

Overview on Units of Learning Outcomes

Key Activities and Professional Competences

Qualification: **Social care assistant**

EQF Level: 3

Key Activities and Professional Competences
<p>Direct assistance of the service user</p> <p>Detect and meet patients/service users' basic needs</p> <p>Help the service patients/service users in their movements, in the correct use of devices, aids and tools and in cleaning, washing and toilet.</p>
<p>Support with hygiene and health care</p> <p>Assist in personal hygiene and care</p> <p>Support with washing and sanitizing the service users' environment</p> <p>Assist in distributing and administering meals</p>
<p>Support psycho-physical wellbeing of the person</p> <p>Help with getting dressed and taking care of the patient/service user's clothes</p> <p>Monitor the correct assumption of the prescribed medicines</p> <p>Detect needs and psycho-physical conditions</p>
<p>Support and care of non-self-sufficient service users</p> <p>Support and teach the patient/service user the correct postures</p> <p>Assist the patient/service user with bathing, washing and toilet;</p>
<p>Favour social relations with the service users and their context</p> <p>Favour the patient/service user's participation in social events (residential or in the area)</p> <p>Communicate with the service user and their families and other professional and non professional Figures involved</p> <p>Communicate with the staff in charge of medical care</p>
<p>Interact with other services in the territory</p> <p>Cooperate in order to create a network with the services operating in the territory</p> <p>Support the management of informal relationships within the network and in the area</p> <p>Support and take care of bureaucratic procedures and access to the services</p>
<p>Act and position oneself in the organizational structure/service and the welfare network</p> <p>Act their role within different work contexts</p> <p>Be able to correctly position oneself within the assistance staff</p>

Legal Framework:
 DDG n. 15243 "Regional regulations for family assistance training"

Key Activity Direct assistance of the service user	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Detect and meet patients/service users' basic needs	
Skills <ul style="list-style-type: none"> • Involve the patient/service user, his/her family and other professional and non professional figures as resources in the assistance development; • Detect the relational attitude of the patient/service user; • Observe the person and their environment; • Detect the main signals/symptoms of distress ; • Report information and data to competent staff 	Knowledge <ul style="list-style-type: none"> • Describe basics of personal support and care; • Describe basics of psycho-relational and support/care intervention in relation to the service user's specific needs
Professional Competence Help the service patients/service users in their movements, in the correct use of devices, aids and tools and in cleaning, washing and toilet.	
Skills <ul style="list-style-type: none"> • Support the patients movements and correct posture • Monitor the patient/service user's correct temperature regulation and posture, in order to correctly breath and prevent blood circulation problems; • Provide the patient/service user with total or partial hygiene • Assist a dependent patient/service user with their elimination needs 	Knowledge <ul style="list-style-type: none"> • Describe basics of rehabilitation and mechanical movements • Give examples of aids, tools and prosthetis • Describe basics of support and care (movement, hygiene...)
Personal Competences Organize one's own job autonomously, respecting the service user's capabilities, needs and daily necessities	

Key Activity Support with hygiene and health care	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Assist in personal hygiene and care	
Skills <ul style="list-style-type: none"> • Apply personal hygiene techniques; • Apply personal sanitisation techniques; • Apply personal hygiene techniques appropriate for the service user; • Identify situations of risk being able to react to safeguard the patient/service user's safety 	Knowledge <ul style="list-style-type: none"> • Describe basics of personal hygiene and prophylaxis; • Identify tools and techniques for the personal hygiene of the patient/service user; • Name personal hygiene products;
Professional Competence Support with washing and sanitizing the service users' environment	
Skills <ul style="list-style-type: none"> • Use environments sanitization techniques; • Arrange rooms in a functional way respecting the service user's habits; • Apply procedures and phases of sanitization and sanitation of environments; • Apply domestic safety procedures; • Apply correct procedures of waste recycling and energy saving; 	Knowledge <ul style="list-style-type: none"> • Describe basics of environmental hygiene; • Identify products, tools and techniques for cleaning and sanitisation; • Give examples of domestic prevention and safety procedures;
Professional Competence Assist in distributing and administering meals	
Skills <ul style="list-style-type: none"> • Apply food preparation and preservation techniques, respecting health and nutrition habits of the service user; • Consider, if necessary, particular diet suggestions and report any possible issues in food assumption; • Apply food supply techniques; 	Knowledge <ul style="list-style-type: none"> • Describe basics of diet and food preparation; • Demonstrate recipes and main menus; • Analyse food preparation techniques; • Describe housekeeping principles (quality/price ratio); • Explain prevention and safety basics (HACCP, etc.); • Name the products and their characteristics

