



Tertiary and Vocational Education Commission

**National Competency Standards and Curriculum
For
Care Giver
NVQ Level 3**

Course synopsis

This course is designed to train students to care for relatively healthy and sick persons in their home environments in a culturally sensitive manner. It provides basic competencies of assess the client, preparation of care plan, administer medication, the ethical and professional responsibilities of cares and assesses the personnel healthcare and daily living activities.

Course Title	Course Duration
Care Giver – NVQ Level 3	3 months
<p>Objectives of the course and career paths available following completion of the course</p> <p>A caregiver is a person who helps a client with his or her activities of daily living. This occupation can play pivotal role in the health and social work sector. With the increase in ageing population and decrease of population in some countries, there is a growing demand for this occupation. And also demand for this next decade. The role of a caregiver will often vary depending on the situation and is likely to change over time.</p> <p>Possible career paths, following further study, for those obtaining this qualification are</p> <ul style="list-style-type: none"> • Homes • Nursing homes • Care homes • Hospitals 	
<p>Competencies / modules to be covered</p> <ol style="list-style-type: none"> 1 Assess the client This unit covers the competencies required to asses and identifies the condition of the client by studying relevant reports and discussing with relevant parties. 2 Prepare care plan This unit covers the competencies required to prepare daily plan, weekly plan and determine service hours 3 Carryout self-preparation activities This unit covers the competencies required to maintain personal hygiene, self-appearance and use safety gears for attracting clients to offer high standards service 4 Maintain personal hygiene and appearance of the client This unit covers the competencies required to attend to mouth care, skincare, hair care, nail care, perinea care, eye care, foot care and appearance of the client ensuring safety and hygiene of the client, self and others using equipment and material safely. 5 Handle client’s movements This unit covers the competencies required to encourage and assist for carrying out physical activities of client’s considering safety precautions 6 Carryout housekeeping activities This unit covers the competencies required to maintain clean, tidily and hygienic environment in living area and client accommodation unit 	

7 Maintain the relationship with the client

This unit covers the competencies required to maintain effective and trustful relationships with the client ensuring the independence of both parties and high standards of the client service

8 Administer medication

This unit covers the competencies required to administer medications as per the instructions given by the healthcare provider

9 Maintain nutrient of the client

This unit covers the competencies required to provide nutritional food and beverages to maintain nutritional level of the client.

10 Provide special care

This unit covers the competencies required to provide special care as per the individual requirement.

11 Promote client's comfort

This unit covers the competencies required to arrange the environment effectively and efficiently ensuring health, safety, comfort and legal requirement

12 Ensure safe and healthy environment

This Unit covers the competencies required to ensure health and safety of the environment including first aid and providing medical treatment under supervisions.

13 Career Skills 1

Objectives of the module This module is compulsory in all NVQ Level 3 courses. It provides an introduction to the soft skills that will help students enjoy productive employment. This course provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Unit title: Assess the client		CodeNo:U01
Objective This unit covers the competencies required to assess and identify the condition of the client by studying relevant reports and discussing with relevant parties.		
Unit Content		
Elements of Job function	Performance standards	
1. Identify physical condition of the client	1.1 Client's health history obtained and studied 1.2 Information obtained from the client about their health care expectations 1.3 Information obtained from the <i>guardian</i> 1.4 Information gathered by observing the client 1.5 Clarifications obtained from <i>relevant parties</i>	
2. Identify mental condition of the client	2.1 Client's health history obtained and studied 2.2 Information obtained from the guardian 2.3 Information obtained from the doctor/ nurse/health care provider 2.4 Information gathered by observing the client 2.5 Clarifications obtained from <i>relevant parties</i>	
3. Identify medical condition of the client	3.1 Client's health history obtained and studied 3.2 Information obtained from the guardian 3.3 Information obtained from the doctor/ nurse/health care provider 3.4 Information gathered by observing the client 3.5 Clarifications obtained from <i>relevant parties</i>	
4. Identify activities of daily living	4.1 Information gathered by observing the client 4.2 Information obtained from the guardian 4.3 Identify rest and sleeping pattern by observing and guardian	
Elaboration of terms in Performance Standards: <ul style="list-style-type: none"> • <i>Guardian</i> may include spouse, children, relatives or legally assigned person • <i>Relevant parties</i> may include client, guardian, doctors, nurses, health care providers etc. 		
Training Delivery		
Suggested Instructional methodology		
<ul style="list-style-type: none"> • Lecture, Real work situations, role plays 		
Assessment		
Continuous assessment + Final Competency based assessment		
Special notes/ Critical aspects:		
<ul style="list-style-type: none"> • Identification of limitations of activities of daily living 		

