skills</u>	
▶ <u>SVQ Hospitality Services at SCQF level 4</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u>	▶ <u>SVQ Customer Service at SCQF level 4</u>		

For a more detailed explanation of the work-related qualifications listed within the pathway e.g. NPA, SVQ, HNC/HND, NC and PDA please refer to The NHS Education for Scotland publication **The Well Qualified Workforce**.

PORTERING

Porters have a vital and wide-ranging role throughout hospitals. They move patients between different departments and wards and are responsible for transporting complex and valuable equipment around the building. In addition, they may have other tasks such as sorting and distributing linen, removing waste and delivering mail.

SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ Assistant Director ▪ General Manager		
	▪ Facilities/SSMs (Multi-discipline/Service) ▪ Area Lead ▪ Head of Service	▶ IOSH - Managing Safely	
9	▪ Support Services Manager	▶ IOSH - Managing Safely	
	▪ Assistant Manager		
7	▪ Head Porter	Medical Gas Certificate; ▶ IOSH - Managing Safely	
	▪ Supervisor	Medical Gas Certificate	
6	▪ Porter/Driver ▪ Porter	ADR Awareness; Porter Workbook	
	▪ Porter/Driver ▪ Porter		

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TRANSFERABLE

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Transferable Qualifications		General Leadership & Management Qualifications	
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BSc Hons Facilities Management ▶ IWFM level 6 in Facilities Management		▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation ▶ PDA in Planning and Implementing Change	▶ PDA in Organisational Leadership at SCQF level 9 ▶ ILM Leadership and Management ▶ BSc (Hons) Management ▶ BA (Hons) Public Administration and Management
▶ BA Facilities Management ▶ IWFM level 6 in Facilities Management		▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation	▶ PDA in Planning and Implementing Change ▶ PDA in Organisational Leadership at SCQF level 9 ▶ ILM Leadership and Management ▶ BSc Management
▶ PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8 Foundation Degree Facilities Management ▶ HND Hospitality Management ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ ECDL - Advanced at SCQF level 6 ▶ HND Facilities Management at SCQF Level 8 ▶ IWFM level 5 in Facilities Management		▶ PDA in Leadership ▶ PDA in Project Management ▶ PDA in Leadership and Change ▶ PDA in Managing Self and Others ▶ Diploma in Management and Leadership	
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▶ SVQ Hospitality Services at SCQF level 4 ▶ ECDL - Essentials (SCQF level 4)	▶ SVQ Customer Service at SCQF level 4		

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SECURITY

People working in security services have a crucial role in ensuring that patients are cared for and that other healthcare workers carry out their work in a safe environment. This work includes protecting staff and service users from violence and abuse or ensuring the security of property, facilities and equipment.

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11	▪ Director		
	▪ Head of Facilities		
10	▪ Assistant Director ▪ General Manager		
	▪ Facilities/SSMs (Multi-discipline/Service) ▪ Area Lead ▪ Head of Service	▶ <u>IOSH - Managing Safely</u>	
9	▪ Support Services Manager	▶ <u>IOSH - Managing Safely</u>	
	▪ Assistant Manager ▪ Security Supervisor		
7			
6			
5	▪ Security Officer		
4	▪ Security Attendant	Security Workbook	

