Healthcare IPC Essentials for Non-Clinical Staff Training Course

26 – 30 July 2027
Vienna

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Training Center

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Ref: 1484_209559 **Date:** 26 – 30 July 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Healthcare IPC Essentials for Non-Clinical Staff Training Course is a one-week foundation course for reception, administration, security, portering, housekeeping, catering, maintenance, transport, facilities, contractors, and other support personnel. Participants build a Non-Clinical IPC Safe Work Kit through IPC essentials for non-clinical staff, role-based hand hygiene in healthcare support services, respiratory hygiene at healthcare reception points, safe movement of healthcare linen waste and supplies, and non-clinical infection exposure reporting. Agile Leaders Training Center presents practical boundaries, actions, handoffs, and escalation for staff who support care without delivering clinical treatment.

Who Should Attend

- Reception, administration, and customer service staff
- Security, portering, transport, and logistics teams
- Housekeeping, laundry, catering, and waste personnel
- Maintenance, engineering, and facilities staff
- Contractors, volunteers, and other non-clinical support workers

No clinical background is required. The course does not authorize clinical care, diagnosis, treatment, sterile procedures, or independent decisions about patient precautions.

Departments and Industries

The course supports non-clinical roles working around patients, visitors, staff, equipment, materials, and healthcare environments.

- Hospitals and specialist healthcare facilities
- Clinics and ambulatory care centres
- Long-term care and rehabilitation services
- Healthcare transport and support services
- Facilities, hospitality, and contracted service providers

Learning Objectives

By the end of this course, participants will be able to:

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- Explain how everyday work can interrupt or spread infection
- Perform hand and respiratory hygiene at relevant work moments
- Recognize PPE instructions and stay within non-clinical role boundaries
- Move people, linen, waste, food, supplies, and equipment safely
- Respond to spills, sharps, symptoms, and exposure incidents correctly
- Follow outbreak instructions and report unsafe conditions promptly

Course Agenda

Day 1: Infection Awareness and Role Boundaries

- Everyday Chain of Infection Activity
- Non-Clinical Role and Contact Risk Map
- Standard Precautions Awareness Card
- Clinical and Non-Clinical Boundary Scenarios
- Stop, Isolate, and Escalate Decision Guide

Day 2: Hands, Respiratory Hygiene, and PPE Instructions

- Role-Based Hand Hygiene Moments
- Hand Hygiene Supply and Access Check
- Reception Respiratory Hygiene Station
- PPE Instruction Recognition and Limits
- Safe Removal, Disposal, and Hand Hygiene Sequence

Day 3: Environment and Support-Service Interfaces

- Clean and Used Item Separation Map
- Housekeeping Handover and Area Status Card
- Linen and Laundry Movement Checklist
- Waste Segregation and Collection Route
- Food, Supply, and Equipment Protection Review

Day 4: Incidents, Exposures, and Outbreak Instructions

- Spill and Sharps Discovery Response Card
- Symptom and Exposure Reporting Route
- Visitor and Crowd Flow Support Plan
- Outbreak Work Instruction Briefing
- Unsafe Condition and Near-Miss Record

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Day 5: Safe Work Practice

- Suggested Exercise: Role Risk and Boundary Decisions
- Suggested Exercise: Hand and Respiratory Hygiene Set-Up
- Suggested Exercise: Linen, Waste, and Supply Movement
- Suggested Exercise: Incident Reporting and Escalation
- Capstone Exercise: Non-Clinical IPC Safe Work Kit

Practical Exercises

The course uses suggested activities based on reception, security, portering, housekeeping, catering, maintenance, transport, and facilities scenarios.

- Suggested activity: identify infection risks, safe actions, prohibited actions, and escalation points by role.
- Suggested activity: inspect hand hygiene access and arrange a respiratory hygiene point.
- Suggested activity: separate and route clean items, used linen, waste, food, equipment, and supplies.
- Suggested activity: respond to a spill, discarded sharp, staff symptom, visitor concern, or outbreak instruction.

FAQs

Who should attend IPC essentials training for non-clinical staff?

The course suits support personnel whose work brings them near patients, visitors, clinical teams, equipment, materials, or healthcare spaces even though they do not provide clinical treatment.

Do non-clinical staff use Standard Precautions?

Non-clinical staff follow the precautions relevant to their tasks, including hand and respiratory hygiene, safe handling, environmental rules, waste and linen arrangements, and instructions provided for specific areas.

What should a non-clinical worker do when a clinical risk is found?

The worker should stop unsafe contact, keep others away when feasible, avoid performing a clinical response, notify the designated person, and follow the local reporting and escalation process.

When is PPE used by non-clinical staff?

PPE is used when the task risk assessment or workplace instruction requires it. Staff need access, role-specific instruction, correct removal and disposal, and hand hygiene without extending beyond their training.

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How should support teams respond during an outbreak?

Teams should follow current facility instructions, attend briefings, use designated routes and controls, report symptoms and exposures, support visitor communication, maintain role boundaries, and escalate uncertainty.

Conclusion

Participants leave with a Non-Clinical IPC Safe Work Kit containing role maps, hygiene prompts, movement checklists, incident cards, reporting routes, and outbreak instructions. The kit turns infection-prevention principles into safe daily choices for diverse support functions. It helps non-clinical teams protect patients, colleagues, visitors, and themselves.