Job function/Unit title: Prepare care plan		Code No: U02
Objective This unit covers the competencies required to prepare daily plan, weekly plan and determine service hours		
Unit Content		
Elements of Job function	Performance standards	
1. Prepare daily work plan	1.1 Strengths and weaknesses determined by assessing the client 1.2 Daily activities and needs identified by discussing with the client 1.3 Daily activities prioritized 1.4 Draft plan prepared and implement based on existing information 1.5 Daily work plan finalized by discussing with the relevant parties	
2. Prepare monthly work plan	2.1 Healthcare activities identified and included to the work plan 2.2 Housekeeping activities identified and included to the work plan 2.3 Recreational activities identified and included to the workplan 2.4 Beautification activities identified and included to the work plan 2.5 Work plan updated	
Training Delivery		
Suggested Instructional methodology		
<ul style="list-style-type: none"> Lecture, Real work situations, role plays 		
Assessment		
Continuous assessment + Final Competency based assessment		
Special notes/ Critical aspects:		
<ul style="list-style-type: none"> Prioritize the activities considering client's comport 		

Job function/Unit title: Carryout self-preparation activities		Code No: 03
Objective This unit covers the competencies required to maintain personal hygiene, self-appearance and use safety gears for attracting clients to offer high standards service		
Unit Content		
Elements of Job function	Performance standards	
1. Maintain personal hygiene and appearance	1.1 Mouth washed and cleaned before attending care work to attract the client's impression. 1.2 Body washed and cleaned before attending care work to avoid odour. 1.3 Hair combed before attending care work to attract the client. 1.4 Tidy dress worn always to attract the client 1.5 Care giver's uniform worn if required 1.6 Preparation time manage within standard time period	
2. Use safety gears	2.1 Goggles worn before attending cleaning works 2.2 Proper shoes worn before attending care work 2.3 Safety belts worn before carrying and lifting the client if required 2.4 Mask worn before attending care work if required 2.5 Apron worn before attending care work if required	
Training Delivery		
Suggested Instructional methodology		
<ul style="list-style-type: none"> Lecture, Real work situations, role plays 		
Assessment		
Continuous assessment + Final Competency based assessment		
Special notes/ Critical aspects:		
<ul style="list-style-type: none"> Self-preparation for emergency situations 		

Job function/Unit title: Maintain personal hygiene and appearance of the client		Code No: U04
Objective This unit covers the competencies required to attend to mouth care, skincare, hair care, nail care, perinea care, eye care, foot care and appearance of the client ensuring safety and hygiene of the client, self and others using equipment and material safely.		
Unit Content		
Elements of Job function	Performance standards	
1. Attend to mouth care	1.1 Relevant equipment and material selected. 1.2 Wake up and greet the client 1.3 Mouth care attended to according to the basic principles of the mouth care procedures 1.4 Mouth lesions and changes observed, identified, recorded and informed to responsible persons.	
2. Attend bladder and bowel elimination	2.1 Equipment and material required to attend bladder and bowel elimination collected as required 2.2 Disposal method applied 2.3 Any lesions and changes observed, identified, recorded and informed to responsible persons.	
3. Attend to bath care	3.1 Equipment and materials required to attend to bath care collected as required. 3.2 Bath care attended to according to the basic principles of the bath care procedures	
4. Attend to skin care/ nail care	4.1 Equipment and materials required to attend to skin and nail care collected as required. 4.2 Skin and nail care attended to according to the basic principles of bed bath or shower bath procedures. 4.3 Skin lesions and changes observed, identified and informed to responsible persons. 4.4 Protective measures taken when treating clients with skin diseases. 4.5 Suitable body massage carried out, where necessary. 4.6 Protective measures taken while attending to Client's with drains and tubes as per standard sterile procedure.	
5. Attend to perinea care	5.1 Equipment and materials required to attend to perinea care collected as required. 5.2 Protective measures taken to avoid cross infections as per standard procedure. 5.3 Privacy of client maintained as specified in the standard procedures. 5.4 Perinea care attended to as specified in the standard procedure 5.5 Client made comfortable maintaining correct posture. 5.6 Used equipment cleaned and replaced as specified 5.7 Reporting and recording done for future references 5.8 Perinea lesions and changes observed, identified, recorded and informed to responsible persons.	

