

## Award for Health Care Workers

### Applying for this course

This course is targeted for those persons who would who already work as Health Carers and who already hold an MQF Level 3 in Health Care.

Jobseekers or inactive persons who are over the age of 16, and in possession of MQF Level 3 qualification in Health and Social Care or an equivalent qualification. Those who have completed the Jobsplus' course Award in Health and Social Care MQF Level 3, can be exempted from following Modules 6 and 7.

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.

If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.jobsplus@gov.mt), stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ħal Far BBG3000.

### Course Duration

This course is of 105 hours duration and consists of seven Modules

- Module 1 is of 21 hours duration - (including 1-hour assessment)
- Module 2 is of 13 hours duration - (including 1-hour assessment)
- Module 3 is of 12 hours duration - (including 2-hour assessment)
- Module 4 is of 12 hours duration - (including 2-hour assessment)
- Module 5 is of 11 hours duration - (including 1-hour assessment)
- Module 6 is of 21 hours duration - (including 1-hour assessment)
- Module 7 is of 15 hours duration - (including 1-hour assessment)

### 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.

Learners will be presented with practical examples from Care Homes and will also be asked to share their work experience in order to enable the course to be more interactive and help the trainees link the knowledge being gained to their work through examples. Case studies will also be presented and discussed in class and trainees will be expected to apply problem-solving skills to tackle such case studies.

### 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

<ul style="list-style-type: none"> <li>✓ Be responsible for the work carried out by documenting all important information on the client's record sheet</li> <li>✓ Carry out tasks with a positive and ethical approach</li> <li>✓ Ensure the client's dignity, quality of life, self-worth, privacy, and rights at all times</li> <li>✓ Be responsible for informing clients and their relatives of any relevant and important information</li> <li>✓ Ensure effective communication with all stakeholders</li> <li>✓ Be responsible for promoting the client's confidentiality, and share information only with the multi-disciplinary team</li> <li>✓ Ensure provision of a high quality standard service to all clients irrespective of their race, religion, gender, sexual orientation, and/or disability</li> <li>✓ Be responsible for the promotion and respectfulness of diversity at all times</li> <li>✓ Ensure an ethical working relationship with the client, which is based on respect, honesty and integrity</li> <li>✓ Be responsible for supportive observation in order to reduce any risks and prevent harm</li> <li>✓ Be responsible for explaining and discussing with clients about anything which has been observed whenever possible</li> <li>✓ Be responsible for evaluating the normal attitudes and behaviour of the client to identify early signs of any physical or emotional disturbances</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ensure constant observation of the client while attending to the client during activities of daily living</li> <li>✓ Ensure compilation of any record sheets to note the client's particular changes and report accordingly</li> <li>✓ Be responsible for noting any particular changes in the health care records while discussing them with the immediate superior</li> <li>✓ Ensure that health care records are kept in a concise, specific manner while providing accurate and updated information about every client</li> <li>✓ Be responsible for making health care records accessible by appropriate staff members, while keeping confidentiality</li> <li>✓ Ensure that health care records are regularly scrutinised especially when assessments and/or treatments are carried out</li> <li>✓ Be responsible for involving oneself in training to keep health care records updated accordingly</li> <li>✓ Ensure proper emphasis is given to reporting of irregularities and that efficient communication with the superior has taken place after an incident occurs</li> <li>✓ Ensure that health care records do not provide a personal biased opinion about the client/treatment, but are based solely on professional knowledge</li> </ul>
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## Module 1 Assessment:

The duration of this assessment is of 1 hour and will carry 50% of the global mark.

Apart from this, trainees will be assessed through:

- Assignment (to be done home) – 30% of the global mark
- Ongoing Assessment - 20% of the global mark

Pass mark is 45% in each of the assessments.

## Module 2 Learning Outcomes – Effective Communication

<ul style="list-style-type: none"><li>✓ Be responsible for assisting clients who have difficulties to with verbal communication and help them to express themselves</li><li>✓ Ensure that all communication is kept confidential</li><li>✓ Ensure respect is shown to all stakeholders by communicating effectively with them</li><li>✓ Be responsible for actively listening to all involved in order to respond in an efficient and effective manner</li><li>✓ Carry out tasks while demonstrating sensitivity, empathy, respect and honesty towards colleagues, clients and all relevant stakeholders irrespective of their race, gender, religion, sexual orientation, disability and culture</li><li>✓ Ensure clear communication with clients by avoiding acronyms and jargon while paraphrasing</li></ul>	<ul style="list-style-type: none"><li>✓ Ensure effective communication and explanation of important procedures to clients, and the importance of obtaining consent</li><li>✓ Ensure communication with superiors regarding updates and relevant information about clients and/or other relevant information either verbally or in writing, and provide daily hand overs/reports to reinforce a working relationship</li><li>✓ Be responsible for communicating with affection both verbally and non-verbally with clients, colleagues, superiors, relatives and all those involved</li><li>✓ Be responsible for reporting irregularities and obtain guidance from an immediate superior immediately after an incident</li></ul>
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## Module 2 Assessment:

The duration of this assessment is of 1 hour and will carry 50% of the global mark.

