**National Competency Standards
and Curricula**

for

SOCIAL CARE

NVQ LEVEL 4

Course Synopsis

This course is designed to introduce students to careers in the field of Social Care for vulnerable individuals and groups of all ages who experience marginalization, disadvantage or special needs. As well as protecting, and advocating for, such individuals and groups, Social Care Workers professionally guide, challenge and support those entrusted to their care towards achieving their fullest potential. Client groups are varied and include children and adolescents in residential care; young people in detention schools; people with intellectual or physical disabilities; people who are homeless; people with alcohol/drug dependency; families in the community; or older people. Social Care work is based on interpersonal relationships which require empathy, strong communication skills, self-awareness and an ability to use critical reflection. Teamwork and interdisciplinary work are also important in social care practice.

The center training will be followed by at least 3 months On the Job Training, in the course of which trainees should keep diaries and reflect on their experiences, and prepare reports about their interventions.

Course Title	Course Duration
Certificate in Social Care	**6 months - 750 hours**

Job Outlook and Objectives

Sri Lanka has a long history of social interventions, but unlike services in education and health, the basis of social care seems to have been the old British system whereby recipients were seen as objects of charity rather than individuals who needed support to fulfill their full potential. As a result, care workers have generally not been adequately trained. Where training does occur, it is often theoretical, without development of the empathy and interaction skills that are vital for the nurture that recipients of care need.

As the country registers the need for better child care, and care for persons with disabilities in accordance with international standards, we are also facing increasing need for elder care as social structures change and family support systems weaken.

This course is designed to develop professional sympathetic carers who understand the need to both look after their clients and ensure social interactions and emotional well being. At the same time, while the country needs such carers, the world too requires better services in this field so trained carers will also have access to lucrative employment in other countries.

Career paths available following completion of the course

- Care services for individuals in need, both in Sri Lanka and abroad
- Employment in Care Centers
- Volunteers with organizations which carry out care projects
- Community based care
- Community based workers
- Foster parenting

Underpinning knowledge

Students are required to have a basic understanding of the psychology of a person and of the stages of human development. They must evince positive attitudes and a commitment to the full wellbeing of clients.

Modules to be covered

1. **Introduction to Social Care**

   This course module is designed to introduce basic professional social care to students who will enter the social care profession. It will provide basic social care knowledge, skills, attitudes and mind sets for a beginner in the social care profession to work with institutionalized children, elders; disabled persons with medical illnesses and mental illnesses and families, families with poverty etc.

2. **Introduction to Social Work Profession**

   This course module is designed to introduce students to the basic concepts of social work. It provides the knowledge required to understand different problem solving approaches in the contemporary scenario such as social work, social services, social welfare and social development. It also discusses the uses of basic methods and techniques in social work practices when working with a variety of human systems and their impact on the day to day life of the service user. It also introduces the role of the social worker in promoting the right of service users to develop their fullest potential.

3. **Health and Social Care**

   This module provides the knowledge required to ensure health through social care and will give students further insights to enhance skills, attitudes and a form of mind set to work in the field of health and social care. As a social care worker, the student need to understand the basics of caring for another person, in terms of managing illness or injury and promoting health and well-being at family, institution and community level. While caring for the patient/ social care needy, the care worker is placed in a vulnerable position with regards his or her own health and well-being as well. Therefore, the caring cycle will only be completed when they learn how to take care of themselves, in terms of managing health and safety hazards and promoting their own health and well-being.

4. **Human Growth and Development**

   This module provides knowledge on the basic concepts of human growth & development. It focuses on the knowledge required as to the stages of growth of persons at different periods of the life span & the knowledge required to understand the relationship between human behavior & the social environment, with a view to ensuring the building of human relationships. This course is also expected to enable the participants to apply knowledge on human growth and development to social care practice.

5. **Social Skills**

   This module provides the social skills required for professional social care workers to build the relationship with the clients/ service users. This will practically improve the student's professional relationships and develop social skills to make maximum use of their knowledge.

6. **Mental Health for Promoting Social Care**

   This module is designed to introduce students to learn the basic concepts and theoretical & practical knowledge related to mental health social care practices and basic counseling. This will introduce students to skills and techniques required for basic counseling and explain the

basics on service user assessment, risk identification, safety planning and formulation of intervention strategies in mental health intervention and counseling. The participants are also introduced to the code of ethics that needs to be adhered to in counseling.

