

Information Request

(Please complete all sections in block capitals)

Block Capitals

Name _____

Address: _____

Tel. No. _____

Mobile No. _____

E-mail: _____

:

Signed : _____

Date : _____

Please forward completed form to:-

**Neil Dawn Associates,
Belleek Avenue,
Ballina,
County Mayo**

Contact Details

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Or
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Neil Dawn Associates
is a
FETAC & City & Guilds
Registered Centre



Neil Dawn Associates

Belleek Avenue
Ballina
Co Mayo
Ireland

Neil Dawn Associates



Certificate in Health Service Skills

FETAC – Level 5



Course Details

This Certificate in Health Service Skills is designed to provide the learner with the skills and knowledge necessary to carry out their duties. The programme will facilitate their understanding of the *Role and Function of a Health Service worker* and enable a comprehensive understanding of the **HIQA** requirements. Using the **FETAC** framework Neil Dawn Associates has identified the most appropriate modules in order to gain the Level 5 Certificate in Health Service Skills.

The programme is split into two elements. Mandatory modules of which there are five and three modules which can be chosen to meet the needs of the participant depending on their role or job requirements.

Each learning module has been developed to enable participants build their competence and confidence in a unique learning style that caters for individual learning needs and abilities.

Learning Outcomes

On completion of this programme participants will be able to:-

1. Carry out their work duties using the new skills and competencies acquired in accordance with **HIQA** standards
2. Communicate effectively with patients, relatives, staff and management.
3. Recognise individual patients needs and requirements and develop appropriate practices in meeting them.
4. Demonstrate good working practices in the provision of individualised holistic care
5. Understand the relationship between health and nutrition.
6. Apply the principles and procedures of health and safety in the workplace.
7. Understand and work to the required Statutory procedures and policies as set down by the overseeing authorities.
8. Demonstrate hygienic work practices including infection prevention and control

Programme Content

The programme includes 5 core modules plus 3 elective modules. There is a total of eight modules of learning to gain the full award. Each module will include appropriate HIQA standards.

Core Modules which are mandatory for the award

Module 1 - Care Support

Module 2 - Communications

Module 3 - Workplace Statutory Policies & Procedures

Module 4 - Infection Prevention & Control

Module 5 – Work Experience

3 Modules can be selected from:-

- Care Skills
- Safety & Health at Work
- Care of the Older Person
- Activities of Living Patient Care
- Human Growth & Development
- Nutrition
- Word Processing
- Food Preparation & Service
- Health Related Cleaning Skills
- Food Hygiene

Assessment Process

All assessment is carried out in accordance with FETAC regulations. Assessment is devised by the internal assessor, with external moderation by FETAC.

This “learning” programme uses techniques that increase individual’s ability to learn and desire to implement new learning. Each session will be highly participative, with practical exercises, role-play and plenary discussion

Programme Schedule

The eight modules will be delivered in consultation with management of the Care Home and can be schedule to facilitate staff rotas. An option to select individual modules only and work towards the full award over a period of time is also available.

Desired Admission Requirements

- For those who have no formal training and wish to gain a Certificate in Health Service Skills or part of an award.
- General standard of education.
- Ability to learn in a group environment.

Academy of Learning and Development

The Academy Centre which is located in the Ridgepool Village, Ballina has excellent facilities and boasts a team of facilitators who have a great deal of experience in delivering management courses. The centre boasts state of the art presentation equipment in a comfortable learning environment. It also has its own canteen facilities and has access to easy parking.

Corporate Delivery

This programme is suitable for staff development in the Health Service industry and can be offered exclusively as an in house development programme.