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▶ <u>Executive MBA (Facilities Management)</u> ▶ <u>MSc Facilities Management</u>	▶ <u>MPA Public Administration</u> ▶ <u>IWFM level 7 in Facilities Management</u>	▶ <u>PDA in Strategic Leadership</u> ▶ <u>SVQ Management at SCQF level 11</u> ▶ <u>MSc in Business and Management</u>	
BSc Hons Facilities Management ▶ <u>IWFM level 6 in Facilities Management</u>		▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u> ▶ <u>PDA in Planning and Implementing Change</u>	▶ <u>PDA in Organisational Leadership at SCQF level 9</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>BSc (Hons) Management</u> ▶ <u>BA (Hons) Public Administration and Management</u>
▶ <u>BA Facilities Management</u> ▶ <u>IWFM level 6 in Facilities Management</u>		▶ <u>SVQ Management at SCQF level 9</u> ▶ <u>PDA in Project and Business Processes</u> ▶ <u>PDA In Leading Change</u> ▶ <u>PDA in Decision Making and Innovation</u>	▶ <u>PDA in Planning and Implementing Change</u> ▶ <u>PDA in Organisational Leadership at SCQF level 9</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>BSc Management</u>
▶ <u>PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8</u> Foundation Degree Facilities Management ▶ <u>HND Hospitality Management</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HND Facilities Management at SCQF Level 8</u> ▶ <u>IWFM level 5 in Facilities Management</u>		▶ <u>PDA in Leadership</u> ▶ <u>PDA in Project Management</u> ▶ <u>PDA in Leadership and Change</u> ▶ <u>PDA in Managing Self and Others</u> ▶ <u>Diploma in Management and Leadership</u>	
▶ <u>HNC Facilities Management at SCQF level 7</u> ▶ <u>SVQ Facilities Management at SCQF level 7</u> ▶ <u>MA Hospitality (Supervision & Leadership) at SCQF level 7</u> University Cert. Facilities Management ▶ <u>MA Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>ECDL - Advanced at SCQF level 6</u> ▶ <u>HND Facilities Management at SCQF Level 8</u>	▶ <u>HNC Hospitality</u> ▶ <u>SVQ Healthcare Support (N/C) at SCQF level 7</u> ▶ <u>MA Facilities Management at SCQF level 7</u> ▶ <u>SVQ Hospitality Supervision & Leadership at SCQF level 7</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>IWFM level 4 in Facilities Management</u>	▶ <u>SVQ Management at SCQF level 7</u> ▶ <u>PDA Managing Self and Others</u> ▶ <u>HNC Management and Leadership</u> ▶ <u>PDA in Leadership and Management of the Work of Others</u> ▶ <u>PDA in Managing Resources and Quality</u>	
▶ <u>SVQ Healthcare Support (Non clinical) at SCQF level 6</u> ▶ <u>MA Healthcare Support (N/C) at SCQF level 6</u> ▶ <u>PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8</u> ▶ <u>SVQ Facilities Management at SCQF level 7</u>	▶ <u>MA Hospitality (Supervision & Leadership) at SCQF level 7</u> ▶ <u>HNC Facilities Management at SCQF level 7</u> ▶ <u>ECDL (SCQF level 5)</u> ▶ <u>IWFM in Facilities Management at SCQF level 6</u>	▶ <u>PDA in Management</u> ▶ <u>ILM Leadership and Management</u> ▶ <u>SVQ Management at SCQF Level 7</u>	
▶ <u>SVQ Customer Service at SCQF level 5</u> ▶ <u>SVQ Facilities Services at SCQF level 5</u> ▶ <u>MA Facilities Services at SCQF level 5</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u>	▶ <u>SVQ Healthcare Support (non-clinical) at SCQF level 6</u> ▶ <u>MA Healthcare Support (non-clinical) at SCQF level 6</u>	▶ <u>SVQ Team Leading at SCQF level 5</u> ▶ <u>ILM Leadership and Team Skills</u>	
▶ <u>SVQ Hospitality Services at SCQF level 4</u> ▶ <u>ECDL - Essentials (SCQF level 4)</u>	▶ <u>SVQ Customer Service at SCQF level 4</u>		

For a more detailed explanation of the work-related qualifications listed within the pathway e.g. NPA, SVQ, HNC/HND, NC and PDA please refer to The NHS Education for Scotland publication [The Well Qualified Workforce](#).

TRANSPORT

Transport services staff work in a variety of settings across NHSScotland. They help to make sure that people, equipment and materials are in the right place at the right time. This might involve transporting people – patients, other service users and staff – to and from hospitals or other healthcare facilities. It also involves moving or delivering a wide range of equipment, supplies, records and medical or clinical materials such as samples to where they are needed.

SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ National General Manager ▪ Assistant Director ▪ General Manager		
	▪ Facilities/SSMs (multi-discipline/service) ▪ Area Lead		
9	▪ Transport Manager	CPC National Road Haulage ▶ IOSH - Managing Safely	▶ BSc in Logistics with Transport Management HGV Licence - Category 'C'
8			
7	▪ Assistant Transport Manager	CPC National Road Haulage/ ADR Qualification/ Relevant Licence Categories	
6	▪ Head Supervisor/ Driver	▶ Operator Licence Awareness Training (OLTA) Driver CPC Relevant Licence Categories for Vehicle Range ADR Awareness and Qualification	▶ SVQ Driving Good Vehicles at SCQF level 6 ▶ MA in Freight Logistics at SCQF level 6
5	▪ Driver over 7.5 tonnes	• ADR Qualification or Awareness • Current Licence for correct Category of Vehicle • Driver CPC • Carriage of Dangerous Goods • Medical Screening • Workbook	▶ SVQ Certificate in Driving Goods: Van at SCQF level 5 ▶ MA in Freight Logistics at SCQF level 5
	▪ Driver up to 7.5 tonnes	• ADR Qualification or Awareness • Current Licence for correct Category of Vehicle • HGV Category 'C' • Driver CPC • Workbook	
	▪ Driver up to 3.5 tonnes	• ADR Qualification or Awareness • Current Licence for Correct Category of Vehicle • HGV Category 'B' • Passenger Transport MIDAS • Workbook	
4			

TRANSFERABLE

Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.

Transferable Qualifications	General Leadership & Management Qualifications
<ul style="list-style-type: none"> ▶ Executive MBA (Facilities Management) ▶ MSc Facilities Management 	<ul style="list-style-type: none"> ▶ MPA Public Administration ▶ IWFM level 7 in Facilities Management
<ul style="list-style-type: none"> BSc Hons Facilities Management ▶ IWFM level 6 in Facilities Management 	<ul style="list-style-type: none"> ▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation ▶ PDA in Planning and Implementing Change
<ul style="list-style-type: none"> ▶ BA Facilities Management ▶ IWFM level 6 in Facilities Management 	<ul style="list-style-type: none"> ▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation
<ul style="list-style-type: none"> ▶ PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8 Foundation Degree Facilities Management ▶ HND Hospitality Management ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ ECDL - Advanced at SCQF level 6 ▶ HND Facilities Management at SCQF Level 8 ▶ IWFM level 5 in Facilities Management 	<ul style="list-style-type: none"> ▶ PDA in Leadership ▶ PDA in Project Management ▶ PDA in Leadership and Change ▶ PDA Managing Self and Others ▶ Diploma in Management and Leadership
<ul style="list-style-type: none"> ▶ HNC Facilities Management at SCQF level 7 ▶ SVQ Facilities Management at SCQF level 7 ▶ MA Hospitality (Supervision & Leadership) at SCQF level 7 University Cert. Facilities Management ▶ MA Healthcare Support (N/C) at SCQF level 7 ▶ ECDL - Advanced at SCQF level 6 ▶ HND Facilities Management at SCQF Level 8 	<ul style="list-style-type: none"> ▶ HNC Hospitality ▶ SVQ Healthcare Support (N/C) at SCQF level 7 ▶ MA Facilities Management at SCQF level 7 ▶ SVQ Hospitality Supervision & Leadership at SCQF level 7 ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ IWFM level 4 in Facilities Management
<ul style="list-style-type: none"> ▶ SVQ Healthcare Support (Non clinical) at SCQF level 6 ▶ MA Healthcare Support (N/C) at SCQF level 6 ▶ ECDL (SCQF level 5) ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ SVQ Facilities Management at SCQF level 7 	<ul style="list-style-type: none"> ▶ MA Hospitality (Supervision & Leadership) at SCQF level 7 ▶ HNC Facilities Management at SCQF level 7 ▶ IWFM in Facilities Management at SCQF level 6
<ul style="list-style-type: none"> ▶ SVQ Customer Service at SCQF level 5 ▶ SVQ Facilities Services at SCQF level 5 ▶ MA Facilities Services at SCQF level 5 ▶ ECDL - Essentials (SCQF level 4) 	<ul style="list-style-type: none"> ▶ SVQ Healthcare Support (non-clinical) at SCQF level 6 ▶ MA Healthcare Support (non-clinical) at SCQF level 6
<ul style="list-style-type: none"> ▶ SVQ Hospitality Services at SCQF level 4 ▶ ECDL - Essentials (SCQF level 4) 	<ul style="list-style-type: none"> ▶ SVQ Customer Service at SCQF level 4

