

Email: info@hcts.ie

Website: www.healthcaretrainingsolutions.ie

CARE OF THE OLDER PERSON 5N2706

Learner Handbook 2020

Mission Statement

Healthcare Training Solutions is dedicated to delivering the highest standard of training and education through providing quality, affordable and adaptable programmes to individuals and companies with careful consideration of each of our clients' requirements

1st Aid Training Services including Healthcare Training Solutions



WELCOME NOTE

Healthcare Training Solutions would like to welcome you as a Learner on your chosen programme.

This handbook is designed as an informational document about our company and programmes and does not constitute or reflect a contract.

We would like to wish you every success on your programme and hope you enjoy this Learning experience

CARE OF THE OLDER PERSON 5N2706 LEARNING OUTCOMES

On completion, learners will be able to:

1. Outline the principles of person centred focus to disability
2. Describe how working from a value base and philosophy that reflects a person centred approach has a positive impact on people receiving support.
3. Define what is meant by a medical model and a social model.
4. Compare the medical and social model of service delivery using examples from relevant work experience
5. Analyse the differences between adopting a person centred focus and adopting an approach that sees individuals with disabilities as a part of a homogenised group.
6. List five valued experiences that can be used to evaluate the quality of support to individuals with a disability.
7. Define what is meant by a socially valued role.
8. Discuss the importance of socially valued roles for individuals with disability.
9. Discuss the concept of inclusion and the importance of this in the lives of individuals with disability.
10. Identify issues arising from the language and stereotyping which is used in relation to people with disabilities.
11. Adopt the use of people first language in their work
12. Outline the elements of good communication skills
13. Demonstrate the essential skills of active listening while working with people with disabilities.
14. Discuss the challenges of working with individuals using a person centred focus that empowers them to make informed choices and decisions.
15. Examine their roles as an advocate and as a key-worker for an individual with disability.
16. Explore the capacities and uniqueness of each individual
17. Apply the principles of person centred focus in their day to day practice when supporting individuals with disability in their daily life.
18. Recognise individuals' diversity, cultural and ethnic needs while maintaining a professional and respectful relationship within a person centred focus.
19. Demonstrate a flexible and creative approach when meeting the needs of people with disabilities.
20. Work with a person centred focus to empower individuals with a disability to make informed decisions about their day to day life.

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Care of the Older Person 5N2706 Assessment Techniques

- Project 40%
- Skills demonstration 60%

HOW TO ORGANISE YOUR PORTFOLIO WHEN SUBMITTING

ALL SUBMISSIONS MUST BE COMPLETED BY:

1. SEND BY REGISTERED POST TO HEALTHCARE TRAINING SOLUTIONS, BECTIVE SQUARE, KELLS, CO MEATH (ADDRESS TO YOUR TUTORS NAME)
2. IF SENDING BY EMAIL ALL BRIEFS MUST BE SIGNED WHERE REQUESTED SCANNED AND EMAILED TO info@hcts.ie

FOR SUBJECT IN EMAIL INCLUDE YOUR NAME AND TITLE OF THE AWARD

ALL ASSIGNMENTS FOR EACH AWARD MUST BE INCLUDED IN ONE FINAL EMAIL

3. PLEASE KEEP COPIES OF ALL YOUR ASSIGNMENTS SUBMITTED AS ORIGINALS WILL NOT BE RETURNED

If posting please use the following format for organising your portfolio of work.

- **Do not place individual assignments or pages in plastic poly pockets**

HOW TO ORGANISE YOUR WORK FOR SUBMISSION

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1. Page to the front – **Cover page** – ALL AREAS MUST BE FULLY COMPLETED WITH INFORMATION REQUESTED
2. **Marking Sheets** – PLEASE COMPLETE INFORMATION REQUESTED AT TOP OF EACH PAGE
3. **Skill Demonstration Brief** (signed and dated at the bottom where requested – use date you are submitting) including written assignment for Skills Demonstration
4. **Project Brief** (signed and dated at the bottom where requested – use date you are submitting) including written assignment for Project
5. Please staple all of the above with one staple to the top left hand corner

If submitting by post please complete your course evaluation and return with the above (do not staple to the course work above)

If submitting by email please include your completed course evaluation

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Communication Policy

It is the policy of Healthcare Training Solutions to have effective two way communication with learners, staff and stakeholders who have a current or potential interest in the programmes we offer.

We will provide accurate information about our company and programmes. We will seek constructive feedback to enable an ongoing evaluation to make our programmes current and relevant to our learners and stakeholders.

