



**NATIONAL COMPETENCY STANDARDS
FOR
OLD AGE CARE GIVER
(NC2)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan.
(June 2021)**



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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the National Competency Standards (NCS) for Old Age Care Giver. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualification System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director
Department of Occupational Standards
Ministry of Labour and Human Resources

ACKNOWLEDGEMENT

Development date : 09/06/2021

Date of Review : 09/06/2023 (Max. 3 years).

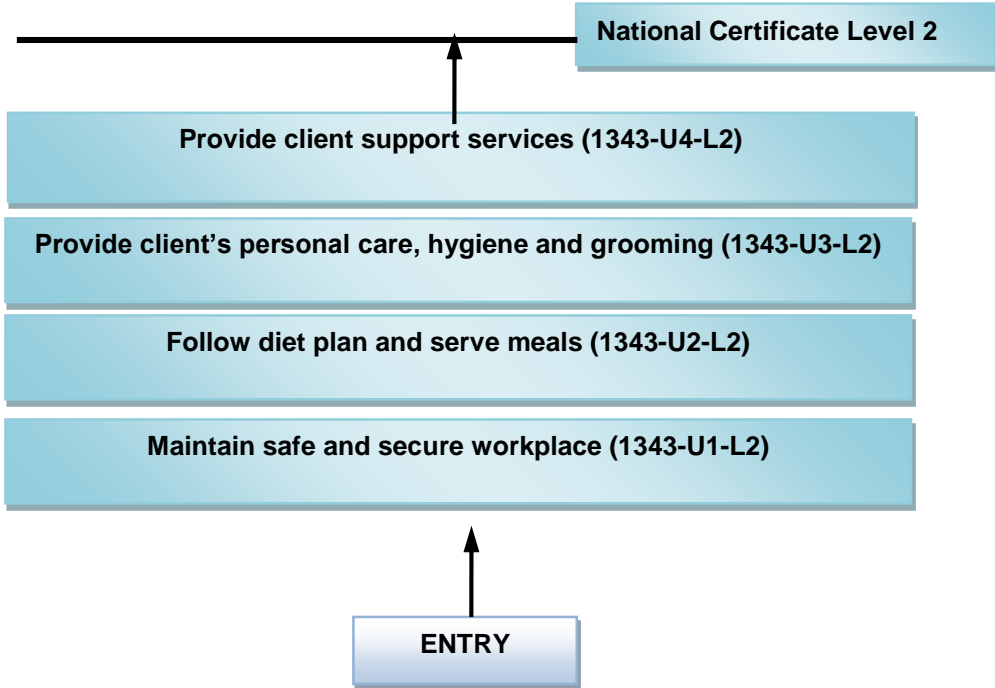
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PACKAGING OF QUALIFICATIONS



Overview of National Competency Standards

UNIT TITLE	ELEMENTS OF COMPETENCE
1. Maintain safe and secure workplace	<ol style="list-style-type: none">1. Perform housekeeping works2. Maintain safety of clients and caregiver3. Maintain safe and secure environment
2. Follow diet plan and serve meals	<ol style="list-style-type: none">1. Follow menu and dietary supplements2. Serve/feed meals
3. Provide client's personal care, hygiene and grooming	<ol style="list-style-type: none">1. Perform client's personal care and hygiene2. Perform/assist client's personal grooming
4. Provide support services	<ol style="list-style-type: none">1. Liaise with relevant stakeholders for support2. Provide assistance to clients

UNIT TITLE : Maintain safe and secure workplace

DESCRIPTOR : This unit covers the competencies required to maintain safe workplace, maintaining client and care giver as per the standard procedures.