6. Change the dress of the client	6.1 Client undressed with maintaining privacy, image and comfort of the client 6.2 Client dressed with suitable clothes to maintain privacy, image and comfort of the client. 6.3 Proper disposal methods followed while maintaining proper disinfective procedures.
7. Attend to foot care	7.1 Equipment and material required to attend to foot care collected as required. 7.2 Foot care attended to according to the basic principles of foot care procedures. 7.3 Protective measures taken when treating clients with skin and foot diseases. 7.4 Foot lesions and changes observed, identified, recorded and informed to responsible persons.
8. Attend to hair care	8.1 Equipment/materials required attending to hair care collected as necessary. 8.2 Hair combed and braided neatly and tied. 8.3 Hair washed with suitable head lotion and pediculosis treatment carried out if necessary 8.4 Used equipment cleaned and replaced as specified. 8.5 Hair and scalp lesions and changes observed, identified, recorded and informed to responsible persons.
9. Attend to beautification of the client	9.1 Grooming needs of the client identified. 9.2 Grooming of the client attended.
Training Delivery Suggested Instructional methodology <ul style="list-style-type: none"> • Lecture, Real work situations, role plays 	
Assessment Continuous assessment + Final Competency based assessment	

Job function/Unit title: Handle client's movements		Code No: U05
Objective This unit covers the competencies required to encourage and assist for carrying out physical activities of client's considering safety precautions.		
Unit Content		
Elements of Job function	Performance standards	
1. Encourage to engage in physical activities	1.1 Current capabilities of the client identified 1.2 Client encourage to perform physical activities	
2. Assist to carry out physical activities	2.1 moving and handling equipment identified as per the requirements 2.2 moving and handling equipment used safely 2.3 Exercises and physiotherapy maintained as per the given instruction by care professionals	
Training Delivery		
Suggested Instructional methodology		
<ul style="list-style-type: none"> • Lectures • Small group work • Home assignments 		
Suggested Instructional media		
<ul style="list-style-type: none"> • Multimedia presentation • Relevant formats • Handouts • Relevant registers 		
Training Delivery		
Suggested Instructional methodology		
<ul style="list-style-type: none"> • Lecture, Real work situations, role plays 		
Assessment		
Continuous assessment + Final Competency based assessment		
Special notes/ Critical aspects:		
<ul style="list-style-type: none"> • Follow ergonomic safe patient handling technique 		

Job function/Unit title: Carryout housekeeping activities**Code No: 06**

Objective This unit covers the competencies required to maintain clean, tidily and hygienic environment in living area and client accommodation unit

Unit Content

Elements of Job function	Performance standards
1. Prepare client units	1.1 <i>Surface</i> cleaned using cleaning agent and equipment as per the standard procedure 1.2 Bed prepared neat and tidy according to standard bed making procedures. 1.3 Bed side cupboard kept to the right side of the client parallel to head end of the bed. 1.4 Flower vase/decorative items kept at a suitable place to obtain an esthetic value, and maintained properly. 1.5 Availability of equipment for personal use ensured by checking, and provided if necessary. 1.6 Electrical equipment checked for proper working order and safety. 1.7 Adequate light and ventilation ensured providing equipment as required. 1.8 Disturbing noises and lights prevented by taking necessary action. 1.9 Pests, insects and other intruders free environment ensured 1.10 Waste disposal methods followed
2. Prepare living area	2.1 Physical arrangement observed , ensured for appropriateness 2.2 Any adjustment done with the permission of the client 2.3 Furniture, walls cleaned with a wet duster or remove dirt and dust accordingo the procedure manual. 2.4 Floor swept and mopped with an antiseptic solution as per Manufacturer's instructions. 2.5 Cleaning of bathroom, toilets with disinfectant ensured and kept dryers per standard procedure. 2.6 Waste disposal methods followed 2.7 Arrange living area for special occasions as per the given instructions
3. Perform laundry activities for the client	3.1 Soiled clothes and linen fabrics sorted according to the texture, color, size and level of spoiling 3.2 Soiled clothes and other materials washed and dried ensuring safety practices after sorting out 3.3 Dried clothes and other materials ironed and folded ensuring safety procedures 3.4 Waste disposal methods followed

