



**CARE WORKER – MQF/EQF LEVEL 4
INFORMATION HANDBOOK**

ON

**The process of validation of informal and non-
formal learning for Care Workers**

The Assessment Board:

The Assessment Board is appointed by the Minister responsible for Jobsplus by means of Article 26 of the Employment and Training Services Act 2018 to ascertain proficiency or competency in a particular occupation.

This handbook describes the competences that candidates need to possess before sitting for the Health Care validation process. Successful candidates acquire an *Award as Care Worker* Certificate pegged at Level 4 of the Malta Qualifications Framework and also the European Qualifications Framework and which is endorsed by the National Commission for Further and Higher Education (NCFHE).

Eligibility:

Candidates who are interested in acquiring the *Award as Care Worker* can apply for their knowledge, skills and competences to be assessed, recognised and validated if they possess the necessary competences and skills as defined in this handbook.

The prospective candidate must have **3 years experience** in the respective field. This is in line with the L.N. 295 of 2012 which regulates the Validation of Informal and Non-formal Learning process. Prior to the assessment candidates need to present an official Employment History to confirm the years of experience to the Assessment Board.

The Assessment Board is free to contact the Institution and/or referee at will in order to confirm experiences and training claimed by the candidate.

Initial Assessment Plan:

The Assessment Board will conduct an induction session for candidates interested in acquiring the *Award as Care Worker*, and review the portfolio and the experience presented to plan the appropriate assessments according to the individual's experience and needs. During the induction session, the candidate is also instructed on how to collect evidence used as a proof of their practical experience.

Evidence sources may include:

- Work Activity
- Witness Testimony
- Health & Safety Documents/ Reports/ Procedures
- Photographic Evidence / Risk Assessments / Instructions
- Work-based confirmation of evidence not observed by assessor.

Assessment Criteria:

The Assessment Criteria for the validation process are based on the National Occupational Standards. Following is an abstract of the list of competences that the candidate must possess prior to applying for the validation process. For further information you can download the National Occupational Standards from the following link:
<https://ncfhe.gov.mt/en/services/Documents/Care%20Worker.pdf>

CRW401: Accountability, Rights and Responsibilities

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Ensure that every health carer is aware of the organisation's objectives/framework and their roles and responsibilities for achieving the goals
2. Provide equitable care irrespective of race, religion or ethnicity, sexual orientation and culture.
3. Be accountable for the quality of their work, adherence to practice codes and standards and respect of confidentiality
4. Be committed to attend continuous development to keep abreast of new developments within the health sector with the aim of enhancing their skills to meet the clients' needs.
5. Obtain consent from clients before carrying out any tasks or care activities.
6. Treat clients with respect and dignity whilst also promoting equal rights with all clients.
7. Safeguard the wellbeing of clients
8. Promote a multi-disciplinary approach in relation to accountability and responsibilities.

CRW402: Communication

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Assist clients who have difficulties with verbal communication and help them to express themselves.
2. Keep all communication confidential.
3. Demonstrate respect to all stakeholders¹ by communicating effectively with them.
4. Develop and/or improve a good working relationship with all colleagues thus leading to a trustful and respectful working relationship.
5. Actively listen to all involved (including superiors, colleagues, clients and any others) in order to respond in an efficient and effective manner.
6. Demonstrate sensitivity, empathy, respect and honesty towards colleagues, clients and all relevant stakeholders irrespective of their race, gender, religion, sexual orientation, disability and culture.
7. Communicate clearly with clients by avoiding acronyms and jargon while paraphrasing to ensure effective communication.
8. Communicate effectively and explain important procedures to clients and explain the importance to obtain consent (where necessary).

9. Communicate to superiors; 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.
10. Be sensitive to both verbal and nonverbal communication.
11. Communicate affectively verbally and non-verbally with clients, colleagues, superiors, relatives and all those involved
12. Report irregularities and obtain guidance from an immediate superior immediately after an incident or an irregularity occurs especially if the organisation's policies and procedures do not cover the issue.

CRW403: Necessary Documentation

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Ensure that the health care records are kept in a concise, specific manner while providing accurate and updated information about every client.
2. Make health care records accessible by appropriate staff members, however confidentiality must be kept at all times.
3. Ensure that supervisors scrutinize health care records regularly especially when assessments and/or treatments are carried out.
4. Constantly involve themselves in training to keep health care records updated accordingly.
5. Demonstrate that health carers have taken note of the clients' health and safety, easily readable for any handing over and continuity of care.
6. Emphasise the reporting of irregularities and efficient communication with superior after an incident has occurred.
7. Ensure that health care records do not provide a personal bias opinion about the clients/treatment but are based on professional knowledge.

