

# Award in Health and Social Care

## Applying for this course

This course is targeted for those persons who would like to work as Health Carers. To successfully complete this course, the learners must be able to carry out skills in a safe and effective manner.

To apply for this course, you should have completed compulsory schooling up to 16 years of age, and in possession of MQF Level 2 qualification in Maltese Language and/or English Language. Learners must also provide a clean Police Conduct Certificate which is not older than 1 year at the time of registration for the course.

Non-Maltese citizens should provide a Police Conduct or proof of good standing from their home country which must be translated in Maltese/English. This applies only to those who are not already in employment.

In case of any difficulties regarding the entry requirements kindly contact us on [qa.jobsplus@gov.mt](mailto:qa.jobsplus@gov.mt).

## Course Duration

This course is of 284 hours duration and consists of seven Modules

- Module 1 is of 35 hours duration - (including 1-hour assessment)
- Module 2 is of 12 hours duration - (including 1-hour assessment)
- Module 3 is of 12 hours duration - (including 1-hour assessment)
- Module 4 is of 48 hours duration - (including 2-hour assessment)
- Module 5 is of 15 hours duration - (including 1-hour assessment)
- Module 6 is of 12 hours duration - (including 1-hour assessment)
- Module 7 is of 150 hours duration - (including 150-hour placement)

## General pedagogical guidelines and procedures for this course:

The delivery of this Course will be mainly held through lessons that will be delivered by the trainer, who will engage learners in class discussions and role-play activities. To facilitate the learners' apprehension, the trainer will also use PowerPoint presentations.

Furthermore, learners will be undergoing practical training that will be carried out in a Care Home for the Elderly and a Care Home for Persons with Disability. During the practical training, learners have to prove their competence in putting the theory learnt into practice. Moreover, they will have to follow the policies adopted by the respective Care Home.

This course can also be delivered online. In such cases, the learner is required to have a working camera and a working microphone

## General assessment policy and procedures for this course:

The learner will be assessed through a written test. The learner will also undergo an ongoing oral assessment of learning (including communication skills) and practical exercises that will take place throughout the entire programme. This assessment method gives tutors the opportunity to review and consolidate the learning being covered.

## Module 1 Learning Outcomes – Work Ethics, Client Observation and Documentation Recording

<ul style="list-style-type: none"><li>✓ Comply with the National Occupational Standards to ensure the delivery of a high standard of caring practice by using the available resources effectively</li><li>✓ Ensure equitable care irrespective of race, religion or ethnicity, sexual orientation and culture</li><li>✓ Manage client privacy and confidentiality</li><li>✓ Be responsible for accountable practice towards clients, carers and employers</li><li>✓ Be responsible for seeking support for specific tasks and/or activities of care for which he/she does not feel competent or confident</li><li>✓ Ensure that informed consent is obtained from clients before carrying out any tasks or care activities</li><li>✓ Ensure treating of clients with respect and dignity</li><li>✓ Be responsible for safeguarding the wellbeing of clients</li><li>✓ Ensure a professional and courteous attitude with clients</li><li>✓ Be responsible for maintaining a harmonious teamwork environment with colleagues</li><li>✓ Deal with work obligations including data protection and confidentiality</li><li>✓ Record the appropriate information properly</li><li>✓ Record parameters as necessary</li></ul>	<ul style="list-style-type: none"><li>✓ Check documentation of any supplies being brought from stores, pharmacies or other suppliers</li><li>✓ Chart timings of body turning in cases of bedridden clients</li><li>✓ Observe and communicate with the client</li><li>✓ Evaluate the normal attitudes and behavior of the client to identify early signs of any physical or emotional disturbances</li><li>✓ Recognize patterns of behavior which may need attention in clients under care</li><li>✓ Perform basic skills and functions required (ex: emptying of a urine bag, urine testing, temperature taking and recording)</li><li>✓ Observe the client continuously while attending client during activities of daily living</li><li>✓ Observe any risks, indications, signs or disclosures of neglect or abuse</li><li>✓ Name the human rights in the Health and Social Care Sector</li><li>✓ Describe the importance of respecting cultural diversity</li><li>✓ Observe and report changes in the skin color, texture and integrity</li><li>✓ Observe and report breathing patterns of clients with different medical conditions</li><li>✓ Report to the appropriate authority any personal difficulties that might affect the ability to do the job competently and safely</li></ul>
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### Module 1 Assessment:

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

## Module 2 Learning Outcomes – Effective Communication

<ul style="list-style-type: none"><li>✓ Ensure confidentiality</li><li>✓ Be responsible for effective communication with both senior and junior staff, and with all members of the multidisciplinary team</li><li>✓ Ensure a caring, trustful relationship with the client leading to an effective Health Carer-client communication</li><li>✓ Be responsible for effective communication with both client and their relatives by listening and responding effectively</li><li>✓ Carry out active listening skills and be sensitive, particularly with clients who have communication difficulties</li><li>✓ Carry out verbal and nonverbal communication in a sensitive manner</li></ul>	<ul style="list-style-type: none"><li>✓ Be responsible for demonstrating sensitivity, respect and empathy when communicating with clients irrespective of their disability and/or challenging behaviour</li><li>✓ Carry out explanations of procedures to clients and obtain consent as necessary</li><li>✓ Ensure communication to the more senior staff any progress or regression of the clients being cared of</li><li>✓ Ensure that conflict amongst staff is kept away from clients</li><li>✓ Be responsible for controlling one's emotions and therefore keep calm and focused when something happens in the ward/unit</li></ul>
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### Module 2 Assessment:

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

## Module 3 Learning Outcomes – Breathing Difficulties and Mobilisation Needs

<ul style="list-style-type: none"><li>✓ Be responsible for the client and recognise breathing problems</li><li>✓ Be responsible for the client and recognise when the breathing rate is not within the normal parameters</li><li>✓ Ensure recognition when there is a change in the breathing pattern such as: regular or irregular breathing, shallow or laboured and deep breathing</li><li>✓ Ensure to keep the client calm while reassuring that he/she is being taken care of</li><li>✓ Be responsible for informing immediate superior and/or relevant authority of any significant changes in respiratory pattern while</li></ul>	<ul style="list-style-type: none"><li>✓ Be responsible for changing the fully dependent client's position in bed</li><li>✓ Ensure assistance to the client with mobility as needed</li><li>✓ Ensure usage of assistive aids to ambulate, mobilise and/or transfer clients according to the mobility assessment report</li><li>✓ Be responsible for encouraging the client to move in bed safely</li><li>✓ Ensure assistance and encourage the client in carrying on with personal activities of daily living independently</li></ul>
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<p>helping out in setting up the necessary equipment to assist the client to breathe</p> <p>✓ Carry out care tasks as required for clients receiving oxygen therapy</p>	<p>✓ Ensure that one follows regulations and procedures for the storage and administration of medicines</p>
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### Module 3 Assessment:

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

### Module 4 Learning Outcomes – Caring for the Clients' Needs

<ul style="list-style-type: none"> <li>✓ Ensure thickening of liquids with thickener in cases of clients who do not tolerate fluids in accordance with recommendations</li> <li>✓ Be responsible for feeding the client while still promoting independence</li> <li>✓ Be responsible for feeding the client through a naso-gastric tube or peg</li> <li>✓ Ensure proper positioning of client in accordance with recommendations</li> <li>✓ Comply with recommendations from the Speech Language Pathologist regarding the food consistency the clients can tolerate</li> <li>✓ Ensure reporting of any changes in client's feeding and drinking patterns to the immediate superior</li> <li>✓ Be responsible to wear the appropriate protective clothing when handling food</li> <li>✓ Ensure the proper storage of food</li> <li>✓ Be responsible in identifying the different potential hazards when handling food</li> <li>✓ Facilitate spiritual arrangements according to client's and relatives' needs</li> <li>✓ Be responsible for one's own mental health</li> </ul>	<ul style="list-style-type: none"> <li>✓ Be responsible for identifying and reporting clients who need assistance with their toileting needs</li> <li>✓ Ensure privacy when the client is using the commode, bedpan or urinal</li> <li>✓ Comply with regulations and requirements when accompanying clients as need be in order to prevent falls</li> <li>✓ Ensure sensitivity during the performance of the client's toileting needs to avoid any embarrassment or uncomfortable situations</li> <li>✓ Ensure ability to describe the normal consistency of urine (color, clarity and odor)</li> <li>✓ Be responsible for identifying and reporting abnormal patterns and consistency of urine</li> <li>✓ Be responsible for the use and disposal of Personal Protective Equipment (PPE) during and after handling body fluids according to infection control policies and protocols</li> <li>✓ Carry out hand hygiene before and after attending the client with their elimination needs as per infection control policies and protocols</li> </ul>
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<ul style="list-style-type: none"> <li>✓ Monitor anxiety levels of the client</li> <li>✓ Guide the client through treatment of anxiety</li> </ul>	<ul style="list-style-type: none"> <li>✓ Carry out tasks to assist the nursing staff in routine and standard stoma care procedures</li> <li>✓ Carry out tasks to assist the nursing staff in caring for catheterised clients such as emptying of catheter bag</li> </ul>
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**Module 4 Assessment:**