Training Delivery

Suggested Instructional methodology

- Lecture, Real work situations, role plays

Assessment

Continuous assessment + Final Competency based assessment

Special notes/ Critical aspect

Job function/Unit title: Maintain the relationship with the client and relevant others Code No: 07	
Objective This unit covers the competencies required to maintain effective and trustful relationships with the client ensuring the independence of both parties and high standards of the client service	
Unit Content	
Elements of Job function	Performance standards
1. Communicate appropriately with the client	1.1 Appropriate language used to achieve the best client service outcomes 1.2 Greet the client accordingly considering culture, place and time 1.2 Complaints responded and dealt with polite manner 1.3 Communication done without creating conflict
2. Establish and maintain good interpersonal relationship with the client	2.1 Rapport established to ensure the service is appropriate to and in the best interests of the client. 2.2 Effective listening skills used to ensure a high level of effective communication and quality of service. 2.3 Client's concerns and needs identified correctly and responded appropriately.
3. Act in a respectful manner at all times	3.1 Respect for differences demonstrated positively, actively and consistently in all work. 3.2 Confidentiality and privacy of clients maintained always without prejudice. 3.3 Courtesy demonstrated in all interactions with the clients, visitors and family 3.4 Assistance provided with the care of the client with challenging behavior appropriately. 3.5 Techniques used to manage and minimize aggression.
Training Delivery	
Suggested Instructional methodology	
<ul style="list-style-type: none"> Lecture, Real work situations, role plays 	
Assessment	
Continuous assessment + Final Competency based assessment	

Job function/Unit title: Administer medication		Code No: 08
Objective This unit covers the competencies required to administer medications as per the instructions given by the healthcare provider		
Unit Content		
Elements of Job function	Performance standards	
1. Provide oral drug	1.1 Medicine to be given identified checking doctor's prescription. 1.2 Equipment collected according to the standard procedure. 1.3 Collected drugs checked and ensure as per the prescription. 1.4 Client prepared according to disease condition and standard Procedures. 1.5 Drugs administered according to the standard procedures. 1.6 Drugs, dosage, route, time and frequency recorded and signed on client's notes and drugs charts according to the procedures. 1.7 Client observed for tolerance, side effects, and outcome and reported where appropriate.	
2. Administer subcutaneous injections	2.1 Type of drugs and dose to be injected identified as per doctor's prescription. 2.2 Drugs and sterile equipment collected as appropriately 2.3 Injection site selected according to the approved site and explained to client. 2.4 Drug drawn into the insulin syringe / pen maintaining sterility. 2.5 Injections given following the steps mentioned in the procedure manual. 2.6 Necessary data recorded in insulin chart as appropriately 2.7 Used items disposed as per the standard procedures. 2.8 Signs of side effects watched and acted accordingly	
3. Instill eye, ear and nasal drops	3.1 Type of drugs and dose to be in stilled identified as per doctor's prescriptions. 3.2 Collected drugs checked and ensure as per the prescription. 3.3 Client given explanation and positioned according to the Procedure. 3.4 Drops in stilled as prescribed. 3.5 Necessary data recorded in drugs chart and client's notes.	
4. Give inhalation/ mobilization	4.1 Type of drugs and dose to be inhaled identified as per doctor's prescription. 4.2 Necessary equipment collected as per requirement and organizational procedure. 4.3 Client given explanation and positioned according to the procedure. 4.4 Drugs collected from authorized person according to the organizational procedure, where relevant. 4.5 Inhalation/mobilization given following standard procedure. 4.6 Client observed, recorded and any reactions reported as per procedure	
5. Apply local medication to skin	5.1 Type of cream/ointment/lotion collected as per the doctor's prescription	

