



# chevrontraining

TRAINING TOMORROWS SKILLS TODAY

Prospectus 2012  
Healthcare FETAC Level 5



LoCall 1890 252 647  
Lines Open 9am-9pm Mon-Sun



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# Vision Statement

Chevron Training is passionate about training and it shows. Training enriches the lives of those who commit to it. Training fosters growth and facilitates change.

Training makes a difference when high standards are set. High standards require high quality trainers, as training is a craft. We only employ subject experts who combine first class technical understanding and practical, hands-on work experience with excellent communication skills.

Learner satisfaction is our focus; competent and committed staff, combined with the utilisation of state of the art I.T. and business systems are the means by which we achieve this goal.

We constantly want to do things better in Chevron Training. This continuous improvement ethos is achieved by the rigorous reporting of our business activities on a daily and weekly basis. What is measured is managed.



# Company Profile

Chevron Training is a multi-award winning company (Winner of Business of the Year and Best Training Company at the Wexford Business Awards 2010) and it is also one of the largest private training providers in Ireland.

Established in 2005, we are a multi-accredited provider, as demonstrated by our delivery of FETAC, ERS, Blueflame and ITC (Infrared Training Center) certified programmes. All of our courses provide a comprehensive focus on the practical element of the training, which ensures that our learners develop a skillset which is highly sought by employers.

Chevron employs quality assurance procedures for each of our certification bodies. All our trainers are subject experts and have substantial industry experience. They hold a FÁS recognised Train the Trainer qualification.

Chevron Training has delivered FETAC accredited care courses to more than 1000 learners in the last two years.

We have delivered these courses in the environment which optimally facilitates the transfer of knowledge and skills to attain the qualification. Our distance learning courses allow the student to complete the programme at their own convenience where they can avail of online support from one of our highly qualified trainers.



# Structure of the Programme

Chevron Training's FETAC Level 5 Healthcare modules will prepare learners to work effectively within the Healthcare discipline.

Upon the completion of each module, learners will receive a component certificate for that module.

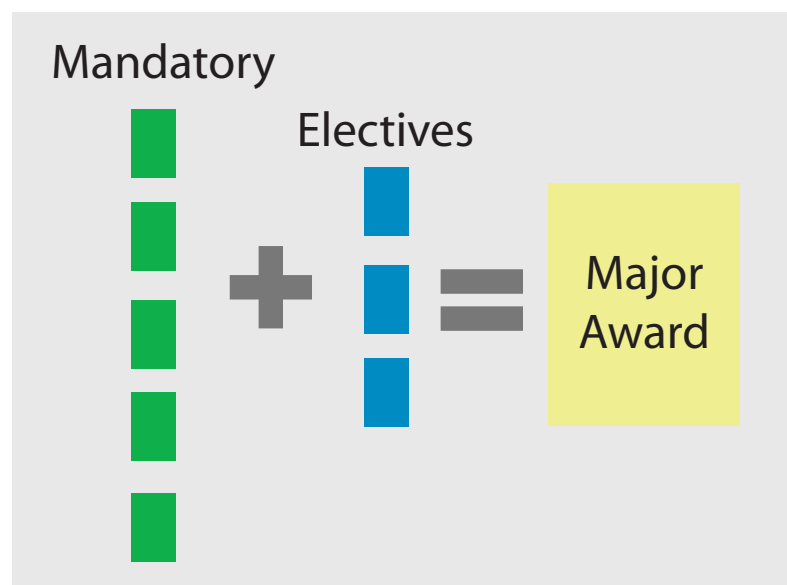
## Modules

Learners must complete the following mandatory modules:

- Care Skills
- Care Support
- Safety & Health at Work
- Communications
- Work Experience

Learners must also complete three of the following modules:

- Care of the Elderly
- Social Studies
- Nutrition
- Understanding Mental Health

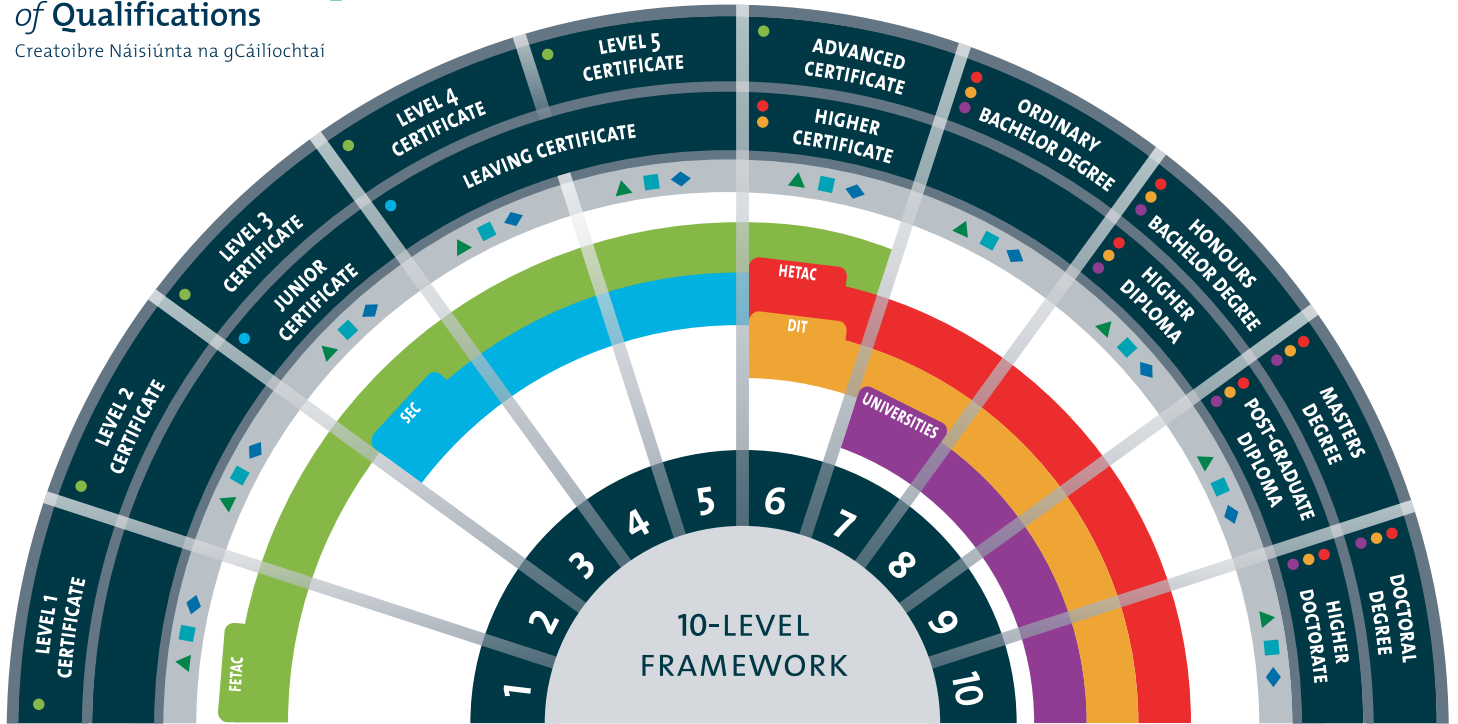


## Delivery Method

Learners can access our healthcare courses online. The specifics of this flexible and interactive delivery method are outlined in the following section.

## Awards

Learners who complete each module will receive a component certificate and upon completion of 8 modules, learners will be awarded a major certificate in Healthcare Support. This qualification appears at Level 5 on the National Framework of Qualifications.