CRW404: Client Observation and Assessment

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Engage in an ethical working relationship with the client which is based on respect, honesty and integrity.
2. Engage in a supportive observation in order to reduce any risks and prevent harm. This ensures clients' safety.
3. Explain and discuss with clients about anything which has been observed whenever possible to respect his/her dignity. Health carers should do the latter unless it would not be detrimental to the clients' moods and/or mental health
4. Evaluate the normal attitudes and behaviour of the client to identify early signs of any physical or emotional disturbances
5. Recognize and report any unusual behaviour which may need attention in clients under care
6. Observe the client continuously while attending to the client during the activities of daily living.
7. Compile any record sheets (frequency, timing, trigger) to note the clients' particular changes and report accordingly.
8. Note any particular changes in the health care records while discussing them with the immediate superior.

CRW405: Clients' autonomy while safeguarding from possible dangers

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Empower clients' abilities in order to promote independence.
2. Ensure that clients are safeguarded from any possible dangers whilst respecting their autonomy.
3. Report any changes in clients' feeding, drinking, bathing, toileting among others to immediate superior.
4. Follow recommendations from other professionals in relation to the clients' well-being.
5. Refer to the social care entity's health and safety policy.
6. Monitor constantly adequate nutrition to maintain a well-balanced diet.
7. Report to superior in cases of suspected unsafe practice to prevent placing the client at risk.

CRW406: Challenging situations

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Build a good working relationship with the clients based on trust, respect, integrity and honesty to ensure a safe environment.
2. Recognise a challenging situation deal with it in a practical and optimistic manner and if necessary report accordingly.
3. Promote effective communication with all clients to possibly manage client's behaviour.
4. Understand and deal with a challenging situation (for example when a client is experiencing a tantrum) with respect, in the less restrictive manner and as directed while avoiding any embarrassing or uncomfortable situation.
5. Engage in anti-discriminatory practice while assisting the client in the best way possible.

CRW407: Personal Cleansing and Dressing of a Client

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Promote independence and encourage the client to self-care.
2. Take all precautions needed when attending to dependant clients in order to safeguard their health and safety.
3. Provide physical and emotional support especially to those who are not yet comfortable to be assisted.
4. Review the client's care plan on a regularly basis.
5. Report and document any sudden changes which could be a possible harm to the client.
6. Assist clients while respecting their privacy and dignity and to also prevent any accidents
7. Keep the client's immediate environment clean and tidy and attend to the client's expectations when appropriate.

CRW408: Infection Control and Prevention

The Health Carer at MQF Level 4 must have the necessary knowledge and skills to:

1. Implement good practices on how to prevent infections from care settings.
2. Follow the policies and procedures regarding infection control and prevention.
3. Provide and maintain a clean and disinfected caring environment which is also hazard free.
4. Clean and disinfect any relevant clinical equipment according to the policy and procedures.
5. Share information about infection control and prevention with clients and visitors who visit the care setting.
6. Adhere to outbreak management plans in the case of a medical emergency.

CRW409: Work Ethics

1. Be accountable for the work carried out by documenting all important information on the client's record sheet.
2. Always perform tasks with a positive and ethical approach.
3. Ensuring the client's dignity, quality-of-life, self-worth, privacy and rights at all times.
4. Inform clients and their relatives of any relevant and important information.
5. Effective communication with all stakeholders is a must.
6. Promote client's confidentiality, share information only with multi-disciplinary team.
7. Provide a high- quality standard service to all clients irrespective of their race, religion, gender, sexual orientation and/or disability.
8. Promote and respect diversity at all times

Mode of Assessment:

A candidate will be assessed on all the above listed competences. Assessment will be made up from different components, namely:

A. Practical Work

Practical work could be assessed by a task created to simulate the work environment. During the practical test a candidate will be asked to perform a number of tasks in line with the assessment criteria. Assessment can also be held in a real working environment such as the candidate's workplace. Information on the assessment venue will be provided by Jobsplus prior to the assessment. Multiple sessions might need to be scheduled.

B. Knowledge and Understanding

Candidates will be assessed on knowledge and understanding orally during an interview and/ or in writing through a written test paper.

C. Interview to verify product evidence and supplementary evidence

During the interview the Board will continue assessing candidates in relation to their knowledge, skills and competences in the respective occupation. Candidates are encouraged to present photographic evidence, workbooks or logbooks to illustrate their work.

To successfully pass from the assessment, candidates need to proof their competences in all enlisted criteria as defined in the National Occupational Standards. Following assessment candidates will receive a formal result slip issued by Jobsplus in collaboration with NCFHE. The result slip will indicate whether the candidate has obtained a Pass or a Fail in all criteria. Nonetheless persons who fail any of these criteria will have the possibility to sit for a re-sit.

Resits:

Candidates who do not pass from any of the enlisted criteria will be guided for further development in the failed criterion/criteria.

The failed criterion/criteria will be communicated in the result slip issued by Jobsplus. Date, time and venue of re-sit would be communicated to the candidate by Jobsplus. The candidate will be guided by the Assessment Board with respect to the areas for improvement prior to the re-sit.

Appeals:

Candidates who fail the assessment and wish to contest the decision taken by the Assessment Board can submit a formal request for further feedback to Jobsplus. An appeal can be lodged within 10 working days from the result slip issued by Jobsplus. In the eventuality that the candidate's final result is changed following the appeal, a new result will supersede the previous one.