The duration of this assessment is of 2 hours and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

**Module 5 Learning Outcomes – Assisting a Client with Personal Cleansing and Dressing**

<ul style="list-style-type: none"> <li>✓ Assist a client who can get out of bed to shower or bath</li> <li>✓ Assist semi-dependent clients and attend fully to dependent clients to care for themselves by helping them wash and comb their hair, brush their teeth, keep toe and hand nails short, shaving and to care for their skin</li> <li>✓ Assist clients in dressing and/or undressing</li> <li>✓ Promote independence and encourage client to self-care</li> <li>✓ Bed bath a fully dependent client</li> <li>✓ Perform mouth care</li> </ul>	<ul style="list-style-type: none"> <li>✓ Perform eye and ear care</li> <li>✓ Identify clients who are at risk of developing pressure sores</li> <li>✓ Maintain skin integrity and perform measures to prevent pressure sores (ex: change position of client every two hours)</li> <li>✓ Care for a client with continence difficulties</li> <li>✓ Assist clients while respecting their privacy and dignity</li> <li>✓ Keep the client's immediate environment clean and tidy</li> </ul>
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**Module 5 Assessment:**

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

## Module 6 Learning Outcomes – Infection Control and Prevention

<ul style="list-style-type: none"><li>✓ Carry out cleaning, tidying and disinfecting of bed areas including any furniture</li><li>✓ Be responsible for assisting clients in keeping bed areas clean</li><li>✓ carry out cleaning and disinfecting of any relevant clinical equipment according to the manufacturer's instructions where necessary</li><li>✓ carry out cleaning and disinfecting bed pans and urinals</li></ul>	<ul style="list-style-type: none"><li>✓ Be responsible for upkeeping of the linen trolleys and store clean, in order and replenished</li><li>✓ Be responsible for assisting with the storing of consumables (ex: Intravenous fluid packs, catheter bags, urinary catheters, etc)</li><li>✓ Ensure that all instruments and equipment used during procedures are scrubbed clean and sent for sterilization</li><li>✓ Ensure all common areas are tidy and hazard free</li></ul>
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### Module 6 Assessment:

The duration of this assessment is of 1 hour and the pass mark is that of 45%.

Apart from this, trainees will be assessed through an ongoing assessment, which may consist of questions asked during class sessions, PowerPoint Presentations, group activities and discussions or a mix of all of these. This will carry a total of 20% of the global mark, and the learner will need to obtain a pass mark in the ongoing assessment (9 out of 20, equivalent to 45%).