## KEY

- FETAC - Further Education and Training Awards Council
- SEC - State Examinations Commission (*Department of Education & Science*)
- HETAC - Higher Education and Training Awards Council
- DIT - Dublin Institute of Technology
- Universities

## AWARDS IN THE FRAMEWORK

There are four types of award in the National Framework of Qualifications:

- ◐ Major Awards: are the principal class of awards made at a level
- ▲ Minor Awards: are for partial completion of the outcomes for a Major Award
- Supplemental Awards: are for learning that is additional to a Major Award
- ◆ Special Purpose Awards: are for relatively narrow or purpose-specific achievement

## Entry Requirements

Learners that have completed the Leaving Certificate or a Level 4 Certificate or have relevant life or work experience are eligible to participate on this programme.

## Price

The cost of completing all 8 component certificates is €995. Learners can complete individual modules for €295.



# Online Delivery

Chevron Training's Healthcare courses can all be completed through our distance learning with online support delivery method.

Each learner is issued with an email consisting of a username and password to access the course materials so they can complete the course at their convenience. It approximately takes 30-40 hours to complete these courses online, however, learners will have 2 months to complete each module.

For any difficulties which may arise during the course you can call one of our highly qualified trainers who will assist you with any queries relating to the course content and in addition to this you will also be assigned an online tutor who will answer any questions you may have in relation to the course. The online forums offer additional support to our learners as our trainers will answer all the questions which are posted on the forum.

Each learner will complete the assessments which are required to attain the FETAC Level 5 component certificates.

This has proven to be a popular delivery method with our childcare students as the flexible nature of this course allows them to study the content at a time and in an environment which suits them. The availability of trainers to answer specific questions about the syllabus ensures that learners have access to the necessary support to successfully complete the course.



# Chevron Training is a FETAC accredited training provider



## Quality Assurance Agreement *Comhaontú Dhearbhú Cáilíochta*

The procedures developed by the named provider to assure the quality of its programmes and services have been agreed with FETAC. The named provider is now registered to offer programmes leading to FETAC awards.

*Chevron Training & Development Ltd.*

*Tá na nósanna imeachta atá forbartha ag an soláthróir ainmnithe chun cáilíocht a chuid clár agus a chuid seirbhísí a dhearbhú comhaontaithe le FETAC. Tá an soláthróir ainmnithe cláraithe anois chun cláir a thairiscint as a leanfaidh dámhachtaini FETAC.*

*Deireadh Fómhair 2005*

*John O'Leary*  
Chair FETAC  
Comhairle FETAC

*Stuart McHugh*  
Chief Executive, FETAC  
Ceanncheannairc FETAC

# Care Support

## Course Objectives

- Understand the responsibilities and entitlements of the care worker
- Promote good practice in the care setting
- Recognise the importance of working effectively within a team
- Acquire effective communication skills

## Course Syllabus

- Relating to the client
- Dependency and its effect on the client and the carer
- Client autonomy
- Privacy issues
- Strengths of an effective care worker
- Personal effectiveness in the care environment
- Working effectively in a team
- Interpersonal skills
- Verbal and Non-Verbal communication techniques
- Relating to relevant stakeholders e.g. family
- Structure and function of the Irish Health Care Service
- Primary, secondary and tertiary health care teams
- Reporting and record keeping skills

## Certification

FETAC Level 5 Component  
Certificate in Care Support



# Care Skills

## Course Objectives

- Recognise the personal care needs of clients
- Respond effectively to client's needs
- Acquire practical skills in the area of client personal care
- Maintain a safe, healthy and hygienic environments for clients

## Course Syllabus

- The varying needs of a group of clients
- Client safety and security procedures
- Effective interpersonal and communication skills
- Facilitating client independence and dignity
- Procedures for using, cleaning and replacing sensory equipment
- Appropriate bathing procedures
- Moving and handling techniques
- Assisting clients with daily activities e.g. eating, drinking etc
- Maintaining a hygienic care environment
- Completing client documentation

## Certification

FETAC Level 5 Component  
Certificate in Care Skills



# Safety & Health at Work

## Course Objectives

- Obtain a comprehensive understanding of the concepts of Health and Safety
- Become familiar with the core Health & Safety Legislation
- Promote safe working practices
- Understand the importance of hazard identification
- Understand the importance of risk assessment and the appropriate control measures
- Understand the principles of Health & Safety Management
- Recognise the legal, financial and moral consequences of poor Health and Safety practices