CODE : 1343-U1-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform housekeeping works	1.1 Select and use Personal Protective Equipment as per the job requirement 1.2 Arrange beds as per the job requirement 1.3 Clean the rooms as per the job requirement 1.4 Arrange the furniture as per the job requirement 1.5 Check tools and equipment for functionality as per the job requirement 1.6 Check lighting, space, sanitization as per the job requirement 1.7 Maintain clean and hazard free area as per the job requirement
2. Maintain safety of clients and care giver	2.1 Read and interpret care plan as per the job requirement 2.2 Ensure safety of care giver themselves as per the job requirement 2.3 Safeguard comfort and happiness of client as per the job requirement 2.4 Safeguard safety of clients as per the job requirement
3. Maintain safe and secure environment	3.1 Follow contingency plan as per the job requirement

	<p>3.2 Identify risk and hazards in the workplace as per the job requirement</p> <p>3.3 Follow safety measures as per the standard procedures</p> <p>3.4 Monitor the security measures and appliances timely as per the job requirement</p>
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RANGE STATEMENT

Critical Aspects:

- Demonstration of occupational health and safety practices at workplace
- Perform housekeeping as per the job requirement following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and safety regulations • First aid • Fall management • Ageing process • Cultural awareness • Disaster preparedness • Monitoring system 	<ul style="list-style-type: none"> • Team work • Communication • Negotiation • Time management • Problem solving • Conflict management • Collaboration

UNIT TITLE : Follow diet plan and serve meals

DESCRIPTOR : This unit covers the competencies required to prepare and serve meals following standard procedures

CODE : 1343-U2-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Follow menu and dietary supplements	1.1 Read and interpret care plan as per the medical advice/client requirement 1.2 Ensure correct menu is prepared as per the client requirement 1.3 Prepare meals as per the dietary and client requirement
2. Serve/ feed meals	2.1 Serve meals timely as per the client requirement 2.2 Feed meals as per the client requirement 2.3 Practice safety feeding habits as per the client requirement

RANGE STATEMENT
Critical Aspects:
<ul style="list-style-type: none">• Demonstration of occupational health and safety practices at workplace• Read and interpret care plan as per the medical advice/client requirement

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ● Ethics and Integrity ● Occupational Health and safety regulations ● First aid ● Ageing process ● Cultural awareness ● Basic Human psychology ● Balance diet ● Types of dietary supplements 	<ul style="list-style-type: none"> ● Team work ● Communication ● Negotiation ● Time management ● Problem solving ● Conflict management ● Collaboration

UNIT TITLE : Provide client's personal care, hygiene and grooming

DESCRIPTOR : This unit covers the competencies required to perform client's personal care and grooming following standard procedures.

CODE : 1343-U3-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform client's personal care and hygiene	1.1 Support showering as per the client's requirement 1.2 Support bathing as per the client's requirement 1.3 Support bed baths as per the client's requirement 1.4 Support oral hygiene as per the client's requirement 1.5 Support with toileting and cleaning as per the client's requirement
2. Provide/assist client's personal grooming	2.1 Assist in selecting and wearing cloths as per the client's requirement 2.2 Assist in apply creams and lotions/make up as per the client's requirement 2.3 Assist in shaving as per the client's requirement 2.4 Assist in nail care as per the client's requirement 2.5 Assist in hair care as per the client's requirement

RANGE STATEMENT
<p>Critical Aspects:</p> <ul style="list-style-type: none"> ● Demonstration of occupational health and safety practices at workplace ● Provide client's personal care and grooming following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ● Ethics and Integrity ● Occupational Health and safety regulations ● First aid ● Ageing process ● Importance of personal care and hygiene ● Grooming 	<ul style="list-style-type: none"> ● Team work ● Communication ● Negotiation ● Time management ● Problem solving ● Conflict management ● Collaboration

UNIT TITLE : Provide client support services

DESCRIPTOR : This unit covers the competencies required to support and assist the clients following standard procedures

CODE : 1343-U4-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Liaise with relevant stakeholders for support	1.1 Talk to client's family members as per the job requirement 1.2 Consult with relevant agencies about the client as per the job requirement
2. Provide assistance to clients	2.1 Administer prescribed medication as per the client's requirement 2.2 Provide physical assistance to client as per the client's requirement 2.3 Provide emotional support as per the client's requirement 2.4 Provide psycho social support as per the client's requirement 2.5 Assist clients in engagement activities as per the client's requirement 2.6 Provide basic counselling as per the client's requirement 2.7 Accompany clients to hospital visits/shopping as per the client's requirement 2.8 Arrange the logistics as per the job requirement 2.9 Guide the clients as per the job requirement

