

**REPUBLIC OF KENYA**

**COMPETENCY BASED MODULAR CURRICULUM**

**FOR**

**HEALTH CARE SUPPORT**

**KNQF LEVEL 5**

**ISCED PROGRAMME CODE: 0913 354 A**

**2025**

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# FOREWORD

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery that allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this Curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the homebased caregivers sector’s growth and sustainable development.

# PREFACE

Kenya Vision 2030 aims to transform Kenya into a newly industrializing middle-income country, providing high-quality life to all its citizens by the year 2030. Kenya intends to create globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through lifelong education and training. TVET has a responsibility to facilitate the process of inculcating knowledge, skills, and worker behaviour necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency-Based Education and Training (CBET).

TVET Act, CAP 210A and Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya for Sustainable Development emphasized the need to reform curriculum development, assessment, and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry, as well as increase the global competitiveness of the Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualifications Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes, suggested delivery methods, learning resources, and methods of assessing the trainee’s achievement. In addition, the units of learning have been grouped in modules to concretize the skills acquisition process and streamline upskilling.

I am grateful to all expert trainers and everyone who played a role in translating the Occupational Standards into this competency-based modular curriculum.

# ACKNOWLEDGEMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from industry and various organizations.

I appreciate the role of industry experts in caregiving for ensuring that competencies required by the industry are addressed in the curriculum. I also thank the experienced trainers for their valuable input and all those who participated in the process of developing this curriculum.

I also thank all stakeholders in the caregiving sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that workers in homebased caregiving sector will acquire competencies that will enable them perform their work more efficiently

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# ABBREVIATIONS AND ACRONYMS

HE : Health sector

ICT : Information Communication Technology

NEMA : National Environmental Management Authority

OS : Occupational Standards

OSHA : Occupation Safety and Health Act

OSHS : Occupation Safety and Health Standards

HCS : Health care support

PPE : Personal Protective Equipment

SSAC : Sector Skills Advisory Committee

TVET : Technical and Vocational Education and Training

# KEY TO ISCED UNIT CODE



# COURSE OVERVIEW

This course is designed to equip an individual with competencies required to participate in provision of care giving services. It entails performing housekeeping services, performing dietary interventions, providing psychosocial support, conducting pre-departure training, applying workplace essential skills, conducting first aid services, performing catering services and providing special needs care support.

**Units of Learning**

**MODULE I**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration**  **in**  **Hours** | **Credit Factor** |
| 1011 251 01A | HOUSE KEEPING SERVICES | 60 | 6 |
| 0913 251 02A | DIETARY INTERVENTIONS | 50 | 5 |
| 0913 251 03A | PSYCHOSOCIAL SUPPORT | 70 | 7 |
| 1015 251 04A | PRE-DEPATURE TRAINING | 50 | 5 |
| **Total** | | **230** | 23 |

**MODULE II**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration**  **in**  **Hours** | **Credit Factor** |
| 0031 351 05A | WORKPLACE ESSENTIAL SKILLS | 60 | 6 |
| 0913 351 06A | FIRST AID SERVICES | 80 | 8 |
| 0913 351 07A | CATERING SERVICES | 180 | 18 |
| 0913 351 08A | SPECIAL NEEDS CARE SUPPORT | 120 | 12 |
| **TOTAL** | | **440** | **44** |

**MODULE III**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration**  **in**  **Hours** | **Credit Factor** |
| 0031 351 09A | APPLY MEDICAL-LEGAL ETHICS | 80 | 8 |
| 0913 351 10A | APPLY MEDICAL TERMINOLOGIES | 60 | 6 |
| 0913 351 11A | APPLY INFECTION PREVENTION AND CONTROL | 120 | 12 |
| 0913 351 12A | PERFORM HOSPITAL HOUSEKEEPING PROCEDURES | 180 | 18 |
| **TOTAL** | | **440** | **44** |
| **INDUSTRIAL ATTACHMENT** | | **480** | **48** |
| **Total** | | 920 | 92 |
| **GRAND TOTAL** |  | **1590** | **159** |

**Entry Requirements**

**Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

1. National Certificate of Secondary Education (K.C.S.E.) with a minimum mean grade of D (plain)

**Or**

1. Equivalent qualifications as determined by TVETA.

**Trainer Qualification**

Qualifications of a trainer for this course include:

1. Possession of a higher qualification than Health Care Support level 7 or in related trade area; and
2. Licensed by TVETA.
3. Be registered by the Counsellors and Psychologist Board.

**Industrial Attachment**

An individual enrolled in this course will be required to undergo Industrial attachment for a minimum period of 480 hours in a counselling sector.