7. **Social Care in a multi-cultural society**

   This module is designed to make students aware of how best to work in a multicultural society. It provides students with knowledge required to understand the multi-cultural dimensions of Sri Lankan society. It promotes ethnic harmony among communities, through the work of social care workers. It further introduces the concept of multiculturalism & the history of ethnic & cultural relationships in Sri Lanka, and the need for promoting a caring society.

8. **Social Care for Different Groups**

   This module provides the knowledge and skills needed in different settings (namely at schools, displacement, disability, elderly and industrial settings). Social care workers should possess specific skills to work with individuals, family, groups and communities. Rights based practices & service delivery will be used in order to identify social care needs of different groups as to avoid vulnerability. The module would endeavor to instill the relevant values and ethics in working with different groups in practice.

9. **Social Care with Elderly**

   This module introduces students to the significance of the human ageing process, and the role of social care for promoting senior citizen's rights. It provides knowledge of social aspects of ageing & social care, discussing the role and responsibilities of social care workers for promoting rights of older persons. The module would endeavor to inculcate in students the relevant values & ethics in working with elderly to promote healthy independent living among senior citizens.

10. **Social Care with Disability**

    This module introduces students to basic concepts related to persons with disability. It provides knowledge related to disability, focusing on reality and the propensity for victimization and/or exclusion, which must be addressed proactively. It provides skills for social care practices for persons with disability, at the intervention level for individuals, groups, families & communities.

11. **Career Skills 2**

    This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses. This will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

12. **Field Practice (On-the-Job Training)**

    This module provides the required opportunities for students to gain vital "hands- on" experience to deal with problems identified. This placement is scheduled as 'on the job training' sessions for a period of 6 months. The practicum will involve working with individuals, families, groups and communities. This unit would also familiarise the participants with the workings of the service delivery system. The participants can select locations in the relevant Divisional Secretariat (DS) divisions or social welfare organisations

to accommodate the practical proposition of allowing the participants to attend their 'on the job; tasks required to prepare them for social care. This is a supervised placement for them to learn while working.

Students will be required to maintain diaries during this period and reflect together with peers on work they have done and discuss possible interventions and work towards understanding best practice. They will need to prepare monthly reports and discuss these with supervisors. They will be expected to develop:

a. Ability to test the knowledge gained and apply the skills required for a social worker
b. Ability to apply values, principles, techniques and intervention strategies on the basis of best ethical practices in social care
c. Maintain records for their own social care work and ensure information is systematically preserved as needed on a confidential basis

Module Title	Course Duration

1. Introduction to Social Care	50 Hours

Objective

This course module is designed to introduce basic professional social care to students who will enter the social care profession. It will provide basic social care knowledge, skills, attitudes and mind sets for a beginner in the social care profession to work with institutionalized children, elders; disabled persons with medical illnesses and mental illnesses and families, families with poverty etc.

Competencies

a. Ability to describe the concepts related to social care
b. Ability to define professional social care
c. Ability to identify available social care services and service provisions at community level.
d. Ability to identify, link and coordinate different service providers with service users (government, non-governmental and private)
   - Assist to review care plan
   - Assist to evaluate and follow up
e. Analyse social changes and the need for social care and protection for individuals, family groups and community.
   - Maintain records of social support service utilization
f. Ability to intervene and extend support for the social care process with other multi-disciplinary professionals
   - Develop skills required to facilitate social relationships
g. Practice values and code of ethics in social care
h. Ability to use work place supervision to enhance skills in technical know-how of social care for promoting social wellbeing.

Useful teaching methods	Mini-Lectures, Brain storming, Group discussions, Energizing games, Roleplays, Quizzes, Presentations, Logbooks, Analysis of Social Problems/need for social care, Creative performing art for social awareness (Street drama, music/ dance/ recreation activities)

Module Title	Course Duration

2. Introduction to Social Work Profession	50 Hours

Objective

This course module is designed to introduce students to the basic concepts of social work. It provides the knowledge required to understand different problem solving approaches in the contemporary scenario such as social work, social services, social welfare and social development. It also discusses the uses of basic methods and techniques in social work practices when working with a variety of human systems and their impact on the day to day life of the service user. It also introduces the role of the social worker in promoting the right of service users to develop their fullest potential.

