



# **HEALTH CARE – MQF/EQF LEVEL 3 INFORMATION HANDBOOK**

**ON**

**The process of validation of informal and non-  
formal learning for Health Carers**

### **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 Health Carer* Certificate pegged at Level 3 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 Health Carer* 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 in Health Care*, 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%20Level%203.pdf>

### **CRW301: Complies with Accountability, Rights and Responsibilities**

1. Ensure the delivery of a high standard of caring practice in accordance with the National Occupational Standards by using the available resources effectively.
2. Provide equitable care irrespective of race, religion or ethnicity, sexual orientation and culture.
3. Maintain client privacy and confidentiality.
4. Demonstrate accountable practice towards clients, carers and employers.
5. Seek support for specific tasks and/or activities of care for which he/she does not feel competent or confident.
6. Obtain informed consent from clients before carrying out any tasks or care activities.
7. Treat clients with respect and dignity.
8. Safeguard the wellbeing of clients.

### **CRW302: Complies with Communication**

1. Maintain confidentiality
2. Maintain effective communication with both senior and junior staff, and with all members of the multidisciplinary team.
3. Establish a caring, trustful relationship with the client leading to an effective Health Carer-client communication
4. Communicate with both client and their relatives by listening and responding effectively
5. Be sensitive and demonstrate active listening skills, particularly with clients who have communication difficulties.
6. Demonstrate sensitivity, respect and empathy when communicating with clients irrespective of their disability and/or challenging behaviour.
7. Explain procedures to clients and obtain consent as necessary.
8. Communicate to the more senior staff any progress or regression of the clients being cared for.
9. Keep conflict amongst the staff away from clients.
10. Control one's emotions and therefore keep calm and focused when something happens in the ward/unit.
11. Be sensitive to both verbal and nonverbal communication.

### **CRW303: Comply with the Necessary Documentation**

1. Record the appropriate information properly, when required.
2. Record parameters as necessary.
3. Check documentation of any supplies being brought from stores, pharmacies or other suppliers.
4. Chart timings of body turning in cases of bedridden clients.

### **CRW304: Comply with Client Observation and Assessment**

1. Observe and communicate with the client.
2. Evaluate the normal attitudes and behaviour of the client to identify early signs of any physical or emotional disturbances.
3. Recognize patterns of behaviour which may need attention in clients under care
4. Perform basic skills and functions required e.g. emptying of a urine bag, urine testing, temperature taking and recording etc.
5. Observe the client continuously while attending client during the activities of daily living.

### **CRW305: Comply with assisting the client in breathing**

1. Recognise breathing problems.
2. Recognise when the breathing rate is not within normal parameters.
3. Recognise when there is a change in the breathing pattern such as: regular or irregular breathing, shallow or laboured and deep breathing.
4. Keep the client calm while reassuring that he/she is being taken care of.
5. Inform 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.
6. Care for the client receiving oxygen therapy.

### **CRW306: Comply with encouraging eating and drinking**

1. Thicken liquids with thickener in cases of clients who do not tolerate fluids in accordance with recommendations.
2. Feed client while still promoting independence.
3. Feed client through a naso-gastric tube or peg.
4. Position client properly in accordance with recommendations.
5. Follow recommendations from the Speech Language Pathologist regarding the food consistency the clients can tolerate.
6. Report any changes in client's feeding and drinking patterns to the immediate superior.

**CRW307: Comply with toileting needs of a client**

1. Identify the characteristics of continent and incontinent clients.
2. Identify and report clients who need assistance with their toileting needs.
3. Ensure privacy when the client is using the commode, bedpan or urinal.
4. Assist/accompany clients as need be to prevent falls.
5. Ensure sensitivity during the performance of the client's toileting needs to avoid any embarrassment or uncomfortable situations.
6. Describe the normal consistency of urine e.g. colour, clarity and odour of urine.
7. Describe the normal colour and consistency of faeces.
8. Identify and report any abnormality in the consistency and patterns of defaecation.
9. Appropriately use and dispose of Personal Protective Equipment (PPE) during and after handling body fluids according to Infection control policies and protocols.
10. Perform hand hygiene before and after attending the client with their elimination needs as per infection control policies and protocols.
11. Assist the Nursing staff in routine and standard stoma care procedures.
12. Assist the Nursing staff in caring for catheterised clients.
13. Identify and report abnormal patterns and consistency of urine.

**CRW308: Comply with personal cleansing and dressing of a client**

1. Assist a client who is capable of getting out of bed to bath or shower.
2. Assist semi-dependant clients and attend fully to dependant clients to care for themselves by helping them to wash and comb their hair, brush their teeth, keep toe and hand nails short, shaving and to care for their skin.
3. Assist clients in dressing/undressing.
4. Promote independence and encourage the client to self-care.
5. Bed bath a fully dependent client.
6. Perform mouth care.
7. Perform eye/ear care.
8. Wash and keep hair combed and tidy.
9. Identify clients who are at risk of developing pressure sores.
10. Maintain skin integrity and perform measures to prevent pressure sores eg: change position of client every two hours.
11. Care for a client with continence difficulties.
12. Assist clients while respecting their privacy and dignity.
13. Keep the client's immediate environment clean and tidy.

**CRW309: Comply with client's mobilisation needs**

1. Change the fully dependant client's position in bed.
2. Assist the client with mobility as needed.
3. Where needed, use the assistive aids to ambulate, mobilise and/or transfer clients according to the mobility assessment report.
4. Encourage the client to move in bed safely.
5. Assist and encourage the client in carrying on with personal activities of daily living independently.

**CRW310: Comply with death and dying needs**

1. Establish a quiet, comfortable and dignified environment for the dying person and family members.
2. Provide comfort measures for the dying person as directed by the nursing staff. Listen with respect and support the client and relatives who may wish to sound their concerns.
3. Assist senior staff with the preparation of the body for the last offices.
4. Pack and organise the dead client's belongings for their return to the family as indicated by senior staff.
5. Facilitate spiritual arrangements according to client's and relatives' needs.

**CRW311: Complies with infection control and prevention**

1. Clean, tidy and disinfect bed areas including any furniture.
2. Assist clients in keeping bed areas clean.
3. Clean and disinfect any relevant clinical equipment according to the manufacturer's instructions where necessary.
4. Cleaning and disinfecting bed pans and urinals.
5. Keeping the linen trolleys and store clean, in order and replenished.
6. Assist with the storing of consumables e.g. Intravenous fluid packs, catheter bags, urinary catheters etc.
7. Make sure that all instruments and equipment used during procedures is scrubbed clean and sent for sterilisation.
8. Ensure all common areas are tidy and hazard free.

## **CRW312- Work Ethics**

1. Maintain a professional and courteous attitude with clients.
2. Maintain a harmonious team work environment with colleagues.
3. Respect work obligations including data protection and confidentiality.

### **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.