**Assessment**

The course shall be assessed formatively and summatively:

1. During formative assessment, all performance criteria shall be assessed based on performance criteria weighting.
2. Summative assessment shall focus more on critical aspects of the Unit of competency.
3. During summative assessment, basic and common units shall be integrated or assessed concurrently with the core units.
4. Formative and summative assessment weights shall constitute 60% and 40% of the overall score, respectively.
5. Theoretical and practical weighting for each unit of learning shall be as follows:
6. 10:90 for units in module I and module II
7. 30:70 for units in module III

For a candidate to be declared competent in a unit of competency, the candidate must meet the following conditions:

1. Obtained at least 40% in theory assessment in formative and summative assessments.
2. Obtained at least 50% in practical assessment in formative and summative assessment where applicable.
3. Obtained at least 50% in the weighted results between formative assessment and summative assessment where the former constitutes 60% and the latter 40% of the overall score.
4. Assessment performance rating for each unit of competency shall be as follows:

|  |  |
| --- | --- |
| **MARKS** | **COMPETENCE RATING** |
| 80 -100 | Attained Mastery |
| 65 - 79 | Proficient |
| 50 - 64 | Competent |
| 49 and below | Not Yet Competent |
| Y | Assessment Malpractice/Irregularities |

1. Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

**Certification**

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To be issued with the Kenya National TVET Certificate in Health Care Support Level 5, the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack. Statement of Attainment certificate may be awarded upon demonstration of competence in certifiable element within a unit.

These certificates shall be issued by QAI

.

# MODULE I

## HOUSE KEEPING SERVICES

**UNIT CODE: 1011 451 01A**

**UNIT DURATION:** 60 Hours

**Relationship To Occupational Standards**

This unit addresses the unit of competency: support housekeeping services.

**Unit Description**

This unit focuses on the essential housekeeping skills required to maintain a safe, clean and comfortable environment for individuals. It emphasizes importance of hygiene, organisation for individuals’ personal space and preferences.

**Summary Of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform Cleaning Service | 15 |
| 2. | Perform Bed Making | 15 |
| 3. | Launder Articles and Fabrics | 30 |
| **Total** | | **60** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform cleaning service Preparation | * Cleaning equipment and materials * Cleaning procedures * Cleaning checklists | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 2. Perform bed making | * Beds and beddings * Bed making procedure * Decorating guest beds | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 3. Launder articles and fabrics | * Laundry equipment and materials * Pre-laundry activities * Laundry procedures * Laundry checklists * Finishing equipment * Finishing procedures * Finishing checklists | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* + Instructor led facilitation of theory
  + Demonstration by trainer
  + Practical work by trainee
  + Viewing of related videos

**Recommended Resources For 25 Trainees (Cleaning)**

* + 10 Squeezers
  + 10 Brooms
  + 10 Mops
  + 10 Scrubbers
  + 10 Buckets
  + 1 Vacuum cleaner
  + 1 Scrubbing machines
  + Mattresses
  + Beds and beddings
  + 10 Dusters

**Recommended Resources For 25 Trainees (Laundry)**

* + Laundry equipment
  + Automated Washing machines
  + Tumble dryers
  + Calendars
  + Laundry agents
  + Powder soap
  + Fabric conditioner
  + Finishing equipment
  + Steam press
  + Iron boxes
  + Ironing boards
  + Linen shelves
  + Linen control sheets
  + Linen checklists