	<p>5.2 Skin area cleaned, dried and medicine applied wearing disposable gloves as per the instruction</p> <p>5.3 Client kept comfortable depending on the condition of the Client.</p> <p>5.4 Record made in the client's notes and client observed for any reaction.</p>
6. Give Per Rectum (P.R) drugs	<p>6.1 Type of drugs collected as per the doctor's prescription.</p> <p>6.2 Client given explanation and necessary and consent obtained.</p> <p>6.3 gloves worn as required.</p> <p>6.4 Client kept in left lateral position and privacy maintained.</p> <p>6.5 Suppository inserted in to rectum according to the procedure.</p> <p>6.6 Client advised to retain until drug dissolved.</p>
7. Store drugs properly	<p>7.1 Types of storage methods identified as instructed.</p> <p>7.2 Date of expiry checked.</p> <p>7.3 Changes of the physical properties of drugs checked.</p> <p>7.4 Availability of the medicine ensured.</p>
<p>Training Delivery Suggested Instructional methodology</p> <ul style="list-style-type: none"> • Lecture, Real work situations, role plays 	
<p>Assessment Continuous assessment + Final Competency based assessment</p>	

Job function/Unit title: Maintain nutrient of the client		Code No: 09
Objective: This unit covers the competencies required to provide nutritional food and beverages to maintain nutritional level of the client.		
Unit Content		
Elements of Job function	Performance standards	
1. Identify diet according to the condition of the client	1.1 Type of diet and frequency identified according to medical condition of the client as instructed. 1.2 Method of feeding identified according to the condition of the client. 1.3 Meal identified to meet the calorie, protein, other nutrients and fiber requirements as prescribed by Dietician / Doctor / Senior authorized person and client preference.	
2. Prepare meals refreshments according to the due diet	2.1 Day to day consumption and special needs identified according to the client's notes/requirements. 2.2 Proper quantification of solid, semisolids or liquid ensured as instructed. 2.3 Ingredients required for the preparation of <i>meals</i> / refreshments selected according to the schedule. 2.4 Kitchen equipment and utensils arranged as per the preparation of meals/ refreshments ensuring safety practices. 2.5 meals/ refreshments prepared timely available for feeding. 2.6 Food presented with simple garnishing 2.7 Arrange <i>shabbat</i> table as required	
3. Obtain the due diet of the client	3.1 Diet ordered according to the menu. 3.2 Proper quantification of solid, semisolids or liquid ensured as instructed. 3.3 Ordered diet obtained on time.	
4. Feed client	4.1 Explanation given to the client and his/her cooperation obtained. 4.2 Positioning done according to the conditioning of the client 4.3 Due drugs collected and given as prescribed. 4.4 Necessary equipment for feeding collected and cleaned according to the feeding procedure. 4.5 Client fed carefully following feeding procedure.	
5. Clean the client, equipment and unit after feeding	5.1 Client made comfortable according to the wish of the client. 5.2 Equipment used for feeding cleaned and put away according to the feeding procedure. 5.3 Unit cleaned as prescribed in feeding procedure 5.4 Raw foods and left over stored under appropriate temperature using appropriate container 5.5 Waste disposal methods followed	

Elaboration of terms in Performance Standards:

- *Shabbat* -The Sabbath is Judaism's day of rest and seventh day of the week,

Meals may include raw foods, appetizers, soup, steamed food, fry food, shallow fry, boiled and half boiled food, religious food

