



MALTA UNIVERSITY CONSULTING

Course for Residential & Day Care Workers – 2020/2021 General Information

The National Commission for Further and Higher Education deems this course to be at Level 4 (25 ECTS) of the Malta Qualifications and of the European Qualifications Framework for Lifelong Learning. (License Number: 2013-FHI-019 Further & Higher Education Institution)

a) This course has been approved by JOBSPLUS under the Training Pays Scheme (TPS). Full information and application form from <https://jobsplus.gov.mt/schemes-jobseekers/training-pays-scheme>

b) This course has been approved by Malta Enterprise under the Get Qualified Scheme.

Note: Students can register for only one of the schemes mentioned above.

Aim and content of the course: This course has been developed as a flexible learning pack. It is designed to help the residential/day care worker develop the personal and interpersonal qualities and skills relevant to the caring services. The style of learning to be adopted throughout the course will be interactive; hence the participation of students is essential. This course will develop the knowledge, understanding, practical skills and values for employment or further study in the caring service. The course is very practical and will develop the experience and knowledge that employers in the caring field are looking for. It is particularly relevant for those who are starting out their career in care-working or who have significant experience but no formal training background. By the end of this course students should be able to:

- demonstrate personal and interpersonal qualities and skills required for caring in relation to the needs of service users
- understand the importance of the role of the carer as a front worker
- establish safe practice consistently
- have a solid knowledge and ability to recognize the needs of service users
- evaluate the contribution of different professional experience related to residential/day care work
- be affirmed as a residential/day care worker in an interdisciplinary professional team

Academic Advisor: Dr Natalie Kenely is Head of the Department of Social Policy and Social Work, Faculty for Social Wellbeing at the University of Malta.

Course Coordinator: Ms Maria Mangion possess a Masters in Gestalt Psychotherapy and a Masters of Arts in Social Work. Worked in various areas including: Children in Care, Adoption and Fostering, Child Care, Mental Health, Homelessness, Justice, Education, Domestic Violence and Gender Based Violence, and Community Services.

Course Requirements: There are no formal entry requirements but experience and a real interest in caring for people are an advantage. However, it is necessary to have English literacy skills and a sound comprehension of the English Language.

Mode of Assessment: The mode of assessment will be based on attendance, participation and assignments that are set throughout the course. Grades attained are equivalent to University of Malta Grade Descriptions. Participants must attend at least 80% of the taught sessions of each module in order to be given the Award. Students who do not complete the course, i.e. do not finish all the 3 modules, may return to continue their studies within two years. The incomplete modules are to be taken in their entirety.

Course Fee, Registration and Contact Information: If the 3 modules are paid in advance a 10% discount is applicable. Cheques are to be made payable to Malta University Consulting Ltd.

For further information kindly contact: Maria Bugeja on 21 240746; email: maria.bugeja@muhc.com.mt; website: www.muhc.com.mt



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Residential & Day Care Work Course – 2020/2021 Module 1 - Introductory (30 hours)

Introductory (Module 1) Fee: €305

Time: 5.00pm - 8.00pm

Venue: The University Residence, Robert Mifsud Bonnici Street, Lija

**Lectures: October 2020: Thurs 1; Tues 6; Thurs 8; Tues 13; Thurs 15; Tues 20; Thurs 22;
Tues 27; Thurs 29**

November 2020: Tuesday 3

This module will include 10 hands-on hours in a care work setting.

This module is Part 1 of the Award in Residential & Day Care Work accredited course.

Aim and content of the module: The following are the Aims and Content of this module:

- gain self-awareness, awareness of others and learn to understand personal and service user's needs
- review aspects of communication necessary in this context
- understand the importance of case management
- understand legal frameworks that impact this work
- understand, prevent and respond to medical emergencies and communicable
- understand ethical practice
- manage crisis situations
- work effectively in teams
- manage stress effectively

Module Overview

- **Introduction to Care Work:** The aim is to inform participants of the course content and the methodology for teaching this course; and to introduce the role of social care work
- **Personal Development and Needs:** The aim is to gain self-awareness, awareness of others and learn to understand personal and service users' needs
- **Communication- Listening and Responding Skills:** The aim is to review aspects of verbal and non-verbal communication which are critical to working with people receiving a caring service
- **Case Management:** the aim is to review different aspects of case management offering a background to case conferences, recording procedures and reviews
- **Introduction to Social Policy:** The aim is to study the background of some legal and policy implications related to the caring services
- **Principles of Social Care:** The aim is to inform participants of the content of this course and to introduce basic principles of social care.
- **Health and Safety:** The aim is to learn how to respond to emergencies (First Aid), to raise awareness of communicable diseases and precautionary measures
- **Values in Social Work:** The aim is to explore ethical issues and practical applications related to the caring sector
- **Crisis Intervention:** The aim is to study prevention and de-escalation of crisis situations
- **Teamwork:** The aim is to study the need for and some of the dynamics of working as members of a team



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Residential & Day Care Work Course – 2020/2021 Module 2 - Intermediate (36 Hours)

Intermediate (Module 2) Fee: €360

Time: 5.00p.m. – 8.00p.m

Venue: University Residence, Robert Mifsud Bonnici Street, Lija

Lectures: November 2020 – January 2021

The timetable will be advised at a later date

This module will include 15 hands-on hours in a care work setting.