## CLIENT DIETARY INTERVENTIONS

**UNIT CODE: 0913 451 02A**

**DURATION OF UNIT:** 50 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: perform client dietary interventions

**Unit Description**

This unit covers the competencies required to carry out client dietary needs. It involves; establishing client dietary needs, drawing individualized feeding care plan, carrying out feeding care plan interventions and conducting continuous dietary monitoring.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Establish client dietary needs | 12 |
| 2. | Draw individualized feeding care plan | 12 |
| 3. | Carry out feeding care plan interventions | 16 |
| 4. | Conduct continuous dietary monitoring | 10 |
| **Total** | | **50** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Establish client dietary needs | * Meaning of dietary needs * Type of dietary needs * Dietary assessment tools. * 24hr dietary recall profile * Food record profile * Food frequency questionnaire profile * Screener’s profile * dietaryneeds * Low blood levels * Low electrolytes * Allergies * Lactose intolerance * Vegetarianism * Ketogenic diet * Low carbs * Diabetic * Routes of feeding via tube and oral * Feeding resources * nasal gastronomy * gastrotomy tube * Family dynamics | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Draw individualized feeding care plan | * Meaning of individualized feeding care plan * Types of individualized feeding care plan * Tools for feeding in individualized feeding * Grocery list in individualized feeding * Recipes in individualized feeding * Menu preparation in individualized feeding | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Carry out feeding care plan interventions | * Importance of Client diet counselling in feeding care plan interventions * Types of Feeding tools in feeding care plan interventions * Client dietary preferences feeding care plan interventions * client cultural practices feeding care plan interventions * Ways of Safe food handling procedures feeding care plan interventions * Individualized meal feeding care plan interventions * Ways of feeding the client through feeding route. * importance of cleaning feeding tools. | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Conduct continuous dietary monitoring | * Meaning of continuous dietary monitoring * Reassessment i.e., tentation, vomiting, diarrhoea * Reintervention administers * Ways of report dissemination * Importance of making Appropriate referrals * Methods of Documentation | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* Guided practical activities
* Direct instruction
* Group Discussion
* Demonstrations
* Case studies
* Role playing

**Recommended Resources for 25 Trainees**

* 2 First aid kits
* Adequate utensils
* 2 Dustbins
* 1 White boards
* 1 projector
* 1 computer/laptop
* Simulated room with adequate furniture and stationery

## PSYCHOSOCIAL CARE

**UNIT CODE: 0915 451 03A**

**UNIT DURATION:** 70 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: provide psychosocial care

**Unit Description**

This unit describes competencies required to provide psychosocial care. It involves assessing emotional and social needs, conducting emotional and social support and Conduct Self Care.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Assess psychosocial needs | 20 |
| 2. | Conduct psychosocial support | 30 |
| 3. | Conduct Self Care | 20 |
| **Total** | | **70** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Assess psychosocial needs | * Emotional and social needs are identified * Depression * Anxiety * Fear * Pain * Stress * Emotions * Challenges facing client * Emotional * Cognitive * Communication * Cultural and social factors * Environmental and situational challenges * Mental health and psychological factors * Tools and techniques for psychosocial needs * Active listening * Oral questioning * Observation | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 2. Conduct psychosocial support | * Creating rapport * Introduction, * Observation * Oral questioning * Non-verbal communication * Open communication * Active listening * Family session * Meetings * Informal discussion. * Psychosocial resources * Spiritual person * Welfare groups * Support group * Fellowships * Necessary psychosocial interventions * Improve the quality of life * Social inclusion * Build self-confidence, * Acceptance of the condition | * Practical * Interview * Third Party Reports * Written Tests * Project |
| 3.Conduct Self Care | * Self-evaluation * Daily checklist * Set limit * Strengths and weaknesses * Personal hygiene * Recreational practices | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* Role playing
* Viewing of related videos
* Discussion
* Direct Instruction

**Recommended Resources for 25 Trainees**

* 2 Laptops
* Internet connection
* 2 Projectors
* 2 Whiteboards
* 2 rolls Flip Charts
* Assorted colour of whiteboard markers
* Stationery
* Journals

## PRE-DEPATURE TRAINING

**UNIT CODE: 1015 451 04A**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Carry out pre-departure training**.**

**Duration of Unit:** 50 Hours

**Unit Description**

This unit specifies the competencies required to carry out pre-departure training. It involves researching destination country, processing travel documents, demonstrating travel proces and establishing work ethics and legal aspects.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Research Destination Country | 14 |
| 2. | Process Travel Documents | 12 |
| 3. | Demonstrate Travel Process | 12 |
| 4. | Establish Work Ethics and Legal Aspects | 12 |
| **Total** | | **50** |

**Learning Outcomes, Content and Methods of Assessment**

| **Learning Outcome** | **Content** | **Methods of Assessment** |
| --- | --- | --- |
| 1. Research destination country | * Introduction to pre-departure training * Meaning of terms * Factors to consider in pre-departure training * Features of geographical landmarks * States * Provinces * Importance of knowing the official language * Types of available accommodations * Hotels * Hostels * Rental’s apartments * Ways of managing money to avoid scams * Impact of political and economic stability on employment and travel * Dominant religion and their practices * Importance of respecting cultural practices in international settings * Protocols of transportation safety * Common travel practices * Ticketing * Hailing taxis * Types of climates in different regions of the country | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Process travel documents | * Travel documents * Acquisition of travel documents * Types of travel documents * Passports * Visas * work permit * Steps for applying for travel documents * Vaccinations and preventive health measures * yellow fever * covid 19 * Importance of following the destination country’s immigration policies | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Demonstrate the travel process | * Modes of transport * International travel procedures * Travel etiquette * Transit process * Ways of keeping documents safe * Post arrival immigration checks and processes | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |
| 1. Establish work ethics and legal aspects | * Meaning and importance of Work ethics * Importance of punctuality, professionalism and respect * Communication styles * Formal * Informal * Ways of reporting workplace grievances * Role of labour unions and legal rights of workers * How to access consular services when in trouble * Types of remittances * Legal aspects in immigration * How to reintegrate socially and culturally after working abroad * Emerging trends in immigration | * Practicals * Written tests * Oral assessment * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* Project
* Demonstration by trainer
* Practice by the trainee
* Group work
* Discussions
* Instructor led facilitation of theory
* Case study
* Audio –visual aids

