

[MEMORANDUM OF UNDERSTANDING – HOME CARE PROVIDERS]

Procedures definition protocol for the mutual recognition of ECVET credits within the home carer providers' training.

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1. INTRODUCTION

The Memorandum of Understanding (MoU) is a voluntary partnership agreement in which conditions for a mutual recognition of training provided and/or validated informally acquired skills are concluded between partners from different countries. The MoU sets the framework for recognition of Learning Outcomes (LO) and establishes the partnership's procedures for cooperation.

Partners using this agreement, on the basis of mutual trust, accept each other's quality assurance, assessment, validation and recognition criteria and procedures as satisfactory for the purpose of transferring credits within a mobility period. They agree on the general conditions such as objectives and duration and recognize other actors and further institutions that may be involved.

2. GENERAL OBJECTIVES OF THE MOU

The objective of this Memorandum of understanding is to create a framework allowing people interested in a geographic or professional mobility to have their training credits –acquired in one or more Countries/Regions part of the MoU- recognized by the subscriber organizations.

3. PERIOD OF ELIGIBILITY OF THE MOU

This MoU will be valid for a period of 12 months from the signing date and it will be renewed by tacit agreement.

Each subscriber partner can terminate the agreement informing other partners through registered mail with at least a 30 days' notice.

4. INFORMATION ABOUT THE PARTNERS

The protocol involves the organizations mentioned in attachment 4

5. INFORMATION ABOUT THE TRAINING PROGRAMM(ES) OR QUALIFICATION(S) CONCERNED

The MoU deals with the following training programmes / qualifications

1.

NAME IN ORIGINAL LANGUAGE	Assistente familiare (IT – Regione Autonoma della Sardegna)
NAME IN ENGLISH	Family Assistant

2.

NAME IN ORIGINAL LANGUAGE	Competenze minime nei servizi alle persone (IT- Regione Autonoma del Friuli)
NAME IN ENGLISH	Minimal competences for assistance

3.

NAME IN ORIGINAL LANGUAGE	Ingrijtor batrani la domiciliu (RO)
NAME IN ENGLISH	Home caregiver

Attachment 1:

- Description of each profile

6. GENERAL AGREEMENT ON THE LEARNING OUTCOMES THAT CAN BE OBJECT OF TRANSFER AND MUTUAL VALIDATION

The following learning outcomes can, in principle, be considered for transfer and mutual validation:

PERSONAL HYGIENE	He/she is able to assists the person in personal hygiene
NUTRITION AND FEEDING	He/she is able to assists the person in nutrition and feeding
MOBILIZATION	He/she is able to support the user in the mobility according to the different degree of disability, adopting the most suitable measures, if dependent or bed-bound repositions, walking inside (at home or in a care facility) and outside, transportation
MANAGEMENT AND HYGIENE OF LIVING ENVIRONMENTS	He/she is able to take care of cleaning and hygiene of the care recipient's living environment, , respecting the sanitary and safety rules, with a particular focus on care recipient's living environment. He/she is able to support the patient to carry out the most common bureaucratic practices.
FIRST AID	He/she is able to provide older people with emergency care/ first aid
COMMUNICATION	He/ she is able to communicate with the care recipient and his/her family using, if necessary, alternative methods of communication
PROFESSIONAL ETHIC	He/ she observes the principles of professional ethics

Attachment 2:

- Indicators and ECVET points

7. RESPONSIBILITIES

Should a participant to one of the training programmes mentioned in point (5) be interested in transferring its credits to obtain any of the other qualifications mentioned in point (5) issued by any of the partners mentioned in point (4), he/she should inform his/her **sending organization** that will provide the competence certificate / assessment of LO developed according to IQEA Template (attached). The **receiving organization** will recognize the LO and acknowledge the related ECVET points.

8. QUALITY ASSURANCE

Each partner organization assures the following quality standards:

- The content of the training provided allows the trainee to obtain the learning outcomes indicated at point (6) according to the indicators described in attachment 2 to this document.
- The trainee has been assessed using at least the assessment tools agreed in the IQEA project (attachment 3). The partner organizations assure that the trainee has done the tests autonomously and without any help.
- Each sending organization is also committed to assess the quality of the training provided according to EQARF indicators and / or CEDEFOP's guidelines for validation of non-formal and informal learning and to provide the assessment to the receiving organization.

9. ASSESSMENT

The trainees will be assessed on the LOs indicated at point (6) using at least the assessment tools developed within the IQEA project. Partner organizations are free to use any other additional assessment method, including for example oral exams, practical exams etc., according to local regulations and usual methodologies.

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10. VALIDATION AND RECOGNITION

The receiving organization, upon request of the trainee, will acquire the competence certificate issued by the sending organization, validate the already acquired skills and acknowledge the respective ECVET points, as indicated in Attachment 2.