## Course Syllabus

- Health & Safety Legislation (Common and Statute)
- The Health and Safety Authority
- The Safety Statement/Safety Manual
- Hazard Identification, Risk Assessment & Control Measures
- Health and Safety Management
- Accidents in the Workplace
- Accident Investigation & Reporting
- Consultation Process in the Workplace
- Manual Handling and Ergonomics
- Fire Safety
- Emergency Evacuation Procedures
- Workplace Machinery
- Personal Protective Equipment (PPE)
- Safe use and Handling of Chemicals
- Safety Signage
- Safety Audits and Inspections
- Environmental Factors
- Health Promotion



## Certification

FETAC Level 5 Component Certificate in Safety & Health at Work

# Communications

## Course Objectives

- Acquire communication skills necessary for personal and professional development
- Understand the principles of communication
- Develop skills to convey and interpret communicative messages in writing, orally and visually
- Understand the role of technology in modern communication and its application in personal and vocational life.

## Course Syllabus

- Communications theory
- The importance of effective communication skills
- Listening behaviours
- Communication techniques for personal and professional scenarios
- Effective participation in formal meetings
- Efficient reading practices
- Media communication
- Non Verbal communication techniques
- Body Language
- The role of perception in the communication process
- Visual aids as a communicative device
- Communication and Information Technology
- Relevant legislation e.g. Freedom of Information Act

## Certification

FETAC Level 5 Component  
Certificate in Communications



# Work Experience

## Course Objectives

- Develop critical awareness of the changing nature of work
- Set achievable goals for work experience
- Utilise learning opportunities presented in the work environment
- Apply work skills to consolidate learning in the vocational area
- Understand how work is planned and organised at different levels in a specific vocational area
- Appreciate the importance of safety and welfare in the workplace
- Develop capabilities, both personal and vocational, to successfully meet challenges in the workplace
- Review career choices in light of your own aspirations, experience, abilities and available options
- Explore future employment opportunities

## Course Syllabus

- Personal and vocational skills audit
- Setting goals for work experience
- Preparing CVs and Cover Letters
- Completing application forms
- Equality in the workplace
- Rights and responsibilities of employers and employees
- Job finding skills
- Effective participation in the workplace
- Confidentiality
- Health & Safety practices
- Researching work organisations
- Evaluating personal performance
- Reflecting on the work experience place



Certification

FETAC Level 5 Component  
Certificate in Work Experience

# Care of the Elderly

## Course Objectives

- Understand and demonstrate good work practices in the provision of care for older people
- Understand the concept of the ageing process
- Satisfy the needs of older people in a variety of care settings
- Enhance the quality of life for the older person

## Course Syllabus

- The physiological and psychological process of ageing
- Social attitudes to ageing people
- Impact of the ageing process on the older person
- Promotion of positive attitudes to the ageing process
- Identify care settings and services available for older people
- Current provision of care settings and support services for older people
- The role of the health care assistant when working with an older person
- Identify physical, emotional and social needs of the older person
- Caring for Older People with specific needs
- Effective communication with the older person
- Promotion of advocacy, empowerment, independence, dignity and respect of the older person.
- The role of the family/carer
- Personal effectiveness in the workplace