**Recommended Resources**

* Computer/Laptops, projectors
* Text books
* Flipcharts
* Printers
* Tablets
* Geographical maps/GPRS
* Internet connectivity

# MODULE II

## WORKPLACE ESSENTIAL SKILLS

**UNIT CODE: 0031 451 05A**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply workplace essential skills

**Duration of Unit:** 60 Hours

**Unit Description**

This unit covers the competencies required to apply workplace essential skills. It involves, utilizing communication skills, promoting ethical work practices and values, and applying entrepreneurial skills.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Utilize Communication Skills | 15 |
| 2. | Promote Ethical Work Practices and Values | 15 |
| 3. | Apply Entrepreneurial Skills | 30 |
| **Total** | | **60** |

1. Utilize Communication Skills
2. Promote Ethical Work Practices and Values
3. Apply Entrepreneurial Skills

**Learning Outcomes, Content, and Suggested Assessment Methods**

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply Communication Skills | * Communication process: * Sender * Message * Channel * Receiver * Feedback * Principles of effective communication: * Courtesy * Correctness * Completeness * Communication barriers: * Language * Emotions * Channel * Flow of communication: * Downward * Upward * Sources of information: * Employee * Customers’ feedback * Organization documents * Organizational policies * Workplace etiquette * Channels/medium/mode of communication * Written communication: * Letters * SMS * Notices * Memo * Non-verbal cues: * Posture * Gestures * Facial expression * Dressing/grooming * Oral communication: * Face-to-face * Telephone conversation * Group discussion techniques: | * Oral assessment * Observation * Portfolio of evidence * Written assessment |
| 1. Promote Ethical Work Practices and Values | * Personal Management * Self-Awareness * Self Esteem * Stress Management * Assertiveness * Drug and Substance abuse * Time Management * Integrity * Core Values and beliefs * Professionalism * Organisational codes of conduct * Teamwork * Conflict Resolution * Customer Care | * Observation * oral assessment * Written assessment * Third-party reports * Portfolio of Evidence * Practical assessment |
| 1. Apply Entrepreneurial Skills | * Personal finances management * Simple bookkeeping (sales, purchases debts, and profits) * Budgeting * Savings management * Sources of personal and business funds * Investments * Entrepreneurial roles and characteristics * Salaried employment and self-employment * Requirements for entry into self-employment * Regulatory requirements * Benefits of business planning | * Observation * Written assessment * Oral assessment * Third party report * Practical assessment * Portfolio of evidence |

**Suggested Methods of Instruction**

* Assignments
* Brainstorming
* Case studies
* Demonstration
* Direct instruction with active learning strategies
* Experiential
* Field trips
* Group Discussion
* Guest speakers
* Instructor lead facilitation of theory using active learning strategies.
* Practice assignment
* Presentations
* Problem-solving
* Question and answer
* Roleplay
* Simulation/Roleplay
* Team training

**Recommended Resources for 25 trainees**

|  |  |  |
| --- | --- | --- |
| **General Resources** | **Tools and Equipment** | **Materials and Supplies** |
| * 25 Desktop computers/laptops | 25 mobile phones | Flashcards |
| * Internet connection | Telephone | Flip charts |
| * 1 Projector * 1 Printer |  | 2 packets of assorted colours of whiteboard marker pens |
| * 1 Whiteboard |  | Printing papers |
| * 5 Business plan templates * 1 Overhead projectors * Internet * Video clips * 5 Newspapers and Handouts * 5 Business Journals |  | * 25 sets of Writing materials Stationery * Charts |

## FIRST AID

**UNIT CODE:**  **0913 451 06A**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Conduct First Aid

**Duration of Unit:** 80 hrs

**UNIT DESCRIPTION**

This unit specifies the competencies required to conduct first aid. It involves assessing the nature and extent of injury or illness, provide first aid services, evaluate first aid service and wind-up first aid.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Assess the nature and extent of injury or illness | 25 |
| 2. | Provide first aid services | 25 |
| 3. | Evaluate first aid services | 15 |
| 4. | Wind-up first aid | 15 |
| **Total** | | **80** |