The receiving organization will finally provide the trainee with:

- an indication of the missing learning outcomes he/she should acquire in the receiving region / country in order to obtain a full equivalence of his/her qualification
- information about how the full qualification can be obtained.

11. SIGNATURES

See attachment 4

[ATTACHMENTS]

ATTACHMENT 1 – JOB AND TRAINING DESCRIPTIONS

FAMILY ASSISTANT – SARDINIA REGION – ITALY

[ACCORDING TO THE COMMUNICATION OF THE ASSESSORATO DELL'IGIENE E SANITA' E DELL'ASSISTENZA SOCIALE NR. 5422 / 04.07.2007]

1. Job description

The Family Assistant supports in daily life activities a frail elderly persons, temporary or permanently lacking of autonomy. The FA support or replace the user in personal hygiene, housekeeping, grocery shopping, preparation of meals and feeding, bureaucratic procedures and company.

2. General term of job practicing

The environment of the FA activity consists of the beneficiaries' homes (one beneficiary or several). The work is usually scheduled in a flexible way in order to meet the individual needs of patients, and can include a night and/or a week-end programme, as well as frequent coming and going. FA can also work in co-habitation with the beneficiary.

3. Education and experience

The training consists of 200 hours (148 hours class – including 96 hours in e-learning and 52 hours stage). To access the training the person must be 18 and have finished compulsory education.

4. Specific activities carried out

- Informs and support the assisted person and its household to access resources and local network of social and health care services and community services in case of emergency
- Knows rights and duties of the family assistant
- Does the everyday shopping
- Is able to communicate with the assisted person and his/her family (in case of migrant workers, a basic knowledge of the Italian language is required)
- Handles the bureaucratic procedures most commonly used by elderly people
- Assists the care recipient in mobility
- Assures the cleaning and hygiene of the care recipient
- Assures the cleaning and hygiene of the living environment of the care recipient

- Goes grocery shopping and prepares meals for the care recipient
- Identifies needs, with the aim to reassure and obtain cooperation from the care recipient
- Is able to handle and control his/her emotion in his/her relation with the care recipient

5. **Work place**

The activities take place in the older persons' homes – the caregiver can work in one domicile or several domiciles. It might also temporarily assist the beneficiary in hospital, in case of hospitalization.

6. **Work context**

The AF works under the “domestic services” contract and is employed directly by the household.

MINIMAL COMPETENCES FOR ASSISTANCE¹ – FRIULI VENEZIA GIULIA REGION ITALY

[ACCORDING TO DGR 1232/04]

Please note: this is not a professional profile but a training profile. For this reason we are not going to use the same scheme used in the previous sections.

This training programme aims to offer an “intermediate” step towards the qualification as OSS (see above) for people working – or willing to work – in home care and residential care services for vulnerable people. The programme, in fact, allow users to obtain credits for the OSS diploma.

At the same time, it can be used as a training for those jobs in the care field not requiring a formal qualification, such as the family assistant.

Participants must be over 18 years old.

The training lasts 200 hours: 150 of theory / class lessons and 50 of practice

The training areas are the following:

- a) Social – cultural – regulatory area
- b) Psycho-social area
- c) Health, hygiene, technical procedure area

¹ Please note: this is NOT a professional profile but a training profile.

Skills and competences:

- Assures the satisfaction of basic needs of the assisted person
- Respects the sanitary and safety rules concerning the person
- Develops useful knowledge to understand and use ICT
- Supports the functional recovery of patient's remaining abilities and the development of his/her personal autonomy
- Is able to work in team, to acknowledge the roles of the different professionals involved in the care sector and to carry on the tasks specifically required by the role
- Respects the sanitary and safety rules, the environment
- Has an ethical and responsible behavior in the execution of the job, taking into account fundamental needs and specific problems of the different kinds of care recipients
- Respects safeguard of the workers' health
- Informs and supports the person and its household to access resources and social and health care services available at local level
- Manages emergency situations, both in private house and in nursing home
- Implements the methodology of goal oriented social work and listens to patient's needs.
- Is able to adequately communicate on the basis of different kind of relations existing with the care recipient, the family and other professionals

HOME CAREGIVER – ROMANIA

1. Job description:

The qualified home caregivers provide personal care services in the homes of dependent older persons that cannot take care of themselves.

They help or substitute the assisted person in accomplishing everyday basic activities (like ensuring the hygiene of the house and objects, and the personal hygiene - toileting; meals preparation – cooking and administration; shopping; administrative tasks – paying bills).

They also take part in the medical care of the elderly (medication administration according to medical prescriptions, assisting the medical staff in delivering therapeutic procedures, monitoring the health status of the assisted person).

Manage the material and financial resources and establish the daily programme in order to fulfil the elderly needs.

