

STAFF TRAINING

All care giving staff are required to complete their National Certificate in Community Support Services. Support is given to staff to assist them with achieving this qualification. Reward and recognition of achievement is given to staff through a graduated pay scale linked to progression through their National Certificate.

The National Certificate is broken down into three separate programmes, The ACE Programme, ACE Advanced Programme and The ACE Dementia Programme.



The content of each module is detailed below:

The ACE Programme:

Module 1 Introducing Support Work includes unit standards:

- 23451 Demonstrate knowledge of the role of a support worker in a health or disability setting.
- 23390 Observe, report and document changes in a person's condition in a health or disability setting
- 20824 Apply knowledge of a consumer's rights and responsibilities in a health or disability setting.

Module 2 The Ageing Process includes unit standard:

- 23387 Demonstrate knowledge of the ageing process and its effect on individual support needs.

Module 3 Providing Personal Care includes unit standard:

- 23386 Support a person to meet their personal care needs in a health or disability setting.

Module 4 Effective Communication includes unit standards:

- 11097 Listen to gain information in an interactive situation
- 23391 Respond to loss and grief in a health, disability or community setting

Module 5 Transfer People Safely includes unit standard:

- 5012 Demonstrate musculo-skeletal care and handle people safely in a health or disability setting

Module 6 A Safe and Secure Environment includes unit standard:

- 20830 Maintain a safe and secure environment in a health or disability setting

Module 7 Infection Control includes unit standard:

- 20826 Demonstrate knowledge of infection control requirements in a health or disability setting

Module 8 Nutrition and Food Safety

Module 9 Continence Promotion and Management

ACE Advanced Programme:

Module 1 Quality of life included unit standard:

20829 Support a consumer's well being and quality of life in a health or disability setting

Module 2 Risk Management includes unit standards:

23389 Demonstrate knowledge of risk management planning in a health, disability or community setting

23385 Describe self-advocacy and support a self-advocacy process in a health, disability or community setting

Module 3 Cultural Safety includes unit standard:

23380 Describe and apply culturally safe operating principles and Maori values in a health, disability or community setting

Module 4 Challenging Situations includes unit standards:

23388 Provide support to a person whose behaviour presents challenges in a health or disability setting

9681 Contribute within a group/team that has an objective(s)

Module 5 Abuse and Neglect includes unit standards:

1836 Recognise indicators and describe responses to suspected abuse or people using health or disability services

23392 Describe ethical behaviour in a health, disability or community setting

Module 6 Assisting with Medication includes unit standard:

20827 Support a consumer to take prescribed medication in a health or disability setting

ACE Dementia Programme:

Module 1 An Overview of Dementia include unit standard:

23920 (Element 1) Demonstrate knowledge of dementia, person-centred care and communication for a person living with dementia

Module 2 Person-Centred Care included unit standard:

23920 (Element 2 & 3) Demonstrate knowledge of dementia, person-centred care and communication for a person living with dementia

Module 3 Provide Person-centred care includes unit standard:

23921 Provide person-centred care when supporting a person living with dementia.

Includes: general guidelines for care, adapting to the person's changing needs, communication, rights of the person with dementia, mobility, falls, personal care, activities

Module 4 Caring for Carers includes unit standard

23922 Demonstrate knowledge of effects of dementia and how to manage them, for those caring for a person living with dementia

Module 5 Behavioural Effects of Dementia includes unit standard

23923 (Element 1) Demonstrate knowledge of support for people living with dementia when their behaviour presents challenges

Module 6 Psychological Effects of Dementia

Includes: what are the psychological effects of dementia? What causes these psychological effects? Medication, key points for care, specific effects: delusions, hallucination, misidentifications, anxiety, mania

Module 7 Restraint Minimisation included unit standard

23923 (Element 2) Demonstrate knowledge of support for people living with dementia when their behaviour presents challenges.