1. Assess the nature and extent of injury or illness
2. Provide first aid services
3. Evaluate first aid services
4. Wind-up first aid

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Assess the nature and extent of injury or illness | * Principles of first aid * Scene size up * Assessment of nature and extent of injury and /or illness * Sourcing for emergency services * Decision making-triaging * Requirements for first aid | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| 1. Provide first aid services | * Performing cardio- pulmonary resuscitation; * Management of: * Choking, * Burns and scalds, * Trauma * Nose bleeding, * Cuts, * Fractures, * Drowning, * Poisoning * Snake bites * Dislocations * Unconsciousness * Epilepsy * Insect stings * Asphyxia * Inhalation of fumes * Hiccups * Hyperventilation * Sprains and strains * Skull fracture * Neck injuries * Convulsions * Extreme of temperatures * Assisting patients with medical conditions such as: * Asthma, * Epilepsy * Hyperglycaemia * Hypoglycaemia * Heart attack * Severe allergic conditions /anaphylaxis * Bleeding * Seizures * Effective communication on casualty’s condition to medical personnel or care taker/care giver * Handing over casualty tomedical personnel or to immediate care giver including family members or next of kin * Monitoring Casualty’s condition | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| 1. Evaluate first aid service | * Evaluating response of the casualty to the intervention * Evaluating first aider’s response to the situation * Referral procedure * Documentation * Handing over process | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| 1. Wind-up first aid | * Documentation * Waste disposal and management * Report writing | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |

**Suggested Methods of Delivery:**

* Guided practical activities
* Direct instruction
* Group Discussion
* Demonstrations
* Case studies

**Recommended Resources for 25 trainees**

* Adequate PPEs
* 2 first aid kits
* 3 Waste disposal bins
* 2 first aid charts
* 1 White boards
* 1 projector
* 1 computer/laptop
* Simulated room with adequate furniture and stationery

## CATERING SERVICES

**UNIT CODE: 0915 451 07A**

**UNIT DURATION:** 180 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Perform Catering Services**

**Unit Description**

This unit focuses on the skills and knowledge required to provide catering services in a care setting. It emphasizes the importance of performing previous preparations, preparing and presenting meals and performing post production tasks.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | ToPerform Previous Preparation | 60 |
| 2. | To Prepare Main Meal | 45 |
| 3. | To Present Main Meal | 45 |
| 4. | To Perform Post Production Tasks | 30 |
| **Total** | | **180** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1.Perform Previous Preparation | 1.1 Identify and use PPEs as per manufacturers’ instructions  1.2 Air production room as per workplace procedures  1.3 Select and assemble cleaning materials and equipment  1.4 Clean and assemble food production tools and equipment as per workplace procedures  1.5 Clean food production tools, surfaces and equipment appropriately  1.6 Collect and weigh ingredients as per recipe | * Practical * Interview * Third party reports * Written tests * Project |
| 2.Prepare Main Meal | 2.1 Use recommended equipment for cooking each food item  2.2 Apply cooking methods as per recipe  2.3 Maintain correct temperatures as per recipe  2.4 adhere to timings as per recipe | * Practical * Interview * Third party reports * Written tests * Project |
| 3. Present Main Meal | 3.1 Hold main meal prepared at required temperatures  3.2 portion and garnish main meal prepared as per recipe  3.3 present main meal in correct equipment | * Practical * Interview * Third party reports * Written tests * Project |
| 4.Perform Post Production Tasks | 4.1 Clean and store tools, equipment and materials as per workplace procedures  4.2 Clean work surfaces and floors as per workplace procedures  4.3 Dispose waste as per workplace procedures | * Practical * Interview * Third party reports * Written tests * Project |

**Suggested Methods of Instruction**

* Demonstration by Instructor
* Practical Work

**Recommended Resources for 25 Trainees**

* 2 Laptops
* Internet connection
* 2 Projectors
* 5 boxes Assorted Flash Cards
* 5 Whiteboards
* 5 rolls Flip Charts
* Assorted colour of whiteboard markers
* 25 note books
* A Fully Equipped Operational Kitchen Including Industrial -Current Tools and Equipment

**Equipment**

* + 12 burner gas range
  + 2 refrigerators
  + 2 Double decker industrial oven
  + 1 commercial mixer
  + 2 commercial blenders
  + 1 commercial freezer
  + 1 potato chipper

