

Introduction

Learners will benefit from a learning style that is explicit, experiential, scaffolded, co-operative and reflective. They will benefit wherever we can unpack ‘whitefella ways’ to give them the tools they will need to see what is happening at the deeper level of western culture. Learners will benefit from being told the reason (beyond the obvious) why they are learning this content in this way and why they are required to talk or push themselves in ways that may be challenging. In short, they will benefit wherever we can share the purpose for learning.

Please refer to the **Overview Teacher Guide** for an introduction in how to approach the concept of “skill mastery” and provide you with definitions of mastery levels the videos present. This can be found in the introduction section of the *Skill Mastery website*.

Learning intentions

What do we want students to learn?

After viewing this video and working through activities students will gain an understanding of:

- ongoing learninhg in the workplace
- improving skills in the workplace
- the benefits of skill mastery i.e. improve employment prospects, career progression

Success criteria

After viewing this video and working through activities students will be able to identify how to grow expertise and distinguish the difference in skills between a:

- Quality and Compliance Officer;
- Senior Support Worker; and
- Community Registered Nurse.



Before viewing the Aged Care Skill Mastery video, get students to consider the three different roles in the aged care pathway context from their own perspective: Tapping into prior knowledge, start with the what the students know and make links wherever possible.

- What do the students already know about the aged care industry?
- Do they know someone else who works in aged care and what stories have they heard?
- What is the reason (beyond the obvious) they are learning this content?
- What do they expect to find out?
- What do the three levels outlined above mean to them in their industry?



- Build vocabulary: Use a Word List – either before starting a topic or as you go (refer to table below and glossary supplied)



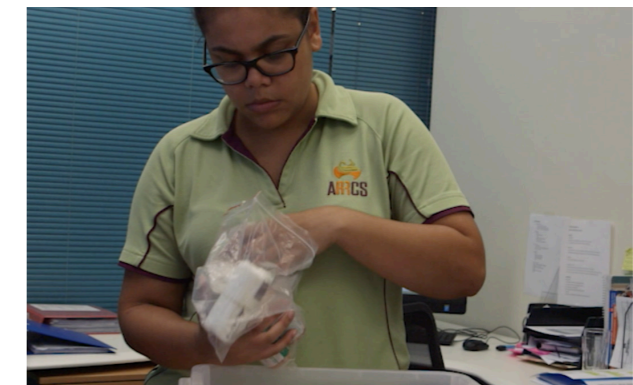
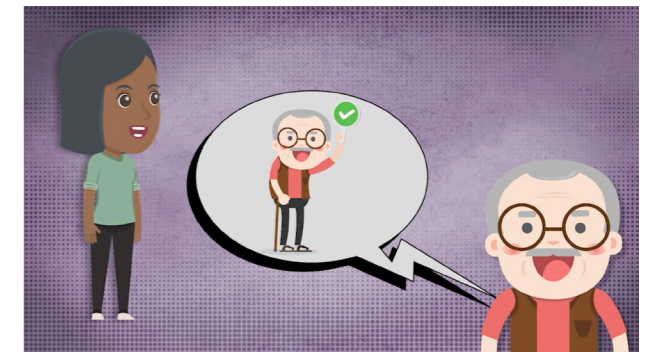
Prompting questions and general vocabulary to start:

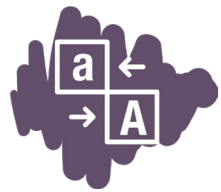
Expertise Development and Career Progression	
General Aged Care Questions	Vocabulary
what do they do / make / sell? Who is the beginner, intermediate, master? How can you tell? What are the levels called? Are there any words you don't know? Write them down.	



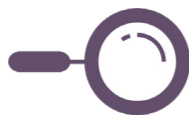


Teacher Guide





VOCABULARY



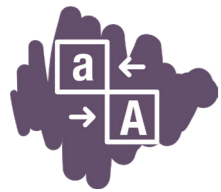
look up industry words.