Can provide psychological comfort for the beneficiary, accordingly to the person's individual characteristics, through relational activities (communication, leisure activities).

2. General terms of job practicing:

The environment of the caregiver's activity consists of the beneficiaries' homes (one beneficiary or several), so it is usually a protected space. The work is usually scheduled in a flexible way in order to meet the individual needs of patients, and can include a night and/or a week-end programme, as well as frequent coming and going. Activities are regularly structured and repetitive. This job requires frequent interpersonal interactions and handling persons and different equipments. There could be risks of exposure to viruses. Sometimes conflict situations may occur.

3. **Education and experiences:**

This job requires a basic education level – 8 classes. In order to hold this profile, qualification training is compulsory. The training is based on a specialized curriculum that contains 360 hours, from which 120 are theory and 240 practice (120 hours practice in institutions for elderly – geriatric hospitals or residential centres and 120 hours practical activities in the beneficiaries' homes). The qualification curriculum is focused on the following themes: psycho-geriatrics, social geriatrics, medical geriatrics, physiotherapy and first aid training.

4. **Specific activities carried out:**

Personal care activities:

- corporal hygiene
- dressing
- feeding
- elimination hygiene

Specific operational activities:

- mobilization
- motor exercises
- walking inside and outside
- transportation of immobilized older persons
- supervision of medication administration
- supervision of health status
- assisting medical staff in execution of medical procedures

Household activities:

- housekeeping
- bed hygiene
- washing and ironing clothes
- dish washing
- meals preparation and intake
- shopping
- payment of bills

Recreational activities:

- discussions on different favorite subjects
- reading
- board games
- TV watching /radio audition
- park walks

Each activity is executed in order to help or to substitute the elderly, in a continuous or punctual manner.

5. **Work place:**

The activities take place in the older persons' homes – the caregiver can work in one domicile or several domiciles.

6. Work context:

This job requires permanent collaboration with the person assisted /the family/ the medical team, and with the institution that coordinates home care services. The home caregiver usually works within a team formed by professionals (doctor, nurse, psychologist, social worker). He/she is supervised by the department manager.

ATTACHMENT 2 – LEARNING OUTCOMES, INDICATORS AND ECVET POINTS

UNIT	LEARNING OUTCOME(S)	INDICATORS
PERSONAL HYGIENE	He/she is able to assists the person in personal hygiene	<ol style="list-style-type: none"> 1. Capability to arrange suitable materials to give hygienic practices 2. Capability to correctly use the bedpan and to hygienize it 3. Capability to correctly apply the procedures of toileting and intimate hygiene 4. Capability to help patient in care of hair and nails 5. Capability to help the patient for the physiological functions 6. Capability to realize the bath of a dependent person 7. Capability to apply partially and/or totally personal hygiene for bedridden patients 8. Capability to support the dependent care recipient in dressing/undressing process
NUTRITION AND FEEDING	He/she is able to assists the person in nutrition and feeding	<ol style="list-style-type: none"> 1. Capability to apply techniques for feeding solid food and liquids to the dependent beneficiary 2. Capability to apply the basic principles of dietetics according to the different pathologies (i.e. diabetic, cardiac diet etc.) 3. Capability to apply the basic principles of food hygiene 4. Capability to ensure the comfort / well-being of the patient during meals
MOBILIZATION	He/she is able to support the user in the mobility according to the different degree of disability, adopting the most suitable measures, if dependent or bed-bound repositions, walking inside (at home or in a care facility) and outside, transportation.	<ol style="list-style-type: none"> 1. Capability to apply operational techniques to mobilize and to manipulate the bed-bound beneficiary (how to lift up the bed-bound beneficiary, how to change the position of the bed-bound patient, how to use specific accessories for the patients' mobilization such as walking stick, wheel-chair) 2. Capability to apply procedures to prevent bed-sores 3. Capability to support the patient walking 4. Capability to transport the patient,