**Small kitchen equipment & utensils**

* 10 sauce pans with lids
* 10 cooking sticks
* 10 cooking spoons
* 10 whisks
* 10 utility bowls
* 5 thermoses
* 10 tea spoons
* 10 table spoons
* 10 measuring jugs
* 10 plastic bowls
* 10 glass bowls
* 10 chopping boards
* 10 chefs’ knife
* 5 rubber spatulas

**Cleaning materials**

* 1 litre detergent
* 1 Bar soap
* 5 Scouring pads
* 5 pcs Steel wool
* 5 Window cleaner
* 5 Yellow dusters

**Cleaning equipment**

* 2 Cobweb removers
* 2 soft brush
* 2 dustpan & brush
* 5 Mops
* 5 Mop buckets
* 5 Hard brush
* 2 Squeezers
* 4 large dustbins

**Safety equipment**

* 5 assorted Fire extinguishers
* 2 Fire blankets
* 2 complete first aid kits

## SPECIAL NEEDS CARE SUPPORT

**UNIT CODE: 0913 451 08A**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Provide special care support

Duration of Unit: 120 hours

**Unit Description**

This unit covers competencies required to provide home based care services. It involves competencies on providing care for geriatrics, providing care for terminally ill patients, providing care for mentally ill patients, providing care for disabled, providing care for children with special needs and conducting patient psycho-social support.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Provide care for geriatrics | 20 |
| 2. | Provide Care for terminally ill patients | 20 |
| 3. | Provide Care for mentally ill patients | 20 |
| 4. | Provide Care for disabled | 20 |
| 5. | Provide Care for children with special needs. | 20 |
| 6. | Conduct patient psycho-social support activities | 20 |
| **Total** | | **120** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| * 1. Provide care for geriatrics | * Meaning of client home environment assessment * Ways of assessing client condition * Steps in developing a working contract * Meaning of geriatric care activities * Types of geriatric care activities * Steps of preparing geriatric report * Referral for geriatric patient/client | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| * 1. Provide Care for terminally ill patients | * Ways of assessing terminally ill patient condition. * Types of terminal illnesses * Types of terminal ill care activities * Steps of carrying out terminal ill care activities * Steps in preparing terminal ill care report * Referral for terminally ill patient/client | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| * 1. Provide Care for mentally ill patients | * Meaning of mental illness * Types of mental illness * Assessment of mentally ill client condition * Types of mental illness care activities * Steps in preparing mental illness care report * Referral for mentally ill patient/client | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| * 1. Provide Care for disabled | * Meaning of disability * Types of disabilities * Assessment of disabled client condition * Types of disability care activities * Steps in preparing disability care report * Referral for disabled patient/client | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment report |
| * 1. Provide Care for children with special needs. | * Meaning of special needs * Types of special needs in children * Care activities for special needs in children * Referral for children with special needs | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| * 1. Conduct patient psycho-social support activities | * Meaning of psycho-social support * Types of psycho-social conditions * Psycho-social assessment tools * Preparation of psycho-social support contract * Types of psycho-social support activities * Preparation of psycho-social support report. | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |

**Suggested Methods of Delivery:**

* Guided practical activities
* Direct instruction
* Group Discussion
* Demonstrations
* Case studies

**Recommended Resources for 25 trainees**

* 1 White boards
* 1 projector
* 1 computer/laptop
* Adequate internet
* Simulated room with adequate furniture and stationery

