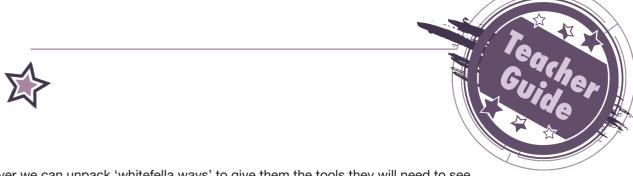




# Introduction



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 learning 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.		













ACTIVITY - draw a line to match the screen captures of each person to their appropriate rank on the mastery scale below.



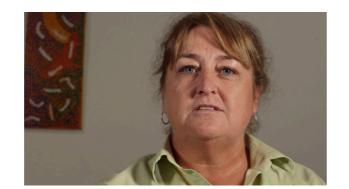


Senior Support Worker





**Community Registered Nurse** 





























## VIEW - watch sections of the video and ask question before, during or after

			`
Section	ROLES	WORK	WORK WORK
Questions	<ul> <li>What qualifications and jobs did Taylor need to do to become a Community Registered Nurse?</li> <li>What does a Quality and Compliance Officer do?</li> <li>What do the Support Worker and Community Nurse need to discuss at an Aged Care facility?</li> <li>What is an example of a daily responsibility for a nurse?</li> <li>What would the Senior Support Worker be responsible for and why would clients be dependent on her? What is Kay responsible for?</li> <li>What would be in notes, records and reports and why would they be required? Who would read them?</li> <li>What is the chain of command between the three people interviewed at this workplace?</li> </ul>	<ul> <li>What do you think of the average working hours? Why do you think a Quality &amp; Compliance Officer works more? What does shift work mean for some nurses? How would you feel about working 6 days in a week?</li> <li>What do you think about time management strategies mentioned? Would they work for you? What other ways could you help yourself if you were a Support Worker?</li> <li>How do you feel about the nurse's comments about being late?</li> <li>How can you see the unpredictable changes to your schedule affecting your day?</li> <li>How do different roles in Aged Care affect your working hours?</li> </ul>	<ul> <li>What is personalised care and person centred care?</li> <li>What is an integral work skill in aged care with dementia – affected clients?</li> <li>What helps the nurses work with ARRCS policies in this workplace?</li> <li>What are important duties for the Quality and Compliance Officers and what information do they need to be aware of?</li> <li>What are client visitation record sheet and progress notes for?</li> </ul>
Section	SE SAFE	GOALS	WIEDEL SKILL
Questions	<ul> <li>What would you need to do to work safely in this workplace?</li> <li>How can your emotional health be affected by this work?</li> <li>What's the most critical skill for well-being and safety in aged care work?</li> <li>What physical skills and equipment is required? Why?</li> <li>What kind of risks would a Safety Supervisor be concerned with here?</li> <li>What roles are in place to ensure work, health and safety in this job?</li> <li>What physical demands would you need to consider when doing different aged care jobs?</li> <li>What information, training and skills do staff need in order to keep themselves safe?</li> </ul>	<ul> <li>What different accountability measures are required to work in aged care? What can measures like this provide?</li> <li>Why do the staff refer to the people they provide service to as 'clients'? Why not patients?</li> <li>What help can you gain from and give to others?</li> <li>What new skills are required as the industry changes? Can you see how the industry might change during your career and how could it? What could you do to adapt?</li> <li>What different organisations might you need to communicate with in aged care?</li> </ul>	<ul> <li>How would you work towards a leadership role in this industry?</li> <li>What role would you be comfortable in and why? How would you progress from there?</li> <li>What range of skills would make a good Co-ordinator or Supervisor in Aged care?</li> <li>How is it helpful to do different training during and after the qualification? What other jobs could you see it leading to?</li> <li>Can you see yourself learning after work hours like the Registered Nurse? Why would she be doing this?</li> </ul>













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.





maturauldin :-	interest with others to evaluate information and develop professional or assist contacts	
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 facities 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	















	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?
( i )	http://www.arrcs.org.au/
U	What does the NT Government website offer in service information? What services do they offer in collaboration with other sectors, such as hospitals?
	https://nt.gov.au/wellbeing/health-subsidies-support-and-home-visits/aged-care-services
	Miles de la
	What does this National service provide and how would it affect your career in Aged Care in the NT?
<b>—</b> ( )	How would your clients navigate this service?
	https://www.myagedcare.gov.au/
	What information could you find on this web page on reforms to Aged Care in Australia?
	https://agedcare.health.gov.au/aged-care-reform
	Why do you think these reforms might have been made?
PreVET	Check out this set of lessons in PreVET all about Aged Care
	http://resources.prevet.net.au/m2b/m2b-magazine/