MANAGEMENT

General management qualifications that are relevant to all roles and develop skills in team leadership and management

FLEET MANAGEMENT

Fleet Management staff manage the provision of vehicle fleets to meet operating departments requirements, which includes specifying, procuring and delivery. Fleet Management operations will have both engineering and operational expertise and will ensure that vehicles are operated and maintained effectively and efficiently. Fleet Management departments will help to assess Road Risk and lead in the development of long term plans to reduce it as effectively as possible.

SCQF Level	Example roles	Required Learning	Specialist Qualifications
11	▪ Director		
	▪ Head of Facilities		
10	▪ National General Manager ▪ Assistant Director ▪ General Manager		
	▪ National Fleet Manager ▪ Regional Fleet Manager (5 posts)	CPC National Road Haulage	<ul style="list-style-type: none"> ▶ B Eng in Mechanical Engineering ▶ B Eng in Automotive Engineering
9	▪ Fleet Manager	CPC National Road Haulage	<ul style="list-style-type: none"> ▶ BSc in Logistics with Transport Management
		<ul style="list-style-type: none"> ▶ IOSH - Managing Safely 	<ul style="list-style-type: none"> HGV Licence - Category 'C' ▶ Commercial Vehicle Fleet Management Certificate & Diploma
8	▪ National Fleet Systems ▪ Administration Manager	▶ Operator Licence Awareness Training (OLTA)	<ul style="list-style-type: none"> ▶ HND Business ▶ SVQ in Business and Administration at SCQF level 8
	▪ Regional Fleet Administrator ▪ Fleet Administrator	▶ Operator Licence Awareness Training (OLTA)	▶ HNC Business
7	▪ Fleet Administrator	▶ Operator Licence Awareness Training (OLTA)	▶ SVQ Business and Administration at SCQF level 6
6	▪ Fleet Administrator	▶ Operator Licence Awareness Training (OLTA)	▶ SVQ Business and Administration at SCQF level 5
5	▪ Fleet Administrator	▶ Operator Licence Awareness Training (OLTA)	▶ SVQ Business and Administration at SCQF level 4
4			▶ SVQ in Business and Administration at SCQF level 4

Decontamination Services - A Framework to support staff development in the decontamination of reusable medical devices within local, endoscopy and central decontamination units is now available. This is based on levels 2 - 8 of the NHS Career Framework for Health and includes indicative SCQF levels and suggested mapping against the core dimensions of the NHS Knowledge & Skills Framework.

TRANSFERABLE

Transferable qualifications are relevant for all jobs in Estates and Facilities and support you to move from one job family to another.