Key Activity Support psycho-physical wellbeing of the person	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Help with getting dressed and taking care of the patient/service user's clothes	
Skills <ul style="list-style-type: none"> • Apply sanitisation techniques of the service users' laundry; • Assure laundry change and supply; • Arrange and clean the service user's wardrobe • Use domestic appliances (washing machine, ironer, etc.); • Apply safe and appropriate sanitisation methods • Apply techniques of support with getting dressed and taking care of the patient/service user's clothes; 	Knowledge <ul style="list-style-type: none"> • Describe basics of hygiene; • Name cleaning products and their characteristics; • Name tools in use; • Differentiate the laundry into the different kinds of fabric to select appropriate washing programs;
Personal Competence Organize one's own job autonomously, respecting the service user's capabilities, needs and daily necessities.	
Professional Competence Monitor the correct assumption of the prescribed medicines	
Skills <ul style="list-style-type: none"> • Apply procedure to support with the correct - assumption of the prescribed medicines; • Check and monitor drugs expiration dates, usage, etc. • Put drugs in the correct place; • Handle drugs with due care and attention; • Check the correct assumption of medicines 	Knowledge <ul style="list-style-type: none"> • Describe drugs and their effects; • Identify the correct time in which drugs must be assumed; • Identify medical prescriptions
Personal Competence Actively listen to the service user; Preserve service users' dignity and support residual capabilities, avoiding any judgements of the person and their value. Act with discretion and in safety, promoting physical and psychological dignity.	
Professional Competence Detect needs and psycho-physical conditions	
Skills <ul style="list-style-type: none"> • Detect the patient/service user's needs; • Understand the patient/service user's requests; • Cooperate in the design of support/care projects and evaluation of its results; • Operate with discretion, respect of rights and needs of people in a fragile situation; • Use different ways of communication; • Detect patient/server user's trustworthy people 	Knowledge <ul style="list-style-type: none"> • Describe basics of social and healthcare methodology (project and intervention phase, planning tools...) • Identify ethic aspects of assistance; • Explain communication and relation techniques (verbal and non verbal); • Describe elements of psychology; • Describe strategies of caregiver/service user help-relationship;
Personal Competence Actively listen to the service user; Preserve service users' dignity and support residual capabilities, avoiding any judgements of the person and their value. Act with discretion and in safety, promoting physical and psychological dignity.	

Key Activity Support and care of non-self-sufficient service users	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Support and teach the patient/service user the correct postures	
Skills <ul style="list-style-type: none"> • Apply techniques related to correct postures and mechanically assisted movement; • Help the service users in their movements; • Apply appropriate prevention measures in order to monitor movements and preventing from falling; • Use tools and check they are fully functional (wheelchairs, orthopaedic devices); • Apply first aid techniques while waiting for professional medical intervention 	Knowledge <ul style="list-style-type: none"> • Describe basics first aid; • Identify orthopaedics devices to provide easier movement capability; • Analyse psycho-physical characteristics of people with different level of self-sufficiency; • Name tools and techniques to help the service users to move from their bed to the wheelchairs and awareness of the risk connected to an incorrect practice of these techniques; • Give examples of mechanically assisted movement techniques; • Give examples of management and stimulation of residual capabilities
Professional Competence Assist the non self-sufficient service user with bathing, washing and toilet	
Skills <ul style="list-style-type: none"> • Apply personal hygiene support techniques; • Apply techniques to assist the service user with bathing, washing and toilet; • Apply techniques to support with nutrition and hydration; • Apply techniques to help the service user dressing up and look after the service users' clothing; • Apply techniques to support with meal assumption; • Act within the responsibilities of one's own role; • Apply simple techniques of cognitive stimulation; • Apply techniques to deal with critical behaviour problems; 	Knowledge <ul style="list-style-type: none"> • Describe basics of personal hygiene; • Give examples of usage and disposal of adequate equipment; • Explain rules and regulation related to location of equipment and rooms arranging appropriate for non self-sufficient users;
Personal Competence Awareness of the risk level of any different activities; Report to the appropriate interlocutor being aware of one's own level of autonomy.	