# MODULE III

## MEDICAL LEGAL ETHICS

**UNIT CODE: 0913 441 09A**

**Duration of unit: 60 hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply medical–legal ethics

**Unit description**

This unit standard specifies the competencies required to apply medical legal ethics. It involves applying medical-legal and ethical issues; applying medical ethical principles and applying professional ethics.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply medical- legal ethics in HCSA | 40 |
| 2. | Apply medical ethical principles | 20 |
| 3. | Apply Professional Ethics | 20 |
| **Total** | | **80** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **TOPIC** | **CONTENT** | **METHODS OF ASSESSMENT** |
| 1. Apply medical- legal ethics in HCSA | * Definition of medical legal issues, ethics, moral, and values * Importance of understanding legal and ethical issues * Key ethical issues in health * Importance of professional ethicscs * Roles and responsibilities of a HCSA   Assistant Outpatient services  Assistant inpatient services  Assistant pharmaceutical services   * Medical- legal and ethical issues in HCS.   Negligence   * Non-confidentiality * Non-conformity * Malpractice * Medical legal guidelines * Medical legal offencesrelated to HCS   Lawsuits  Dismissals  Penalties  Deregistration   * Medical -legalimplications * Sources of law   **Constitution**  **Act of parliament**  **Professional body requirements**  Labour laws   * Employment law and employment act * Law of contracts | * Written assessment * Oral assessment * Observation * POE |
| 1. Apply medical ethical principles | * Definition of medical legal offences * Medical legal offences   + Malpractice   + Medical fraud   + Criminal medical offenses   + Medical violations   + Negligence   + Assault   + Violation of patient confidentiality * Medical legal implications   + Arrest   + Dismissal   + Suspension   + Licence withdrawal   + Fines   + Prison sentence * Meaning of medical legal regulations   + Public health laws   + Drug regulations and prescription laws   + Work-place safety and employee rights   + Medical ethics and professional conduct   + End of life laws   + Confidentiality and data protection   + Patient rights and informed consent   + Medical negligence and malpractice laws   + Licencing and accreditation laws | * Written assessment * Oral assessment * Observation * POE |
| 1. Apply Professional Ethics | * Definition of professional ethics * Universal professional ethics * Honesty * Trustworthiness * Loyalty * Respect for others * Adherence to the law * Accountability * Beneficence * Non-maleficence * Confidentiality * Autonomy * Veracity * Justice * Dignity * Professional conduct and etiquette * Communication * Dressing and grooming * Mannerisms * Documentation * Patient information * Patients’ rights * Right to medical attention * Right to privacy * Right to have informed consent * Health care and organization protocol * Organisation structure * Reporting procedure | * Written assessment * Oral assessment * Observation * POE |

**Suggested Methods of Delivery:**

* Direct instruction
* Group Discussion
* Demonstrations
* Case studies

**Recommended Resources for 25 trainees**

* 2 hospital policy charts
* 1 White boards
* 1 projector
* 1 computer/laptop
* Simulated room with adequate furniture and stationery

## MEDICAL TERMINOLOGY

**UNIT CODE: 0913 441 10 A**

**Duration of Unit: 60 hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: apply medical terminology

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply medical terminology in communicating medical language, and in interacting and sharing information with medical professionals. It involves applying medical acronyms and abbreviation, interpreting medical acronyms and abbreviation, interpreting medical terms associated with human body systems and their disorders and meeting communication needs of clients.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply medical acronyms and abbreviation | 20 |
| 2. | Interpret medical acronyms and abbreviatio | 10 |
| 3. | Interpret medical terms associated with human body systems and their disorders | 15 |
| 4. | Meet communication needs of clients | 15 |
| **Total** | | **60** |

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Apply medical acronyms and abbreviation | * Medical acronyms- * ADL * CPR * DNR * ICU * EMR * Medical abbreviations- * BP * PR * HR * TEMP * SPO2 * Medical terms * Anatomy terms- anterior, posterior, lateral, medial, proximal, superior, inferior * Disease and conditions terms -acute, chronic, Idiopathic, benign, malignant, sepsis, inflammation * Diagnostic terms -diagnosis, prognosis, etiology, lesion, biopsy, metastasis * Terms associated with symptoms dysnea, cyanosis, oedema, haemorrhage, fatigue, anorexia * Terms associated with medical procedures. * Terms associated with medical equipment * Sterilization * Consumables * Terms associated with drugs * Dosage * Over the counter * Prescription | * Written assessment * Oral assessment * Observation * POE |
| 1. Interpret medical acronyms and abbreviation | * Word elements * Prefixes * Root words * Suffixes * Combination forms | * Written assessment * Oral assessment * Observation * POE |
| 1. Interpret medical terms associated with human body systems and their disorders | * Medical terms associated with human body systems * Respiratory system * Dyspnoea * Pneumonia * Bronchitis * Asthma * Digestive system * Colitis * Gastroenteritis * GERD * Cholecystitis * Nervous system * Neuropathy * Epilepsy * Stroke * Meningitis * Immune system * Endocrine system * Medical terms associated with human body structure and disorders * Metabolic disorder * Autoimmune disorder * Infection * Inflammation * Digestive disorder * Musculoskeletal disorder | * Written assessment * Oral assessment * Observation * POE |
| 1. Meet communication needs of clients | * Health information sharing need * Health information is shared with clients as per instructions. * Basic interpretation of diagnosis * Basic interpretation of drug prescription | * Written assessment * Oral assessment * Observation * POE |

**Suggested delivery methods**

* Instructor led facilitation
* Demonstrations
* Group discussions
* Case studies

**Recommended Resources**

* 2 Medical terminology charts
* 1 Laptop/desktop
* Adequate internet access
* 1 Projector
* Simulated room with adequate furniture and stationery

## INFECTION PREVENTION AND CONTROL MEASURES

**UNIT CODE: 0913 441 11 A**

**Duration of Unit: 120 hours**

**Relationship to Occupational Standards**

This unit covers competencies required to apply infection prevention and control. It involves competencies on applying knowledge on common diseases, performing safety practices, carrying out hospital equipment sterilization and managing hospital waste.