Apart from this, trainees will be assessed through:

- Role Play (to be done in class) – 30% of the global mark
- Ongoing Assessment - 20% of the global mark

Pass mark is 45% in each of the assessments.

### Module 3 Learning Outcomes – Rights and Responsibilities

<ul style="list-style-type: none"><li>✓ Be responsible for providing compassionate and person-centered care to clients with diverse needs.</li><li>✓ Collaborate effectively with multidisciplinary healthcare teams to deliver high-quality care.</li><li>✓ Maintain confidentiality and adhere to ethical and legal standards in care work, including safeguarding vulnerable individuals.</li></ul>	<ul style="list-style-type: none"><li>✓ Manage challenging situations and behavior in a calm, professional manner, ensuring the safety and dignity of clients</li><li>✓ Recognize the different needs of clients, including physical, emotional, social, and mental health aspects.</li></ul>
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#### Module 3 Assessment:

The duration of this assessment is of 2 hours and will carry 80% of the global mark.

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.

Pass mark is 45% in each of the assessments.

### Module 4 Learning Outcomes – Managing Challenging Behaviour

<ul style="list-style-type: none"><li>✓ Be responsible for building a good working relationship with clients based on trust, respect, integrity and honesty to ensure a safe working environment</li><li>✓ Deal with a challenging situation in a practical and optimistic manner and report accordingly if necessary</li><li>✓ Be responsible for promoting effective communication with all clients to possibly manage client's behaviour</li></ul>	<ul style="list-style-type: none"><li>✓ Ensure understanding and dealing with a challenging situation with respect, in the less restrictive manner and as direct as possible</li><li>✓ Engage in anti-discriminatory practice while assisting the client in the best way possible</li></ul>
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#### Module 4 Assessment:

The duration of this assessment is of 2 hours and will carry 80% of the global mark.

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.

Pass mark is 45% in each of the assessments.

## Module 5 Learning Outcomes – Promoting the Individual’s Autonomy

<ul style="list-style-type: none"><li>✓ Carry out tasks which empower the clients’ abilities in order to promote independence</li><li>✓ Ensure that clients are safeguarded from any possible dangers whilst respecting their autonomy</li><li>✓ Be responsible for reporting any changes in clients’ feeding, drinking, bathing, and toileting among others, to the immediate superior</li><li>✓ Be responsible for referring to the social care entity’s health and safety policy</li></ul>	<ul style="list-style-type: none"><li>✓ Comply with recommendations from other professionals in relation to the clients’ well-being</li><li>✓ Monitor constantly adequate nutrition to maintain a well-balanced diet</li><li>✓ Be responsible for reporting to the superior in cases of suspected unsafe practice to prevent placing the client at risk</li></ul>
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### Module 5 Assessment:

The duration of this assessment is of 1 hour and will carry 70% of the global mark.

Apart from this, trainees will be assessed through an Assignment, which will carry a total of 30% of the global mark.

Pass mark if 45% in each of the assessments.

## Module 6 Learning Outcomes – Caring for the Client’s Needs

<ul style="list-style-type: none"><li>✓ Be responsible for promoting independence and encourage the client to self-care</li><li>✓ Ensure that all precautions are taken when attending to dependent clients in order to safeguard their health and safety</li><li>✓ Be responsible for providing physical and emotional support especially to those who are not yet comfortable to be assisted</li><li>✓ Ensure reviewing of the client’s care plan on a regular basis</li></ul>	<ul style="list-style-type: none"><li>✓ Be responsible for reporting and documenting any sudden changes which could be a possible harm to the client</li><li>✓ Be responsible for assisting clients while respecting their privacy and dignity and to also prevent any accidents</li><li>✓ Ensure that the client’s immediate environment is clean and tidy and attend to the client’s expectations when appropriate</li></ul>
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## Module 6 Assessment:

The duration of this assessment is of 1 hour and will carry 50% of the global mark.

Apart from this, trainees will be assessed through:

- Assignment (to be done home) – 30% of the global mark
- Ongoing Assessment - 20% of the global mark

Pass mark is 45% in each of the assessments.

## Module 7 Learning Outcomes – Infection Control and Prevention

<ul style="list-style-type: none"><li>✓ Be responsible for implementing good practices on how to prevent infections from care settings</li><li>✓ Be responsible for following the policies and procedures regarding infection control and prevention</li><li>✓ Ensure a clean and disinfected caring environment is provided</li></ul>	<ul style="list-style-type: none"><li>✓ Carry out tasks related to cleaning and disinfecting any relevant clinical equipment according to policies and procedures</li><li>✓ Ensure sharing of information about infection control and prevention with clients and visitors who visit the care setting</li><li>✓ Be responsible for adhering to outbreak management plans in the case of a medical emergency</li></ul>
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## Module 7 Assessment:

The duration of this assessment is of 1 hour and will carry 70% of the global mark.

Apart from this, trainees will be assessed through a Presentation, which will carry a total of 30% of the global mark.

Pass mark is 45% in each of the assessments.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 4 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.