Competencies
  a. Ability to describe the basic concepts of Social work
  b. Differentiate between social work and other related concepts such as social service, social welfare and social development.
    - Acquire knowledge of social work and other sciences
    - Main social work methods
    - Levels of intervention in social work practices
    - Roles, Skills, Techniques and Approaches in Social Work Practice
    - Identification of the four practice systems (client, target, action, change agent system in the context of social system)
  c. Uphold the code of ethics of the social work profession and its philosophy and the value base.
  d. Ability to describe the historical development of social work as a profession globally and in Sri Lanka.
  e. Understand the different social support systems available in Sri Lanka and how to invoke authority when needed, while advocating for better conditions for recipients of care

Useful teaching methods	Demonstration, real work situations, student result presentation, guided practice and independent practice, brainstorming, Awareness of own self (Self report)

Module Title	Course Duration
3. Health and Social Care	**50 hours**

Objective

This module provides the knowledge required to ensure health through social care and will give students further insights to enhance skills, attitudes and a form of mind set to work in the field of health and social care. As a social care worker, the student need to understand the basics of caring for another person, in terms of managing illness or injury and promoting health and well-being at family, institution and community level. While caring for the patient/ social care needy, the care worker is placed in a vulnerable position with regards his or her own health and well-being as well. Therefore, the caring cycle will only be completed when they learn how to take care of themselves, in terms of managing health and safety hazards and promoting their own health and well-being.

Competencies

   a. Carry out care practices and techniques that help to maintain and protect the health and safety of patients in any health care setting.
       - Facilitation skills in social care
   b. Understand the basics of First Aid
   c. Provide necessary first aid until arrival of qualified medical personnel
   d. Acquire skills in coordinating accidents and emergency situations
   e. Ability to identify and respond to risky health situations, such as strokes, heart attacks, etc.
   f. Understand the need for maximum care and ensure those enrolled receive adequate Counseling, Physiotherapy, Occupational Therapy, etc.
   g. Take actions to improve health and well-being of the patients/social care needy
   h. Protect from occupational hazards and maintain self-care
   i. Use professional supervision and peer support
   j. Promote hygiene and safety practices
   k. Be aware of one's own health and safety needs and in particular how to respond to situations of excessive pressure and stress, and ensure a positive mindset at all times towards clients

Useful teaching methods	Mini- Lectures, Brain storming, Group discussions and problem solving ,Energizing games, Role plays, Presentations/video/audio/other presentation materials ,Preparation of logbooks, On the job placement

Module Title :	Course Duration
4. Human Growth and Development	**50 hours**

Objective

This module provides knowledge on the basic concepts of human growth & development. It focuses on the knowledge required as to the stages of growth of persons at different periods of the life span & the knowledge required to understand the relationship between human behavior & the social environment, with a view to ensuring the building of human relationships. This course is also expected to enable the participants to apply knowledge on human growth and development to social care practice.

Competencies
a. Ability to explain stages of human development and the factors that affect human growth
b. Ability to describe important psychological theories on human development
c. Ability to identify developmental disorders for early referral to professional services
d. Ability to identify factors affecting personality development and socialization
e. Ability to encourage socialization and activities that promote social and emotional well being, including through learning exercises as appropriate

Useful teaching methods	Explanatory Lectures and discussions, participatory exercises: -Small group discussions, Presentations by participants. Case study analysis, role play, Debate, brainstorming

Module Title	Course Duration
5. Social Skills	**50 hours**

Objective

This module provides the social skills required for professional social care workers to build the relationship with the clients/ service users. This will practically improve the student's professional relationships and develop social skills to make maximum use of their knowledge.

Competencies
a. Demonstrate the use of basic social skills for professional/formal relationship building
   - Introduction to active listening
   - Interviewing skills
   - Observing skills
   - Working with groups
   - Importance of home visits
   - Public speaking skills
   - Use of media in social care
b. Identify specific skills unique for different kinds of caregiver groups and also the skills required to maintain a good relationship between the care giver and the client/ service user
c. Demonstrate how to form and maintain a professional helping relationship.
d. Ability to use basic tools of effective relationship building for social care

e. Develop technological skills especially for communication purposes, as well as for the use of Assistive Devices for people with hearing, voice, speech, or language disorders, and help clients to make use of these
f. Ability to organize entertainment activities and encourage participation amongst care receivers
g. Basic ability to counsel and refer where necessary for professional support
h. Ability to identify problems that need to be addressed on a larger scale or in official forums and raise these questions and advocate for improvement