## Module 7 Learning Outcomes – Practical

<ul style="list-style-type: none"><li>✓ Be responsible for seeking support for specific tasks and/or activities of care for which he/she does not feel competent or confident</li><li>✓ Ensure treating of clients with respect and dignity</li><li>✓ Be responsible for safeguarding the wellbeing of clients</li><li>✓ Ensure a professional and courteous attitude with clients</li><li>✓ Be responsible for maintaining a harmonious teamwork environment with colleagues</li><li>✓ Check documentation of any supplies being brought from stores, pharmacies or other suppliers</li><li>✓ Chart timings of body turning in cases of bedridden clients</li></ul>	<ul style="list-style-type: none"><li>✓ Comply with regulations and requirements when accompanying clients as need be in order to prevent falls</li><li>✓ Be responsible for identifying and reporting any abnormality in the consistency and patterns of defecation</li><li>✓ Be responsible for the use and disposal of Personal Protective Equipment (PPE) during and after handling body fluids according to infection control policies and protocols</li><li>✓ Carry out hand hygiene before and after attending the client with their elimination needs as per infection control policies and protocols</li><li>✓ Carry out tasks to assist the nursing staff in routine and standard stoma care procedures</li></ul>
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<ul style="list-style-type: none"> <li>✓ Observe and communicate with the client</li> <li>✓ Ensure to keep the client calm while reassuring that he/she is being taken care of</li> <li>✓ Be responsible for informing immediate superior and/or relevant authority of any significant changes in respiratory pattern while helping out in setting up the necessary equipment to assist the client to breathe</li> <li>✓ Carry out care tasks as required for clients receiving oxygen therapy</li> <li>✓ Be responsible for changing the fully dependent client's position in bed</li> <li>✓ Ensure assistance to the client with mobility as needed</li> <li>✓ Ensure usage of assistive aids to ambulate, mobilise and/or transfer clients according to the mobility assessment report</li> <li>✓ Be responsible for encouraging the client to move in bed safely</li> <li>✓ Ensure assistance and encourage the client in carrying on with personal activities of daily living independently</li> <li>✓ Ensure thickening of liquids with thickener in cases of clients who do not tolerate fluids in accordance with recommendations</li> <li>✓ Be responsible for feeding the client while still promoting independence</li> <li>✓ Be responsible for feeding the client through a naso-gastric tube or peg</li> <li>✓ Ensure proper positioning of client in accordance with recommendations</li> <li>✓ Comply with recommendations from the Speech Language Pathologist regarding the food consistency the clients can tolerate</li> <li>✓ Ensure reporting of any changes in client's feeding and drinking patterns to the immediate superior</li> <li>✓ Ensure that the client has no residual food material in the mouth before s/he is left alone or put to bed</li> <li>✓ Be responsible for identifying the characteristics of continent and incontinent clients</li> </ul>	<ul style="list-style-type: none"> <li>✓ Carry out tasks to assist the nursing staff in caring for catheterised clients</li> <li>✓ Listen with respect and support the client and relatives who may wish to sound their concerns</li> <li>✓ Assist senior staff with the preparation of the body for the last offices</li> <li>✓ Pack and organize the dead client's belongings for their return to the family as indicated by senior staff</li> <li>✓ Facilitate spiritual arrangements according to client's and relatives' needs</li> <li>✓ Assist a client who can get out of bed to shower or bath</li> <li>✓ Assist semi-dependent clients and attend fully to dependent clients to care for themselves by helping them wash and comb their hair, brush their teeth, keep toe and hand nails short, shaving and to care for their skin</li> <li>✓ Assist clients in dressing and/or undressing</li> <li>✓ Bed bath a fully dependent client</li> <li>✓ Perform mouth care</li> <li>✓ Perform eye and ear care</li> <li>✓ Identify clients who are at risk of developing pressure sores</li> <li>✓ Maintain skin integrity and perform measures to prevent pressure sores (ex: change position of client every two hours)</li> <li>✓ Care for a client with continence difficulties</li> <li>✓ Clean, tidy and disinfect bed areas including any furniture</li> <li>✓ Assist clients in keeping bed areas clean</li> <li>✓ Clean and disinfect any relevant clinical equipment according to the manufacturer's instructions where necessary</li> <li>✓ Cleaning and disinfecting bed pans and urinals</li> </ul>
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<ul style="list-style-type: none"><li>✓ Be responsible for identifying and reporting clients who need assistance with their toileting needs</li><li>✓ Ensure privacy when the client is using the commode, bedpan or urinal</li></ul>	
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**Module 7 Assessment:**

The assessment will be based on the placement. The learners will need to write 5 journal entries based on their observations during their placement, and linking their observations with the theory learnt in class during all the previous modules

The pass mark is that of 45%.

Note: The placement needs to be completed within 18 months after the end of the last module.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 3 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 16 ECTS points are assigned.