This module is Part 2 of the Award in Residential Day & Care Work accredited course

Aim and content of the Module:

This module will continue to develop further the knowledge, understanding, practical skills and values that students would have acquired in the *Introductory Module of the Course for Residential and Day Care Workers*. The module is very practical and continues to develop the student's experience and knowledge that employers in the caring field are looking for. By the end of this module students should be able to:

- value basic principles of social care
- demonstrate intra-personal and interpersonal qualities and skills required for caring in relation to the needs of service users
- acquire knowledge and aptitude to recognise the sociological and psychological needs of service users
- evaluate their personal contribution in the role of residential/day care work
- affirm their role as residential/day care workers in a caring agency

Module Overview:

- **Stress Mastery and Supervision:** The aim is to be aware of personal and social stressors and learn means to cope with them
- **Developing through the Life-Span:** The aim is to understand aspects of human development through the life-span which are essential to working with people receiving a caring service
- **Grief and Coping with Loss:** The aim is to explore issues of loss and grief experienced by the service user and the residential/day care worker
- **Personal Development:** The aim is to gain self-awareness, awareness of others and the implications related to the caring services
- **Helping Skills:** The aim is to learn how to listen and respond effectively with service users in the role of a residential/day care worker
- **Keeping the Records:** The aim is to explore practical applications of recording related to the role of the residential/day care worker
- **Social Benefits:** The aim is to understand the state's care provision through the framework of the social security system



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Residential & Day Care Work Course - 2020/2021 Module 3 - Advanced (60 Hours)

Advanced Module Fee: €400 **Venue:** The University Residence, Robert Mifsud Bonnici Street, Lija

Lectures/Seminars: February – May 2021

The timetable of the lectures and seminars will be advised at a later date.

Time: Lectures (05.00 – 08.00p.m.) seminars (09.00a.m. – 2.30p.m.)

This module will include 20 hands-on hours in a care work setting.

This Module is part 3 of the Award in Residential & Day Care Work accredited course

Aim and content of the Module: This module will continue to develop further the knowledge, understanding, practical skills and values that students would have acquired in the *Introductory and Intermediate Modules of the Course for Residential and Day Care Workers*. The module is very practical and continues to develop the student's experience and knowledge that employers in the caring field are looking for. By the end of this module students should be able to:

- gain more knowledge and skills to work in a team and understand group dynamics and leadership
- demonstrate intra-personal and interpersonal qualities and skills required for caring in relation to the needs of service users
- acquire knowledge and aptitude on personality and the different client groups
- address the service user from a systemic approach
- gain insight into legal aspects of care work
- learn skills in behaviour and risk management
- evaluate their personal contribution in creating equal opportunities in the role of day care/residential work
- affirm further their role as residential/day care workers in a caring agency

Module Overview

- **Leadership and Working in a Team:** The aim is to understand different types of leadership, deal and manage conflict and explore the dynamics in working in a team.
- **Psychology of Personality:** The aim is to help students familiarise themselves with different theories of personality.
- **The Code of Conduct for social service workers:** The aim is to help students familiarise themselves with the code of conduct that has been drawn up, and to draw on its requirements and corresponding rights and regulations.
- **Legal Aspects:** The aim is to gain more knowledge in relation to legal aspects in social care from a practical approach.
- **Psychopathology:** The aim is to learn about psychopathology and gain insight into the effects on service users.
- **Oppressions/Equal Opportunities:** The aim is to gain awareness of prejudices and oppressive attitudes and learn how to create opportunities for service users.
- **Different Client Groups:** The aim is to learn more about the different client groups who avail from social care services and the services that exist for them.
- **Risk and Behaviour Management:** The aim is to explore practical applications of behaviour and risk management related with the role of the residential/day care worker.
- **Culturally Competent Practice:** The aim is to familiarise students with cultural issues regarding race, religion, ethnicity, etc..
- **Concluding Session:** The aim is to draw together learnings made and highlight application in the role of the residential and day care worker.