Useful teaching methods	Mini-Lectures, Brainstorming, Group discussions and problem solving, Energizing games, Role-plays, Quizzes, Presentations, preparation of tool kits, Public speech, learning journals, Creative performing art for social awareness

Module Title	Course Duration
6. **Mental Health for Promoting Social Care**	**50 hours**

Objective
This module is designed to introduce students to learn the basic concepts and theoretical & practical knowledge related to mental health social care practices and basic counseling. This will introduce students to skills and techniques required for basic counseling and explain the basics on service user assessment, risk identification, safety planning and formulation of intervention strategies in mental health intervention and counseling. The participants are also introduced to the code of ethics that needs to be adhered to in counseling.

Competencies
a. Ability to identify problems and factors affecting mental health.
b. Ability to identify the roles and functions of a social care worker, across various hospitals, home bases and in community based settings.
c. Ability to identify mental health issues faced by individuals, families and groups in Sri Lanka.
d. Assess and identify counseling needs for referral
   - Identify basic counseling approaches
e. Develop basic skills and competencies for counseling for mental health during social care practice.
   - Acquire knowledge of psychological consequences due to; abuse, trauma, violence, internal displacement, destitution and street living
   - Acquire knowledge of therapeutic related counseling - art therapy, music therapy, play therapy
f. Describe ethical practices within mental health care and counseling.

Useful teaching methods	Lectures, Small group work, Mental Health promoting (group project) Field visits, Individual Log book, Creative performing art for social awareness

Module Title	Course Duration
7. Social Care in a multi-cultural society	**50 hours**

Objective

This module is designed to make students aware of how best to work in a multicultural society. It provides students with knowledge required to understand the multi-cultural dimensions of Sri Lankan society. It promotes ethnic harmony among communities, through the work of social care workers. It further introduces the concept of multiculturalism & the history of ethnic & cultural relationships in Sri Lanka, and the need for promoting a caring society.

Competencies

- a. Ability to describe characteristics of a multi-cultural society
- b. Ability to briefly describe the history of ethnic and cultural relationships among communities in Sri Lanka
- c. Ability to describe the roles and functions of a care worker in multicultural practices.
- d. Ability to describe and explain the well-being of the service user in each social care setting
- e. Recognize the important role of social care workers as providers of services that facilitate efficient and effective services for individuals, family, groups and community well-being.
    - Various approaches on peace building
    - Awareness on individual styles of dealing with conflicts.
    - Analyze conflict situations and discuss strategies for solutions

Useful teaching methods	Mini- Lectures, Brain storming, Group discussions and problem solving ,Energizing games, Roleplays, Presentations/video/audio/other presentation materials, Preparation of logbooks, Service learning, Community Service learning group project, Youth Camp (learning journal)

Module Title	Course Duration
8. Social Care for different groups	**50 hours**

Objective

This module provides the knowledge and skills needed in different settings (namely at schools, displacement, disability, elderly and industrial settings). Social care workers should possess specific skills to work with individuals, family, groups and communities. Rights based practices & service delivery will be used in order to identify social care needs of different groups as to avoid vulnerability. The module would endeavor to instill the relevant values and ethics in working with different groups in practice.

Competencies

- a. Explain the well-being of service users in different settings
- b. Identify issues that are commonly found across different settings that affect family well-being.

c. Analyze relevant social care related issues at individual, family and community levels.
d. Ability to apply assessments and social care plans to different settings
e. Ability to distinguish and demonstrate the many roles & skills of a care worker
f. Recognize the important role of social care workers, as providers of services that facilitate efficient and effective services for individuals, family, groups and community well-being.

Useful teaching methods	Mini-Lectures, Brain storming, Group discussions and problem solving, Community Service learning group project

Module Title	Course Duration
9. Social Care with Elderly	50 hours

Objective
This module introduces students to the significance of the human ageing process, and the role of social care for promoting senior citizen's rights. It provides knowledge of social aspects of ageing & social care, discussing the role and responsibilities of social care workers for promoting rights of older persons. The module would endeavor to inculcate in students the relevant values & ethics in working with elderly to promote healthy independent living among senior citizens.