Training Delivery

Suggested Instructional methodology

- Lecture, Real work situations, role plays

Assessment

Continuous assessment + Final Competency based assessment

Job function/Unit title: Provide special care		Code No: 10
Objective This unit covers the competencies required to provide special care as per the individual requirement.		
Unit Content		
Elements of Job function	Performance standards	
1.Care client with depression	1.1 Properly observe the emotional condition of the client 1.2 Encourage client to involve activities 1.3 Ensure 100% safe environment to avoid suicidal/self-harming situations 1.4 Feed client with appropriate methods 1.5 provide adequate rest and sleep	
2.Care client with Alzheimer's, Dementia	2.1 Ensure 100% safe environment to avoid suicidal/self-harming situations 2.2 Properly observe the condition of the client 2.3 provide adequate rest and sleep 2.4 Feed client adequately 2.5 Ensure personnel hygiene and nutrition 2.5 Use effective methods for guiding 2.6 Prevent aggression and violent behavior	
3.Care client with diabetics	3.1 ensure proper diet and exercises to maintain sugar level 3.2 provide anti diabetic drugs appropriately 3.3 monitor for sugar variations 3.4 Take immediate actions as appropriately 3.5 foot care and skin care 3.6 Periodic medical checkups/eye/dental	
4.Care with Parkinson disease/paralysis/cataract	4.1 Change position every two hours to avoid bed sore 4.2 pressure point massage and exercises done 4.3 Feed client with appropriate methods 4.4 Properly attended with bowel and bladder elimination	
5.Care with arthritis disease	5.1 Maintain mobility and regular exercise 5.2 Weight reduction techniques apply 5.3 Pain relievers drugs and vitamins provide appropriately 5.4 assist ambulation	
6.Care with renal failure	6.1 provide low salt diet 6.2 monitor intake and output 6.3 check daily weight, any abnormalities and report 6.4 check vital signs and report	

7. Care with heart failure	7.1 Check vital signs 7.2 provide low salt and low fat diet 7.3 Ensure proper exercises
Training Delivery Suggested Instructional methodology <ul style="list-style-type: none">• Lecture, Real work situations, role plays	
Assessment Continuous assessment + Final Competency based assessment	

Job function/Unit title: Promote client's comfort		Code No: 11
Objective This unit covers the competencies required to arrange the environment effectively and efficiently ensuring health, safety, comfort and legal requirement		
Unit Content		
Elements of Job function	Performance standards	
1. Buildup and maintain friendly relationship with client	1.1 Active listening 1.2 Provide compassionate responses 1.3 Identify client's likes and dislikes 1.4 Maintain and buildup proper relationship with the relatives of the client 1.5 Avoid fear and anxiety	
2. Arrange recreational and religious activities of the client	2.1 Schedules/ dates of <i>recreational activities</i> obtained from the client. 2.2 Requirements of the recreational activity arranged according to the client's needs. 2.3 Recreational and religious activity done accordingly.	
Training Delivery Suggested Instructional methodology <ul style="list-style-type: none"> Lecture, Real work situations, role plays 		
Assessment Continuous assessment + Final Competency based assessment		

Job function/Unit title: Ensure safe and healthy environment		Code No: 12
Objective This Unit covers the competencies required to ensure health and safety of the environment including first aid and providing medical treatment under supervisions.		
Unit Content		
Elements of Job function	Performance standards	
1. Maintain a healthy and safe environment	1.1 Identify household hazards and risk 1.2 Evaluate household hazards and risk 1.3 Control household hazards and risk 1.4 Maintain clean, tidy and comport environment	
2. Follow occupational health and safety procedure	2.1 Handle emergency situations 2.2 Apply basic first aid care	
Training Delivery Suggested Instructional methodology <ul style="list-style-type: none"> Lecture, Real work situations, role plays 		
Assessment Continuous assessment + Final Competency based assessment		

Job function/Unit title: Career Skills 1**Code No: 13****Objectives of this module**

Objectives of the module This module is compulsory in all NVQ Level 3 courses. It provides an introduction to the soft skills that will help students enjoy productive employment. This course provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Competencies to be covered**1. Understand and use simple expressions to communication**

This subject provides the necessary communication skills so that students can introduce themselves and interact with others, and can respond to simple questions and follow simple instructions, describe people, places, tools.

2. Read and write effectively

This subject provides the necessary skills to find and understand the information given in a text, to understand notices, instructions and information, to take down short messages and write simple descriptions

3. Use English correctly

This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these The development of appropriate vocabulary is also targeted to deploy the above skills

4. Develop the capacity to think and plan productively

This subject develops cognitive abilities and skills with regard to effective work, with strengthening of thinking skills, recognition of systems, making deductions etc

5. Develop effective working capacity

This subject develops the capacity to work effectively individually and in collaboration with others through building the sense of individual responsibility, and accountability within a working group