RANGE STATEMENT	
Engagement activities may include but not limited to:	
<ul style="list-style-type: none"> ● Entertainment activity ● Leisure activity ● Psycho education ● Local and national events 	<ul style="list-style-type: none"> ● Income generation activity, ● Spiritual support- reciting prayers, visiting holy sites
Critical Aspects:	
<ul style="list-style-type: none"> ● Demonstration of occupational health and safety practices at workplace ● Provide client support services following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ● Ethics and Integrity ● Occupational Health and safety regulations ● First aid ● Ageing process ● Basic human psychology ● Cultural awareness ● Types of support ● Importance of providing support for social life and wellbeing 	<ul style="list-style-type: none"> ● Team work ● Communication ● Negotiation ● Time management ● Problem solving ● Conflict management ● Collaboration ● Sense of direction

ANNEXURE

A. National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

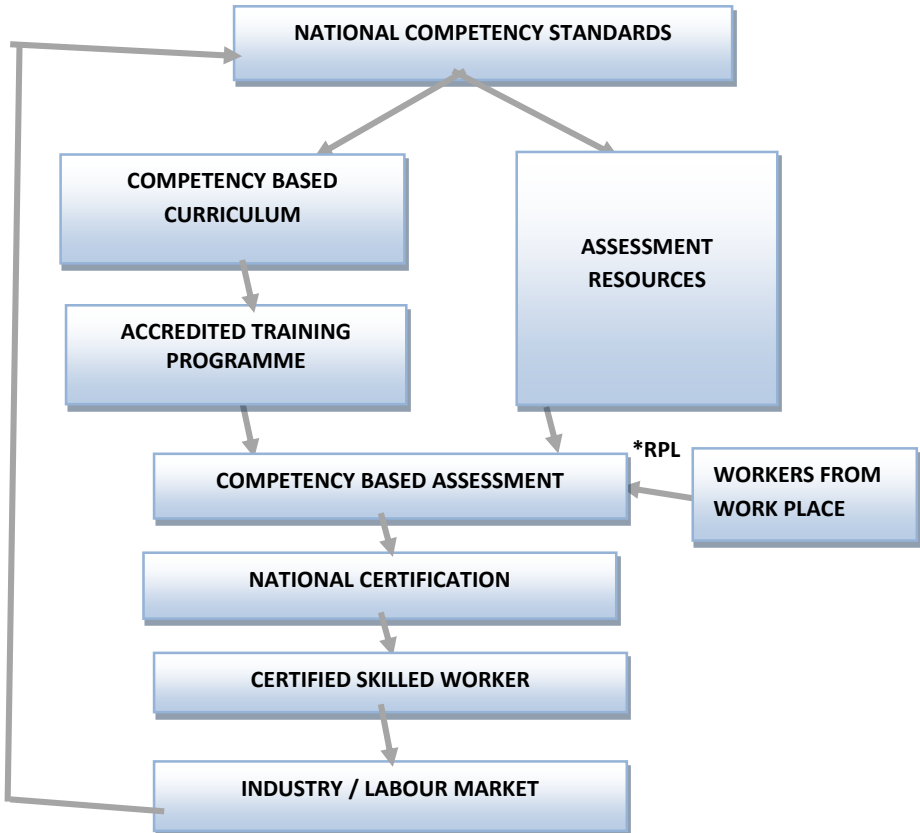
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

B. Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">● Are narrow in range.● Are established and familiar.● Offer a clear choice of routine responses.● Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">● Basic operational knowledge and skill.● Utilization of basic available information.● Known solutions to familiar problems.● Little generation of new ideas.	<ul style="list-style-type: none">● In directed activity.● Under general supervision and quality control.● With some responsibility for quantity and quality.● With no responsibility for guiding others.