Competencies
a. Ability to explain the concept of ageing
b. Explain the basis of physical, biological psychological and social aspects of ageing
c. Describe the social environmental factors that influence adult development, ageing, including family, community and society
d. Ability to explain the role of a social care worker
e. Ability to encourage and support elders to engage in social and intellectual activities
f. Ability to engage elders in appropriate physical activity
g. Ability to provide guidance with regard to legal and social issues
h. Study existing services provided by GOs and NGOs for the elderly and be able to leverage those services

Useful teaching methods	Mini- Lectures, Brain storming, Group discussions and problem solving, Community Service learning group project

Module Title	Course Duration
10. Social Care with disability	**50 hours**

Objective

This module introduces students to basic concepts related to persons with disability. It provides knowledge related to disability, focusing on reality and the propensity for victimization and/or exclusion, which must be addressed proactively. It provides skills for social care practices for persons with disability, at the intervention level for individuals, groups, families & communities.

Competencies

  a. Define the concept of persons with disability and identify their needs
  b. Identify the basic causes & consequences of disability
  c. Know the existing services and programmers provided by GO & NGOs for different categories of persons with disability, and be able to leverage those services
  d. Ability to encourage and support those with disabilities to engage in social and intellectual activities and physical activities as appropriate and possible
  e. Ability to provide guidance with regard to legal and social issues
  f. Formulate suitable strategies to assist the persons with disability to overcome the physical and social constraints they encounter in their day-to-day life.
  g. Ability to apply assessment and intervention methods & strategies used in social care practices.

Useful teaching methods	Mini- Lectures, Brain storming, Group discussions and problem solving, Community Service learning group project

Module Title	Course Duration
11. Career Skills 2	**Up to 120 hours**

Objective

This module is compulsory in all NVQ Level 4 courses. It builds on the soft skills developed on NVQ Level 3 courses. This will enable students to enjoy productive employment that requires fulfilling responsibilities. This course develops communicative skills in English and the ability to read and write constructively, and a command of grammar to facilitate this. It also develops cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Competencies (these follow on competencies prescribed for Career Skills 1, which should be introduced / revised before moving on)

   a. **Understand and use simple expressions to communicate**
   This subject provides the necessary communication skills so that students can express individual ideas, emotions, preferences, frame and answer questions with regard to reasons and methods, explain simple procedures, understand and respond to complex instructions, describe daily routines, conduct and respond to interviews, express ability and inability and describe a process sequentially

   b. **Read and write effectively**
   This subject provides students with the necessary skills to write about how they feel, connect sentences meaningfully, read and carry out instructions, understand/produce arguments, read/write longer texts and summarize them, prepare reports and charts, write Personal and Official Letters and apply for jobs

   c. **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

   d. **Develop the capacity to think and plan productively**
   This subject develops cognitive abilities and skills with regard to effective work, with strengthening of the ability to organize information and assess information to solve problems systematically, understand chronological order, develop the concepts of mind and task mapping and apply them, understand governmental structures and coordination mechanisms, collect information and prepare development plans and make chronological charts.

   e. **Develop effective working capacity**
   This subject develops the capacity to work effectively individually and in collaboration with others through presenting themselves positively, understanding the advantages of working together, understanding the characteristics of different people and the impact these have, speaking persuasively and understanding and working with maps

   f. **Develop effective working capacity**
   Students will be able to work with computers so as to enter information swiftly and store it systematically, retrieve it easily, communicate on email, and use social media with due attention to ethics

   g. Students will plan and implement two group projects, one with regard to environmental protection, the other a social service project in response to identified community needs. Students should plan the project systematically, target specific outcomes, report on progress, and evaluate the project on completion.

Module Title	Course Duration
12. Field Practice (On-the-Job Training)	**6 months**

Objective

This module provides the required opportunities for students to gain vital "hands- on" experience to deal with problems identified. This placement is scheduled as 'on the job training' sessions for a period of 6 months. The practicum will involve working with individuals, families, groups and communities. This unit would also familiarise the participants with the workings of the service delivery system. The participants can select locations in the relevant Divisional Secretariat (DS) divisions or social welfare organisations to accommodate the practical proposition of allowing the participants to attend their 'on the job; tasks required to prepare them for social care. This is a supervised placement for them to learn while working.

Competencies

   a. Ability to test the knowledge gained and apply the skills required for a social worker
   b. Ability to apply values, principles, techniques and intervention strategies on the basis of best ethical practices in Social care
   c. Maintain records for their own social care work

Useful teaching methods	Observation Reports (Institution/ community/Home Visit), Social care needs identification, plan and impmentation ,Viva voce