



**Advancing Competences in the European Senior Service Sector
(2014-1-CZ01-KA202-002058)**

Training course Senior Service Worker: BASIC MODULE

SYLLABUS

<i>Section I: General course information</i>
Name of the course and identification
Concepts and basics of senior service work in home and community based settings for the elderly - BM
Location
Classroom, field work, remote access on-line
Workload
Total 100 hours: <ul style="list-style-type: none"> • Classroom training: 60 hours • Practical training: 40 hours
Certification
Upon successful course completion graduates receive a transnational certification of completing the Basic Module.
<i>Section II: Purpose of the course</i>
Course description
The course is addressing potential senior service workers who do not have any prior vocational training or work experience in social care or a related field. This module gives introduction to the subject and builds entry level competences for work in home and community based settings in the senior service sector.
Course outcomes
The participants acquire Knowledge <ul style="list-style-type: none"> • Theoretical and factual knowledge in care management, professional conversation, guidance and advising; • Specialised knowledge in the concept of community based social work, theoretical and factual knowledge of concepts, core tasks, activities and institutional framework in the senior service sector. Skills <ul style="list-style-type: none"> • Cognitive and practical skills to act as a senior service worker in the service fields of health care, social care, household and mobility. Abilities <ul style="list-style-type: none"> • Exercising self-management and supervision in the context of on-going changes in the senior service sector in home and community based settings; • Application of communication skills in guiding and advising; • Application of learn and study techniques, ICT/e-learning work skills in



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the learning process;

- Acceptance of the right of self-determination and autonomy of clients.

Course goals

Course graduates will be able to perform the following work functions in the senior service:

- Conducting effective communication with clients and their family and relatives
- Conducting effective communication with minorities, employing culture-specific approach in communication
- Assessing psycho-social condition of clients with the goal of supporting the clients' well-being
- Encouraging clients into active and independent attitude
- Assessing clients' self-sufficiency and exercising independence/self-care training with clients
- Supporting clients in day-structuring measures
- Promoting personal health and well-being of clients by engaging clients in good daily practices
- Assisting clients with routine daily tasks, such as dressing, hygiene, walks, etc.
- Assessing clients' social support needs and promoting their social contacts and community participation
- Supporting clients in their society participation
- Assisting clients with information access and evaluation
- Working independently in the HCBS environment, reporting on work progress, acting as a member of a senior service team
- Learning and collecting information with the goal of continuous professional development
- Managing stressful circumstances
- Dealing with behavioural problems of clients
- Managing burn-out syndrome prevention

Key competences

Achieving course objectives will be substantially supported by additional development of the following key competences (transversal competences) during the course:

- Communication in native language ¹⁾
- Cultural awareness ²⁾
- Social and civic competences ³⁾
- Learning to learn ⁴⁾

Course pre-requisites

To enter this course the following conditions apply to candidates:

1. At least B1⁵⁾ level of proficiency in verbal and written communication in the host (locally spoken) language;
2. Orientation in the local cultural, social and community environment



Section III: The learning environment

Teaching methods

- Classroom education
- theoretical and practical instruction
 - case work
 - practical exercises
 - blended learning
- Practical training
- work-based training in HCBS
 - field trips

Required materials

Trainee manual for the course, provided by ACE partnership

Section IV: Time schedule/course plan

Learning units and allocated time

	class hrs.	field hrs.
Basics of social work in home and community based settings	6	
Communication basics in care sector	12	
Basic health care and nursing tasks	12	
Senior service core tasks	24	
Concepts of professional development	6	
Field work		40
Total	60	40

Course programme

The course will start with a 40 hour in-class instruction block. It will be followed by course field work. Each trainee will get a mentor assigned to him/her for the remaining duration of the course, who will guide the trainee through practical activities of the course. After completing the field work portion of the training (totalling 50 hours) the rest of in-class training will take place (20 hours).

Section V: Assessment/Examination procedures

Assessments

Each in-class learning unit will be completed by an examination/assessment, which will verify trainees' progress towards accomplishing the course objectives. The following formats may be utilized during testing/assessments:

- oral examination
- writing a paper/essay
- written examination (in-class)

There will be a separate examination procedure conducted for course field work. Assessments will consist of:



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<ul style="list-style-type: none"> • field work review of the trainee by a coach/mentor • field work report or an essay
Grading
To complete the course students must pass all prescribed tests/assessments.
Class presence policy
In accordance with the local standards.
<i>Section VI: Additional information</i>
Field coursework
There is no fixed format of the course field work. It may take place under various arrangements, provided required time allocation is fulfilled and study topics covered.
Special needs
Provisions may be arranged to accommodate disabled students in order to take part in the course.

1) **Communication in native language** is the ability to express and interpret concepts, thoughts, feelings, facts and opinions in both oral and written form (listening, speaking, reading and writing) and to interact linguistically in an appropriate and creative way in a full range of societal and cultural contexts;

2) **Cultural awareness** involves appreciation of the importance of the creative expression of ideas, experiences and emotions in a range of media (music, performing arts, literature and the visual arts).

3) **Social and civic competences.** Social competence refers to personal, interpersonal and intercultural competence and all forms of behaviour that equip individuals to participate in an effective and constructive way in social and working life. It is linked to personal and social well-being. An understanding of codes of conduct and customs in the different environments in which individuals operate is essential. Civic competence, and particularly knowledge of social and political concepts and structures (democracy, justice, equality, citizenship and civil rights), equips individuals to engage in active and democratic participation.

4) **Learning to learn** is related to learning, the ability to pursue and organise one's own learning, either individually or in groups, in accordance with one's own needs, and awareness of methods and opportunities.

5) Achieving **B1 level of language proficiency** means that the learner:

- Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc.
- Can deal with most situations likely to arise while travelling in an area where the language is spoken.
- Can produce simple connected text on topics that are familiar or of personal interest.
- Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.