## Certification

FETAC Level 5 Component  
Certificate in Care of the  
Elderly



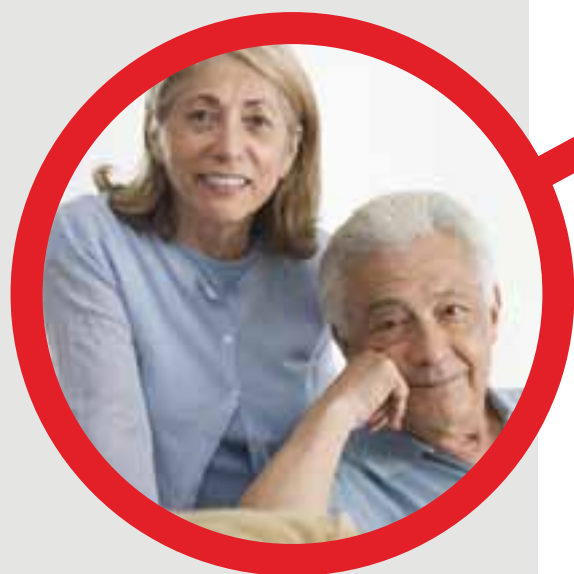
# Social Studies

## Course Objectives

- Become familiar with sociological concepts
- Develop an understanding of your position as an individual, a family member and as part of a community
- Become familiar with the major economic, cultural and social structures that make up our society and their effects
- Recognise how economic, political, cultural and social structures are related and interdependent
- Understand the impact of discrimination on individuals and groups in society
- Examine critically contemporary social issues
- Acquire basic research skills
- Increase your effectiveness in life and work through understanding social issues

## Course Syllabus

- Process of socialisation
- Agencies of socialisation
- Social stratification and inequality in society
- Discrimination
- 
- Changes in the family unit
- Research skills and techniques
- Factors affecting health and well-being
- Structure of the Irish health service
- Health service entitlements and access in Ireland
- Role of the healthcare worker
- Working in the community



## Certification

FETAC Level 5 Component  
Certificate in Social Studies

# Nutrition

## Course Objectives

- Be familiar with the composition of food
- Evaluate the nutritional content of food
- Understand the relationship between health and nutrition
- Interpret current dietary information and recommendations
- Examine eating habits
- Be familiar with the nutritional needs of different groups of people
- Acquire a range of practical techniques

## Course Syllabus

- Composition of Food
- Nutrition and Health
- Nutrition and Exercise
- Food Labelling

## Certification

FETAC Level 5 Component  
Certificate in Nutrition



# Understanding Mental Health

## Course Objectives

- Understand the concepts of mental health, positive mental health and mental ill-health
- Be familiar with the Irish Mental Health System
- Gain an understanding of how different mental health problems impact on people's lives
- Be able to meet a range of identified needs within the context of the role.

## Course Syllabus

- Positive Mental Health
- Mental Health Supports and Services
- Working with and/or caring for People who experience Mental Health Problems
- Understanding Assessment, Diagnosis and Approaches to Treatment and Care
- Personal Perspectives

## Certification

FETAC Level 5 Component  
Certificate in Understanding  
Mental Health



# Frequently Asked Questions

## **When does the course commence?**

As soon as you receive your username and password, you can gain access to our online course. Learners may access the online course at anytime throughout the year.

## **How long will it take to complete the course?**

Students have 2 months to complete each module, however, the flexibility of the online course allows students to complete it at a pace that suits them. Some students have been able to complete a module within a few weeks.

## **What is the price of the course?**

The total price to complete all 8 modules is €995. Chevron Training offers an easy payment option where learners can pay 3 installments of €335.

## **Can I complete individual modules?**

Yes, learners can complete individual modules. Each module is priced at €295.

## **What certificate will I be awarded on completion of the course?**

Upon completion of each individual module, learners will receive a FETAC Level 5 component certificate for that module. Upon completion of all 8 components, learners will be issued with a major award in Healthcare Support.

## **Do I have to go into a classroom at any stage?**

Learners are required to attend a classroom based examination for the following modules: Communications, Safety & Health at Work, Nutrition and Social Studies.

### **When will the exams take place?**

The classroom exams will take place over a half day on a Saturday or Sunday in a classroom location in Cork or Dublin. These are scheduled every two months.

### **Can I access a demo of the online course?**

Yes, to obtain a free trial of our online course, please contact the office and we will issue you with a username and password for your free trial.

### **How do I book a place on this course?**

Please contact Chevron Training on Lo-Call 1890 252 647 where one of our training consultants will book you onto the course. Our training consultants will also be able to answer any additional questions that you may have about the programme.