**Summary of Learning Outcomes**

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply Knowledge on common diseases | 20 |
| 2. | Perform safety practices | 30 |
| 3. | Carry out hospital equipment sterilization | 35 |
| 4. | Manage hospital waste | 35 |
| **Total** | | **120** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Apply Knowledge on common diseases | * + Types of common diseases * Malaria * Diabetes * TB * Hypertension * Flue * Hepatitis * Obesity * Arthritis   + Definition of Pathophysiology   + Pathophysiology of common diseases   + Common disease prevention methods * Handwashing * Body hygiene * Proper nutrition * Proper food preparation * PPEs   + Meaning of health promotion   + Methods of health promotion * Lifestyle and behavioural changes * Community based approaches * Educational approaches * Preventive health care measures * Government and policy-based approaches | * Written assessment * Oral assessment * Observation * POE |
| 1. Perform safety practices | * Meaning of infection hazards * Categories of infection hazards * Occupational hazards * Airborne hazards * Direct contact hazards * Indirect contact hazards * Waterborne and foodborne hazards * Vector-borne hazards * Personal protective Equipment * Gloves * Scrubs * Surgical masks * Hand hygiene * Social hand washing * Antiseptic hand rub * Surgical scrub * Donning and doffing procedure of PPE | * Written assessment * Oral assessment * Observation * POE |
| 1. Carry out hospital equipment sterilization | * Identification of sterilization equipment * Assessment of autoclave machine functionality * Autoclaving procedure * Decontamination of medical instrument * Packing and labelling of medical instruments * Storage of medical instruments | * Written assessment * Oral assessment * Observation * POE |
| 1. Perform hospital waste management | * Types of hospital waste * Risks and hazards * Disposal of Infectious * Pathological * General * Chemical waste * Sharps * Waste segregation * Infectious waste * General waste * Disinfection of waste * Disinfecting liquid waste * Storage of waste * Universal colour coded bins * Sharps container * Transportation of waste * Safe transportation of waste * Waste disposal * Burying * Burning * Incineration | * Written assessment * Oral assessment * Observation * POE |

**Suggested Methods of Delivery:**

* Direct instruction
* Group Discussion
* Demonstrations
* Case studies

**Recommended Resources for 25 trainees**

* 2 hospital policy charts
* 1 White boards
* 1 projector
* 1 computer/laptop
* Simulated room with adequate furniture and stationery

## HOSPITAL HOUSEKEEPING PROCEDURES

**UNIT CODE: 0913 451 12 A**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Perform hospital housekeeping procedures

**Duration of Unit: 180 hrs**

**UNIT DESCRIPTION**

This unit specifies the competences required to perform hospital housekeeping procedures. It involves maintaining room hygiene, carrying out laundry duties and carrying out pest and rodent control.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Maintain room hygiene | 60 |
| 2. | Carry out laundry activities | 80 |
| 3. | Carry out pest and rodent control | 40 |
| **Total** | | **180** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Maintain room hygiene | * Identifying room * Types of cleaning tools * Personal Protective Gear * Cleaning procedures * Storage of cleaning tools | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| 1. Carry out laundry activities | * Collection of soiled linen * Transportation of collected soiled linen to the laundry * Sorting of linen * Dirty linen * Clean linen * Non-infected linen * Soiled linen * Infected linen * Linen with considerable risk of airborne cross infection * Highly infectious Linen * Laundry cleaning procedures * Manual cleaning * Machine cleaning * Folding clean linen * Delivering and distributing | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |
| 1. Carry out pest and rodent control | * Types of hospital pests and rodents * Identification of pest and rodent entry routes * Purpose of pest and rodent control * Methods of pest and rodent control * Preventive measures * Physical measures * Biological measures * Chemical methods * Natural remedies * Professional pest and control services | * Practical assessment * Projects * Portfolio of evidence * Written tests * Oral assessment |

**Suggested Methods of Delivery:**

* Guided practical activities
* Direct instruction
* Group Discussion
* Demonstrations
* Case studies

**Recommended Resources for 25 trainees**

* 1 washing machine
* 10 washing basins
* Adequate laundry room/area
* 3 waste bins
* 1 White boards
* 1 projector
* 1 computer/laptop
* Simulated room with adequate furniture and stationery