

## Basic Maltese for Health Care Workers

### Applying for this course:

To apply for this course, you should have completed compulsory schooling up to 65 years of age. In case of any difficulties regarding the entry requirements kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.jobsplus@gov.mt).

### Course Duration

This course is of 29 hours duration (including 2-hour assessment) and consists of one Module.

### General pedagogical guidelines and procedures for this course:

The delivery of this Course will be mainly held through a series of classroom discussion. The trainer will also be holding lessons with the learners which will consist of various presentations, including demonstrations and time to practice.

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 an Oral Assessment that will take place at the end of the course. During the course, the learners will also conduct Ongoing Assessments and Role Plays with the aim of consolidating the learning being achieved throughout the course.

### Module 1 Learning Outcomes- Basic Maltese for Health Care Workers

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| <ul style="list-style-type: none"><li>✓ Communicate effectively in Maltese using basic greetings, introductions, and polite expressions to establish rapport with patients.</li><li>✓ Engage in simple conversations with patients, asking about their well-being and daily needs.</li><li>✓ Use essential health care phrases to inquire about pain, symptoms, and patient comfort.</li><li>✓ Give clear and understandable instructions in Maltese for basic health care procedures and assistance.</li><li>✓ Recognize and understand common patient responses, including expressions of pain, distress, and confusion.</li><li>✓ Respond appropriately in emergency situations, using reassuring and urgent phrases to keep patients calm and seek help when needed.</li><li>✓ Overcome language barriers by identifying common misunderstandings and using strategies to ensure clear communication.</li></ul> | <ul style="list-style-type: none"><li>✓ Manage the correct use of simple everyday salutation expressions in Maltese;</li><li>✓ Manage the use of simple sentences to describe everyday events and activities related to the health care setting.</li><li>✓ Handle complaints and issues that may arise; responding to clients' complaints.</li><li>✓ Use respectful and inclusive language when dealing with clients, clients' relatives and colleagues</li><li>✓ Identify terms of address or age appropriate words and phrases depending on client groups and relatives' state of emotion</li><li>✓ Assess when to properly use negatives and contractions in verbal communication</li><li>✓ Participate in and understand the main points of discussions/explanations/instructions with potential colleagues</li></ul> |
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<ul style="list-style-type: none"> <li>✓ Apply language skills in real-life scenarios through role-playing exercises and simulated patient interactions.</li> <li>✓ Develop confidence in using Maltese within a professional health care environment, ensuring better patient care and trust.</li> <li>✓ Build one's vocabulary of simple Maltese words that frequently appear in everyday social conversation;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Interact with clients and their relatives in the course of duties</li> <li>✓ Communicate information in a clear and effective manner by using the correct grammar and vocabulary in a health care setting</li> <li>✓ List vocabulary relevant to particular situations (such as getting around the facility, handling an emergency, providing assistance, updating a client's record, organising activities, etc)</li> </ul>
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### **Module Assessment:**

The Learner will be assessed through an Oral Assessment that will take place at the end of the course. During the course, the learners will also conduct Ongoing Assessments and Role Plays with the aim of consolidating the learning being achieved throughout the course.

The Ongoing Assessments and Role Plays will carry 40% of the global mark while the Oral Assessment will carry 60% of the global mark. The pass mark is 45% in each of the assessments.