Key Activity Favour social relations with the service users and their context	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Favour the patient/service user's participation in social events (residential or in the area)	
Skills <ul style="list-style-type: none"> • Apply techniques to support social integration; • Use techniques of caregiver/service user help-relationship • Plan and manage social and entertainment events • Apply strategies to favour new relations and new contacts; 	Knowledge <ul style="list-style-type: none"> • Describe theories and techniques of verbal and non verbal communication; • Describe elements of psychology of communication
Professional Competence Communicate with the patient/service user, their families and other professional and non professional figures involved	
Skills <ul style="list-style-type: none"> • Operate with discretion, respect of rights and needs of people in a fragile situation; • Manage one's own emotions; • Manage stress; • Emotionally support the patient/service user • Use different communication strategies appropriate to the different cultural • Be able to cope with the changing in the patient/service user's communicative capabilities (aphasia, hearing loss, cognitive deficit, sensory alterations) 	Knowledge <ul style="list-style-type: none"> • Describe elements of psychology; • Describe basics of healthcare organization; • Identify ethic aspects of assistance; • Explain communication and relation techniques (verbal and non verbal)
Professional Competence Communicate with the staff in charge of medical care	
Skills <ul style="list-style-type: none"> • Operate with discretion, respect of rights and needs of people in a fragile situation; • Report correctly to the healthcare professional in case of emergency; • Mediate to correctly deal with the needs of the different interlocutors, in order to foster the relationships and achieve the assistance objectives; • Refer to the medical staff aiming at cooperating in the current intervention; • Understand relational and organizational procedures, as well as the roles of the workers involved 	Knowledge <ul style="list-style-type: none"> • Describe strategies of caregiver/service user help-relationship; • Describe elements of psychology; • Describe basics of healthcare organization; • Explain ethic aspects of assistance; • Explain communication and relation techniques (verbal and non verbal)

Key Activity Interact with other services in the territory	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Cooperate in order to create a network with the services operating in the territory	
Skills <ul style="list-style-type: none"> • Interact with territorial services (family doctor, local authority offices, post offices, emergency services...); • Interact with the social service, volunteering associations and representatives of the service sector; 	Knowledge <ul style="list-style-type: none"> • Explain the main social and health services in the territory and the procedures to access them; • Demonstrate the main bureaucratic procedures of social-health sector; • Describe how the network of social service works • Differentiate among the various services belonging to a particular sector
Professional Competence Support the management of informal relationships within the network and in the area	
Skills <ul style="list-style-type: none"> • Understand the organizational, institutional and informal context of the social-healthcare service network; • Identify the correct professional and non professional figures and interact with them; • Involve informal networks; • Interact with social, welfare, social-healthcare, entertainment and cultural organizations in the area 	Knowledge <ul style="list-style-type: none"> • Assess workers rights and duties; • Analyse the responsibilities of the assistance job; • Identify the main social and health services in the territory and the procedures to access them; • Identify the main administrative, social and health procedures; • Describe basics of the regulations related to privacy and ethic, moral and civil behaviour;
Professional Competence Support and take care of bureaucratic procedures and access to the services	
Skills <ul style="list-style-type: none"> • Do the shopping and run errands; • Support and take the patient/user service to visits, meetings and events connected to the services programmed for them; • Support the patient/service user <i>Sostiene l'utente nell'accesso e nella continuità ai servizi</i> • Organize one's own job • Apply one's own rights and duties on the job; 	Knowledge <ul style="list-style-type: none"> • Assess workers rights and duties; • Analyse the responsibilities of the health assistance; • Identify the main social and health services in the territory and the procedures to access them; • Identify the main administrative, social and health procedures; • Describe basics of the regulations related to privacy and ethic, moral and civil behaviour;
Personal competences Social intelligence, with a behaviour appropriate to the interaction with different roles, and aiming at the physical and psychological wellbeing of the service users.	

Key Activity Act and position oneself in the organizational structure/service and the welfare network	
Qualification Social care assistant	EQF Level: 3
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Act their role within different work contexts	
Skills <ul style="list-style-type: none"> • Predict the expectations related to their role • Act within the tasks given • Interact with patients/service users and the organization respecting the different roles and functions; • Detect/apply principles of professional ethics 	Knowledge <ul style="list-style-type: none"> • Describe elements of National and Regional health and social regulations; • Explain the health care assistant's professional profile • Identify elements of professional ethics
Professional Competence Be able to correctly position oneself within the assistance staff	
Skills <ul style="list-style-type: none"> • Work in group, detecting and respecting the different workers' roles • Understand and use protocols, grids, forms and software to report any events related to the service; • Cooperate in the evaluation of the "Individual Assistance Plan" • Use the most common computer programmes and software 	Knowledge <ul style="list-style-type: none"> • Identify the staff (tasks, functions, dynamics...) • Analyse methodology of health and social methodology • Describe IT basics
Personal competences Be able to detect one's own training needs in relation to the professional profile and the given tasks	