Code of Conduct

All Learners have a right to learn, where effective teaching and learning can take place therefore there is a need to establish and maintain procedures for keeping good order. Every learner and member of staff has a right to a safe and secure learning environment, free from bullying and abuse of any sort. While appropriate behaviour is expected as a norm, poor behaviour will not be tolerated. Learners who do not have a satisfactory attendance record will be reported to the relevant authorities and may be prevented by QQI from sitting exams or submitting portfolios of work for assessment. Learners are expected to comply with the following code while completing a programme with us:

- Respect all fellow learners
- Respect all staff members
- Behave appropriately in class
- Respect the property of other people and the centre
- Do not use foul or obscene language
- Use of alcohol and illegal drugs is not permitted
- Possession of dangerous objects and weapons is not permitted

Any Course Attendee who is the subject of an investigation by An Garda Siochana for conduct which could be considered to place young or vulnerable persons at risk will be suspended from the course until such an investigation has concluded and the matter is determined further to which the Course Attendee will be subject to updated Garda Vetting. Any course attendee who has their clearance revoked by The National Vetting Bureau will be ejected from the course without a refund or recompense.

Centre Contacts

In Person - Speak to the tutor

By Phone - Mary McLoughlin on 086 8414236. You can call Monday to Friday between 9.00 am and 5.30 pm.

By Mail – Postal Address: Healthcare Training Solutions, Bective Square, Kells, County Meath.

By Email - Forward a message to info@hcts.ie

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Complaints Procedure

Healthcare Training Solutions are committed to delivering a consistent High Standard of Training Programmes. If you feel our service does not meet your expectations or if you have an issue within the classroom we want you to know how to make a complaint

How can you contact us to make a Complaint

Centre contacts

If your complaint is about Healthcare Training Solutions and involves a QQI programme – contact www.QQI.ie

Feedback

Learners will be given ongoing feedback on their assessment progress both verbal and written

Learning Difficulties

Alternative assessment arrangements can be made (as much as resources allow) for Learners with a temporary disability or a learning difficulty. Please indicate your difficulty on our Course Registration Form. National support agency available on www.nala.ie

Learner facilities

Learners are provided with a reading list and appropriate handouts during classes. Learners may also contact tutors by mobile phone throughout the course – the phone numbers are given to Learners on the first day of the course.

Data management

All learners are made aware of how their data is used at registration and who that data is shared with and their consent is requested. We will ensure its appropriate use and security in order to comply with best practice and the organisation's statutory obligation. Learner portfolios are not returned on completion of the certification process.

Extension Policy

The tutor will set a deadline for completed work to be submitted on a module by module basis. Extension to the deadline can be requested in extenuating circumstances (proof maybe requested depending on the circumstance). In this instance the Learner must complete an Extension Form. Each request will be dealt with on an individual basis

Example of extenuating circumstances: Death in the family, sudden serious personal or family illness, Jury duty etc.

Plagiarism and Referencing Policy

All assignments should be Learners own work. Any suspicion of plagiarism maybe investigated with a formal meeting. In this situation work may not be submitted to QQI. Any information gathered from other sources should be referenced in bibliography/reference section

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The Appeals Process

This process is guided by QQI regulations.

- The appeal must be in writing and must be made within 14 days Of the issue of the statement of results
- All appeals must be made through Healthcare Training Solutions
- Only evidence that has been previously presented by the Learner Can be part of an appeal
- No new evidence can be submitted
- All assessment evidence as required by the module Descriptor must be available for the appeal
- Any evidence not available will be assumed not to have been completed

Information Required

The appeal should set out the following information

1. The reason/s why the results as posted are not satisfactory
2. Evidence supporting the Learner's position

The Learner will receive a written response within 10 working days of lodging an appeal provided all information as listed above is available to the Results Panel.

Attendance

If you cannot attend a class please contact the office **before 4pm** on the day of an evening course or **the day before** a morning course.

If you have difficulty with any aspect of the course, speak with the tutor or contact Tom in the office by emailing info@hcts.ie or call 0863124290.

If you are taking part in a QQI accredited course **a minimum of 80% attendance is required**

Mobile Phones

Mobile phones are to be switched off during class.

Video or recording equipment

No videos or recording equipment by learners will be allowed in classroom

Social Media

Social media and social networking on sites like Face book, Twitter and YouTube open up access to a vast wealth of information, practice experience, health care disciplines and developments. Healthcare Training Solution College of Further Education has a strict policy against any Learner commenting on another Learner on any social media platform.