



# Europass Certificate Supplement (\*)



Estonia



## 1. TITLE AND LEVEL OF THE CERTIFICATE ; LANGUAGE CODE - ET

**Sotsiaalhooldaja III**

(<sup>1</sup>) in the original language

## 2. TITLE AND LEVEL OF THE CERTIFICATE (TRANSLATED) (<sup>1</sup>)

**Social care worker III**

(<sup>1</sup>) If applicable. This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

Holder of the social care worker III level certificate:

- is capable of noticing and assessing of the customer's condition, age related and other special needs, and is capable of rendering services to customers in a manner sparing the customer and the environment
- is capable of taking an anamnesis and render assisting services, or refer, if required, the customer to a specialist
- is capable of rendering the customer a safe service, applying occupational health and safety rules, is able to render first aid in the case of accidents
- is familiar with and is capable of adhering to professional ethics requirements, incl. religious beliefs, in communicating with customers and the persons closest to them in various situations
- is familiar with various ways and forms of interpersonal communication, is capable of finding the language of communication suited for a particular customer, matching the customer's level of development and language of communication, using alternatives ways of communication
- is familiar with the legislation governing social care and is capable of implementing the same in his/her work
- is capable of applying it in his/her work
- knows how to handle customers with different cultural background and condition, and resolve conflict situations, being capable of applying self-validating behaviour
- is capable of noticing factors influencing the customer's living environment, based on the customer's cultural level and habits, is capable of assessing factors influencing the customer's quality of life
  - is capable of noticing and assess factors influencing coping, and is capable of involving the customer in assessing his or her coping, establishing the strengths of the customer
- is familiar with the volume of assistance that the client needs, and is capable of defining it based on the customer's cultural level and habits, is capable of supporting the client
- is familiar of the basics of physical, psychic and social health and welfare of a person, is capable of noticing factors damaging and promoting of health and assessing their impact on the customer
- is familiar with and is capable of applying his/her personality to influence the customer in order to promote his/her health and welfare
- is familiar with the legislation of Estonia governing professional activities and labour issues, and is capable of implementing them
- is capable of seeing a person as a whole, proceeding from the peculiarities of the person
- is familiar with the terms and conditions of and procedures for rendering social care services, bases his/her activities related to assisting the customer on his/her coping, and the prescribed list of services, adapting the services to the abilities and needs of the customer
- is comprehensively familiar with the customer servicing principles and applies them in his/her daily work

### (\*) Explanatory note

This document is designed to provide additional information about a specific certificate. Without the certificate this document does not have any legal status, it does not substitute for the original of a professional certificate, and does not grant the right for recognition of a professional certificate of relevant authorities of other states. The format of the description is based on the following texts: Council Resolution 93/N 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/N 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.eu.int>

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- is capable of supervising, assisting and supporting the customer in organising dignified living, meeting his/her physical and psychosocial needs, involving a network, where necessary
- applies in his/her work measures activating the customer, applying different methods for motivating the customer
- is capable of supporting the customer in interacting with the persons closest to him/her, and other network
- knows and is capable of monitoring the customer and his/her eating habits, is familiar with the basics of healthy diet related issues and is capable of applying them in his/her daily work
- is capable of supplying foodstuff to the customer, having regard to the customer's wishes and needs, and of preparing food suited for the customer's condition, and is capable of assisting the customer with eating, is capable of instructing the customer in cases related to dietary issues
- is familiar with and is capable of taking into consideration eating habits of different cultures, is capable of monitoring food hygiene and suitability of foodstuff
- is familiar with the basic principles of domestic upkeep and hygiene, accident prevention requirements, and is capable of planning and performing maintenance work and involve the customer in the maintenance work, and is capable of motivating the customer to adhere to domestic hygiene regimen
- is familiar with safe usage of domestic equipment and modern upkeep and domestic maintenance products, and is capable of instructing the customer
- is familiar with principles of textiles maintenance, and is capable of organising domestic pest control using modern products
- is capable of noticing, assessing, assisting and supervising the customer in performing activities related to personal hygiene, and to use necessary care aids, arrange rendering of hygiene services as required
- is capable of noticing the need to tidy the customer's appearance, and instruct the customer, arrange beauty services as required by the customer
- is familiar with the general principles of first aid, knows how to act in a dangerous situation, help a person in need and render first aid
- is familiar with the organisation of health care services, is capable of assessing the customer's health condition and to provide information to a health care worker, is capable of monitoring and instructing proper taking of medication
- is capable of noticing any decline in the coping abilities of the customer, assess the need for a technical aid, is capable of r acquiring the proper technical aid for the customer, and instruct the customer in the process of using the same
- is capable of preparing his/her own timetable and plan the customer's day
- knows the basics of administration and is capable of making arrangements according to the customer's needs
- is familiar with the principles of teamwork, prepare team work plans, participate in a team as an equal member
- is capable of supervising new workers, and organise work of a care team

#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup>

Social care workers work in open care or in a social care institution.

<sup>(1)</sup> If applicable.

#### 5. GROUNDS FOR ISSUING THE CERTIFICATE

Name and legal form of the issuing authority	Name and legal form of the certifying authority
<p>Tallinn Social Work Centre was established on 01.02.2001, and filed with the register under the registry code 75023800, mail address: Tallinna 10114, Kaupmehe 4.</p> <p>The field of activity of Tallinn Social Work Centre is developing of social care work, that is based on the interrelations of practical work, research work, training and development work. http://www.swcenter.ee</p>	<p>Estonian Qualification Authority Kutsekoda Mustamäe tee 16 10617 Tallinn, Estonia Tel +372 679 1700 Fax +372 679 1701 e-mail <a href="mailto:kutsekoda@kutsekoda.ee">kutsekoda@kutsekoda.ee</a> <a href="http://www.kutsekoda.ee">www.kutsekoda.ee</a></p> <p>The private-law foundation Kutsekoda (Professions Chamber), established with State participation, was formed in 2001 in order to continue developing the professional qualifications system launched by the Estonian Chamber of Commerce and Industry in 1997. The objective of the Professions Chamber is setting up and</p>

	developing of an integrated and organised professional qualifications system, establishing prerequisites for achieving comparability of the qualifications of Estonian employees as well as acknowledgement of other countries, and acting as the authorised processor of the State Register of Professions.
<b>Professional qualifications level (national and/or international)</b> National Estonian Professions System Level III	<b>Form and method of awarding of the profession</b> Level III social care worker proves his/her vocational skills with relevant documents.
<b>The next professional qualifications level that may be applied for</b>	<b>International treaties</b>
<b>Legal Grounds</b> Professions Act (RT I 2008, 24, 156; 01.09.2008)	

## 6. OFFICIALLY RECOGNISED WAYS OF OBTAINING A PROFESSIONAL CERTIFICATE

Prerequisites for applying for the certificate (level of education or training, work experience, refresher training, etc.) If required, state the duration.

<b>Prerequisites</b>	<b>Duration (hours, weeks, months, years)</b>
Possessing of a level II certificate	
Work experience in the capacity of a social care worker	5 years
Refresher training in the field of social care	With the volume of 3 credit points

Level of education (required/recommended): secondary education

**Additional information (including the description of the vocational system) is available at:**

[www.kutsekoda.ee](http://www.kutsekoda.ee)