

Level 2 – Higher Certificate in Community and Social Services (Senior Services)

Purpose

The objective of this qualification is to provide learners with the skills and knowledge to work as Healthcare Assistant, Programme Assistant, Senior Home Helper and Social Work Assistant in the Senior Services sub-sector of the Community and Social Services industry.

Course Outcome

- Ability to perform a range of work activities, some of which are non routine and complex in a variety of contexts
- The knowledge acquired is mainly factual or procedural with some understanding of relationships and associations
- Work activities comprise tasks employing higher skills sets, mainly undertaken by frontline supervisors involving some accountability within specified boundaries
- Activities are carried out under frequent supervision, requiring some judgment or reasoning

Course Structure

There are 14 modules under the Higher Certificate in Community and Social Services (Senior Services) level, comprising 8 core units and 6 elective units, from a pool of 16 Senior Services elective selections.

Course Modules

S/N	Unit Title
1	CS-CP-209C-1 Apply higher common processes in Senior Services <ul style="list-style-type: none">• Identify issues impacting on Senior Services• Work effectively with others in Senior Services• Participate in the delivery of Senior Services programmes
2	CS-SH-201C-1 Participate in Workplace Safety and Health (WSH) procedures <ul style="list-style-type: none">• Observe Workplace Safety and Health policies and procedures• Apply workplace procedures for hazard identification and risk control• Contribute to Workplace Safety and Health in the workplace
3	CS-WR-202C-1 Participate in the work environment <ul style="list-style-type: none">• Operate in the work environment• Co-operate with colleagues and team members• Support the philosophy of the organisation• Review own work performance
4	CS-CSV-201C-1 Support clients to meet their physical, emotional, psychosocial, cognitive and spiritual needs <ul style="list-style-type: none">• Support clients with their activities of daily living• Recognise and report changes in a client's ability to undertake activities of daily living and/or leisure

S/N	Unit Title
	<ul style="list-style-type: none"> • Support clients to maintain an environment that maximises their independence, safety and security
5	<p>CS-CSV-203C-1 Observe and interpret observations</p> <ul style="list-style-type: none"> • Assess and interpret basic client actions / interactions • Collect, record and report information • Assist in planning programmes • Document a range of therapy information
6	<p>CS-CSV-205C-1 Support clients to maximise their independence</p> <ul style="list-style-type: none"> • Identify client needs • Address client's safety needs • Address client's home support needs • Meet client's personal care needs
7	<p>CS-GV-201C-1 Work within a legal and ethical framework</p> <ul style="list-style-type: none"> • Follow role and processes as a worker • Work ethically with clients and co workers • Support clients' rights and interests
8	<p>CS-SP-211C-1 Work in the Community and Social Services environment</p> <ul style="list-style-type: none"> • Follow service philosophy, policies and instructions • Work ethically • Address client needs • Communicate with clients and colleagues in an efficient and effective manner • Perform work safely
9	<p>CS-SH-203C-1 Respond to illness, accidents and emergencies</p> <ul style="list-style-type: none"> • Identify responsibilities under Workplace Safety and Health Act • Assist with infection control and infection prevention • Report and address signs of illness • Report and address accidents and emergencies
10	<p>CS-CSV-219E-1 Assist clients with personal hygiene and grooming</p> <ul style="list-style-type: none"> • Assist clients with bath / shower and hair care • Assist clients with bed bath • Assist clients with care of teeth and mouth • Provide skin and foot care to clients • Assist residents with perineal care
11	<p>CS-CSV-220E-1 Assist in feeding clients</p> <ul style="list-style-type: none"> • Prepare feeding activities • Assist and supervise oral feeding of client • Assist with tube feeding

S/N	Unit Title
12	CS-SH-306E-1 Transfer of clients with and without use of equipment <ul style="list-style-type: none"> • Prepare to move the client • Transfer the client • Complete the client transfer
13	CS-SH-204C-1 Follow basic food handling practices <ul style="list-style-type: none"> • Identify responsibilities under Workplace Safety and Health Act (ESS Workplace Skills Series: Workplace Safety and Health, Element 8.1.1) • Maintain food safety while carrying out food handling activities • Promote a conducive eating environment for clients
14	CS-CSV-329E-1 Work effectively with families and significant others of Senior Services clients <ul style="list-style-type: none"> • Meet the needs of families and significant others in relation to the older Senior Services clients • Work with the families and significant others of Senior Services clients

The modules listed above may be conducted in a different sequence.