		ensuring the safety of the patient as well as that of the care worker during the entire period of transportation
MANAGEMENT AND HYGENE OF LIVING ENVIRONMENTS	He/she is able to take care of cleaning and hygiene of the patient 's living environment, respecting the sanitary and safety rules, with a particular focus on patient environment. He/she is able to support the patient to run the household and to manage domestic issues.	<ol style="list-style-type: none"> 1. Capability to apply principles of environmental hygiene and care (hygiene, environmental sanification, the confinement room standards, the temperature, the lighting, etc.) and to use appropriate procedures and apply the cleaning products 2. Capability to apply disinfection techniques 3. Capability to make the bed in different moments and contexts (bed-bounded patient...) 4. Capability to prevent exposure accidents of biological products 5. Capability to support in running the household and management of domestic issues: shopping, paying bills etc
FIRST AID	He/she is able to provide older people with emergency care/ first aid	<ol style="list-style-type: none"> 1. Capacity to intervene in emergency and critics situations 2. Capacity to activate the emergency service 3. Capacity to apply first-aid technique and the procedures in case of emergency such as: hemorrhages; car accidents; techniques of artificial respiration and cardiac massage; traumatism; fractures; burns; electrocution; loss of consciousness; volunteer/in volunteer intoxications; Heimlich technique.
COMMUNICATION	He/ she is able to communicate with the care recipient and his/her family, using (if migrant) the language of working place, using ,if necessary, alternative methods of communication.	<ol style="list-style-type: none"> 1. Knowledge of principles, systems, styles and methods of communication (verbal communication, visual communication, etc.) 2. Capability to communicate in an appropriate way with the beneficiary and his/her family adapting her/his voice tone and posture according to the sensory deficit of the patient
PROFESSIONAL ETHIC	He/ she observes the principles of professional ethics.	<ol style="list-style-type: none"> 1. Capability to respect the confidentiality principle regarding the care recipients 2. Capability to identify correctly the violation of beneficiaries' rights 3. Capability to follow the procedures of the

		<p>ethical code of the role</p> <p>4. Knowledge of the principles of the care activity legal liability and the laws regulating the role</p>
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ATTACHMENT 2B –ECVET POINTS


Acknowledgeable ECVET points according to the different Curricula:

CURRICULUM	TOTAL ECVET POINTS	MAXIMUM ACKNOWLEDGEABLE ECVET POINTS
Family Assistant – Sardinia Region -Italy	15	11,4
Minimal Competences for Assistance –Friuli Venezia Giulia Region – Italy	15	8,9
Ingrijitor batrani la domiciliu - Romania	15	6,5

Details of the maximum acknowledgeable ECVET points for each learning assessment

TESTED COMPETENCE AREA	MAXIMUM ACKNOWLEDGEABLE FOR FAMILY ASSISTANT PROFILE	MAXIMUM ACKNOWLEDGEABLE FOR INGRIJITOR BATRANI LA DOMICILIU PROFILE	MAXIMUM ACKNOWLEDGEABLE FOR MINIMAL COMPETENCES FOR ASSISTANCE PROFILE
PERSONAL HYGENE	2,25	0,33	2,45
NUTRITION AND FEEDING	1,5	1,08	1,22
MOBILIZATION	2,1	1,44	1,22
MANAGEMENT AND HYGENE OF LIVING ENVIRONMENTS	1,8	0,3	1,22
FIRST AID	0,6	1,33	0,98
COMMUNICATION	3,15	1,38	0,98
PROFESSIONAL ETHICS	0	0,67	0,82
TOTAL	11,4/15	6,5/15	8,9/15

ATTACHMENT 3 – COMPETENCE CERTIFICATE - TEMPLATE²

LOGO OF THE TRAINING PROVIDER		 <small>Improving Qualifications for Elderly Associates</small>
CERTIFICATION OF ACQUIRED SKILLS OF		
MR/MS		
TITLE OF THE TRAINING CURRICULUM WITHIN WHICH THE SKILLS WERE ACQUIRED (IN ORIGINAL LANGUAGE)		
TITLE OF THE TRAINING CURRICULUM WITHIN WHICH THE SKILLS WERE ACQUIRED IN ENGLISH <small>(THIS TRANSLATION HAS NO LEGAL VALUE)</small>		
SKILLS ACQUIRED THROUGH	<input type="checkbox"/> FORMAL TRAINING <input type="checkbox"/> VALIDATION OF INFORMALLY ACQUIRED SKILLS	
SKILLS AND COMPETENCES ACQUIRED	<p>To be awarded this certificate the holder will have demonstrated formally through a process of assessment, administered using IQEA validation tools, an ability to: <i>[NB: SPECIFY ONLY THE COMPETENCES RELATED TO THE IQEA ASSESSMENTS EFFECTIVELY PASSED]</i></p> <ul style="list-style-type: none"> • assist the care recipient in personal hygiene • assist the care recipient in nutrition and feeding • support the care recipient in mobility according to the different degree of disability, adopting the most suitable measures, if dependent or bed-bound repositions, walking inside and outside, transportation • take care of cleaning and hygiene of the care recipient living environment, respecting the sanitary and safety rules and • support the patient to manage the most common bureaucratic practices. • provide the care recipient with emergency care/ first aid 	

² Based on Europass Certificate Supplement Format

	<ul style="list-style-type: none"> • communicate with the care recipient and his/her family using, if necessary, alternative methods of communication • observe the principles of professional ethics
NAME AND STATUS OF THE BODY AWARDING THE CERTIFICATE	
ACCESS REQUIREMENTS TO THE TRAINING COURSE – VALIDATION OF SKILLS	
RELEASED ON	
SIGNATURE OF THE RESPONSIBLE PERSON	