National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> ● Require a range of well-developed skills. ● Offer a significant choice of procedures requiring prioritization. ● Are employed within a range of familiar context. 	<ul style="list-style-type: none"> ● Some relevant theoretical knowledge. ● Interpretation of available information. ● Discretion and judgments. ● A range of known responses to familiar problems 	<ul style="list-style-type: none"> ● In directed activity with some autonomy. ● Under general supervision and quality checking. ● With significant responsibility for the quantity and quality of output. ● With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> ● Requires a wide range of technical or scholastic skills. ● Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. ● Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> ● A broad knowledge base which incorporates some theoretical concepts. ● Analytical interpretation of information. ● Informed judgment. ● A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> ● In self-directed activity. ● Under broad guidance and evaluation. ● With complete responsibility for quantity and quality of output. ● With possible responsibility for the output of others.

CODING USED FOR NATIONAL COMPETENCY STANDARDS

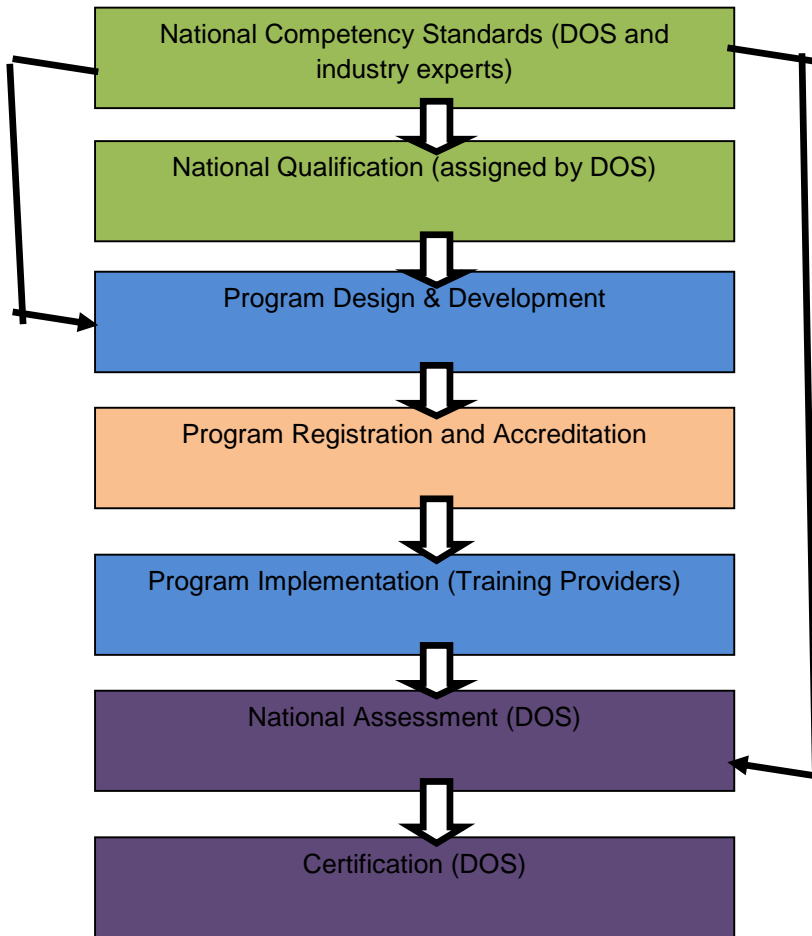
The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the national competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual units of competency standard is to identify the level in qualification packages to which it belongs.

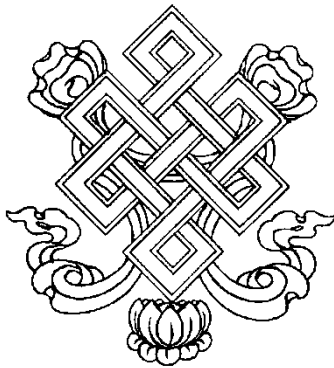
While packaging, in order to follow a logical order, only competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a qualification packages.

Implementation and Operational Procedures for National Competency Standards



Key:

MoLHR – Ministry of Labour and Human Resources
DOS – Department of Occupational Standards



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