Transferable Qualifications		General Leadership & Management Qualifications		
<ul style="list-style-type: none"> ▶ Executive MBA (Facilities Management) ▶ MSc Facilities Management 	<ul style="list-style-type: none"> ▶ MPA Public Administration ▶ IWFM level 7 in Facilities Management 	<ul style="list-style-type: none"> ▶ PDA in Strategic Leadership ▶ SVQ Management at SCQF level 11 ▶ MSc in Business and Management 		
<ul style="list-style-type: none"> BSc Hons Facilities Management ▶ IWFM level 6 in Facilities Management 		<ul style="list-style-type: none"> ▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation ▶ PDA in Planning and Implementing Change 	<ul style="list-style-type: none"> ▶ PDA in Organisational Leadership at SCQF level 9 ▶ ILM Leadership and Management ▶ BSc (Hons) Management ▶ BA (Hons) Public Administration and Management 	
<ul style="list-style-type: none"> ▶ BA Facilities Management ▶ IWFM level 6 in Facilities Management 		<ul style="list-style-type: none"> ▶ SVQ Management at SCQF level 9 ▶ PDA in Project and Business Processes ▶ PDA In Leading Change ▶ PDA in Decision Making and Innovation 	<ul style="list-style-type: none"> ▶ PDA in Planning and Implementing Change ▶ PDA in Organisational Leadership at SCQF level 9 ▶ ILM Leadership and Management ▶ BSc Management 	
<ul style="list-style-type: none"> ▶ PDA in Internal Verification of Workplace Assessment (L&D11) at SCQF level 8 Foundation Degree Facilities Management ▶ HND Hospitality Management ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ ECDL - Advanced at SCQF level 6 ▶ HND Facilities Management at SCQF Level 8 ▶ IWFM level 5 in Facilities Management 		<ul style="list-style-type: none"> ▶ PDA in Leadership ▶ PDA in Project Management ▶ PDA in Leadership and Change ▶ PDA in Managing Self and Others ▶ Diploma in Management and Leadership 		
<ul style="list-style-type: none"> ▶ HNC Facilities Management at SCQF level 7 ▶ SVQ Facilities Management at SCQF level 7 ▶ MA Hospitality (Supervision & Leadership) at SCQF level 7 	<ul style="list-style-type: none"> ▶ HNC Hospitality ▶ SVQ Healthcare Support (N/C) at SCQF level 7 ▶ MA Facilities Management at SCQF level 7 ▶ SVQ Hospitality Supervision & Leadership at SCQF level 7 ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 ▶ IWFM level 4 in Facilities Management 	<ul style="list-style-type: none"> ▶ SVQ Management at SCQF level 7 ▶ PDA Managing Self and Others ▶ HNC Management and Leadership ▶ PDA in Leadership and Management of the Work of Others ▶ PDA in Managing Resources and Quality 		
<ul style="list-style-type: none"> ▶ SVQ Healthcare Support (Non clinical) at SCQF level 6 ▶ MA Healthcare Support (N/C) at SCQF level 6 ▶ PDA Workplace Assessment Using Direct & Indirect Methods (LD9DI) at SCQF level 8 	<ul style="list-style-type: none"> ▶ SVQ Facilities Management at SCQF level 7 ▶ MA Hospitality (Supervision & Leadership) at SCQF level 7 ▶ HNC Facilities Management at SCQF level 7 ▶ ECDL (SCQF level 5) ▶ IWFM in Facilities Management at SCQF level 6 	<ul style="list-style-type: none"> ▶ PDA in Management ▶ ILM Leadership and Management ▶ SVQ Management at SCQF Level 7 		
<ul style="list-style-type: none"> ▶ SVQ Customer Service at SCQF level 5 ▶ SVQ Facilities Services at SCQF level 5 ▶ MA Facilities Services at SCQF level 5 ▶ ECDL (SCQF level 5) 	<ul style="list-style-type: none"> ▶ SVQ Healthcare Support (non-clinical) at SCQF level 6 ▶ MA Healthcare Support (non-clinical) at SCQF level 6 	<ul style="list-style-type: none"> ▶ SVQ Team Leading at SCQF level 5 ▶ ILM Leadership and Team Skills 		
<ul style="list-style-type: none"> ▶ SVQ Hospitality Services at SCQF level 4 ▶ ECDL - Essentials (SCQF level 4) 	<ul style="list-style-type: none"> ▶ SVQ Customer Service at SCQF level 4 			

For a more detailed explanation of the work-related qualifications listed within the pathway e.g. NPA, SVQ, HNC/HND, NC and PDA please refer to The NHS Education for Scotland publication [The Well Qualified Workforce](#).