AGED CARE



admin	short for administration. It's the process or activity of running a business, organization, etc.
accountable	required or expected to justify actions or decisions; responsible for your work duties and being able to explain them.
accreditation	the process in which certification of competency, authority, or credibility is presented; the gaining of a qualification.
after care	care of a patient after a stay in hospital or accident, or while they need support to recover from illness.
Alzheimer's	Alzheimer's disease is a chronic neurodegenerative disease that usually starts slowly and worsens over time. The most common form of dementia, Alzheimer's affects up to 70% of all people with dementia. Symptoms may include: loss of memory, confusion and problems with speech and understanding.
ARRCS	Australian Regional & Remote Community Services is an organisation that provides care to people in non-urban settings.
aspirations	a hope or ambition of achieving something
auditing	conduct an official financial inspection of (a company or its accounts), including record keeping and other accountability measures all staff are responsible for.
blood sugar	the concentration of glucose in the blood. Measurements of this are required in caring for people with diabetes.
blood pressure	the pressure of circulating blood on the walls of blood vessels. High or low pressure can indicate illness and the need to change lifestyle to preserve good heart and artery health.
career path	the growth of the employee in an organization. Career Path means the various positions an employee moves on one by one as s/he grows in a job/organization.
case manager	an individual whose primary role and function is to facilitate the process of case management, who take on greater responsibility for managing resources, sourcing supports and co-ordinating services such as after care and client in-home support.
chain of command	structure of staffing
client visitation record sheet	record of how visits to clients were conducted, and a way to account for staff duties, time and client concerns.
compliance	conforming to a rule, such as a specification, policy, standard or law.
consolidated report	a consolidated report would combine the critical elements of a number of reports and provide an overview of the most critical information
contaminate	make (something) impure by exposure to or addition of a poisonous or polluting substance
coordinator	a person whose job is to organize events or activities and to negotiate with others in order to ensure they work together effectively.
implementing	putting (a decision, plan, agreement, change etc.) into effect
industry	a term used to describe a specific area of the workforce. In this case the industry is aged care - caring for the aged
junior	a young or younger staff member, lower in rank or status
labour intensive	needing a large workforce or a large amount of work in relation to output (to get things done); strenuous
legislation changes	changes in laws that affect standards and requirements of organisations such as ARRCS; if a law about standards or required hours for Aged Care clients changed, that would directly affect ARRCS' operations, for example.
liaise	co-operate and communicate on a matter of mutual concern
manuals	a book giving instructions or information
manual handling	lifting or moving a client with physical contact made with one's hands; there are procedures to follow this in professionally appropriate ways for the comfort and safety of both clients and staff.
meals on wheels	a program that delivers meals to individuals at home who are unable to purchase or prepare their own meals.
medication administration	management utilizing the medical and clinical knowledge, skill, and judgement of a registered medical practitioner, and capable of affecting the health and safety of the public or any person. It can also mean the physical act of giving someone medication.
mentor	an experienced and trusted adviser





VOCABULARY



look up industry words.

AGED CARE







networking	interact with others to exchange information and develop professional or social contacts
o,h & s	occupational health and safety
operations manager	a person in charge of the planning and execution of the routine functions and activities of an organization
personal care	the daily personal hygiene and grooming tasks which can become difficult as people decline with age or are recovering from an injury, living with a disability or managing an illness. For example, helping the client bath, shave, do their hair
policies	a course or principle of action adopted or proposed by an organization or individual. An organisation would have a policy register; a written collection of policies about how things are done in that work place.
program statistic reports	collections of data that show what actions, costs, and progress might be happening in a specific program. This can help organisations like ARRCs report on their success with clients, for example.
progress notes	a client would have their own set of progress notes that show what their condition is over time with different staff attending to them; a way for staff to communicate and report on client's conditions.
quality and compliance	the quality and accountability of aged care services delivered to care recipients and promotes compliance with the statutory obligations of approved providers.
Quality and Compliance Officer	an officer responsible for inspecting, and reporting on quality and compliance for an organisation.
Regional Manager	Regional Managers determine the operational practices of all stores in the area, making sure each runs smoothly, cleanly, complies with marketing and sales campaigns and meets budget and sales goals. In this case a Regional Manager would make sure all ARRCs Aged Care facilities are complying with legislation and consistent with their operations.
senior RN	a higher ranking registered nurse with more experience and responsibility
Senior Support Workers	Support Workers with more responsibility and experience and supervisory roles or higher rank
Service Manager	the Service Manager has overall accountability for defining the service, ensuring services meet the business need and are delivered in accordance with agreed business requirements, and managing the service lifecycle – often in conjunction with a Service Team.
standards	aged care standards cover the level of service expected to be met by each service provider. Each standard consists of a principle and a number of expected outcomes.
sterile field	a very clean area to attend to wounds etc. It's a specific area that is considered free of microorganisms. Maintaining a sterile field is not an easy task because there are many chances for a breach in sterility (the area becoming not sterile or unclean) during set-up and maintenance of the sterile area.
Supervisor	a person who directs and oversees the work of a person or an activity
Support Worker	a Support Worker provides personal, physical and emotional support to those who require assistance with daily living. They provide assistance with showering, dressing and eating, and often facilitate or assist with outings and other social activities.
Team Leader	someone who provides guidance, instruction, direction and leadership to a group of other individuals (the team) for the purpose of achieving a key result or group of aligned results
technology	the application of scientific knowledge for practical purposes, especially in industry
time management strategies	ways in which (strategies) to help you get the right things done in less time, for example: Start your day with a clear focus; have a dynamic task list, focus on high-value activities, and minimize interruptions.
work health and safety	the safety, health, and welfare of people at work, including physical, mental conditions of staff daily duties





ADDITIONAL MATERIAL

	<p>Here is the website for the organisation the people in the video work for. What kinds of services can you find that they offer? What service can you see yourself more interested in and why?</p> <p>http://www.arcs.org.au/</p> <p>What does the NT Government website offer in service information? What services do they offer in collaboration with other sectors, such as hospitals?</p> <p>https://nt.gov.au/wellbeing/health-subsidies-support-and-home-visits/aged-care-services</p>
	<p>What does this National service provide and how would it affect your career in Aged Care in the NT?</p> <p>How would your clients navigate this service?</p> <p>https://www.myagedcare.gov.au/</p>
	<p>What information could you find on this web page on reforms to Aged Care in Australia?</p> <p>https://agedcare.health.gov.au/aged-care-reform</p> <p>Why do you think these reforms might have been made?</p>
	<p>Check out this set of lessons in PreVET all about Aged Care</p> <p>http://resources.prevet.net.au/m2b/m2b-magazine/</p>