

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Workplace Information Technology
Skills Standard Title	Perform Basic Function of Smart Devices
Skills Standard Descriptor	Perform basic functions of smart devices using software programmes pertaining to smart device operating system and file management, and search online information
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-AAO-WII-2001-1
Knowledge <i>This refers to gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Definition of smart device. • Various types of wireless protocols, which may include (not limited to): ○ Bluetooth ○ NFC ○ Wi-Fi ○ 3G • Mobile operating software systems for tablets and smart phones, which may include (not limited to): ○ Android OS ○ Bada ○ IOS ○ MeeGo OS • Common operating systems for laptops and desktop computers, which may include (not limited to): ○ Windows ○ Mac OS X ○ Linus Mint • Features of mobile operating systems ○ Add on apps ○ Allow multi-tasking • Features of computer operating systems, which may include (not limited to): ○ Hardware adaptability ○ Provides user interface ○ Task management ○ Memory management ○ Logical access security ○ File management • Features of Chat applications, which may include (not limited to): ○ WhatsApp ○ Social media apps (such as Instagram, Facebook etc) • User experience management, which may include (not limited to): ○ User interface

	○ Speed of processing • Trends in relation to usage of smart devices ○ Usage of wearable ○ Health tracking ○ Social media sharing ○ Communicating with healthcare institutions ○ Making appointments • Personal Data Protection Act (PDPA) • Web browser applications and associated use of search engines and navigation to access information. • The meaning and importance of cyber security. • Cyber security measures such as: ○ Setting password for important device and files ○ Good practice to change password frequently • Organisational policies and procedures in relation to: ○ Use of computer ○ Use of smart device ○ Sharing of information e.g. PDPA • Organisational policies and procedures relating to: ○ Accessing digital devices during work ○ File access, download, and storage limitations ○ Prohibited uses of digital devices or workplace internet connection • Relevant legal and/or industrial requirements in relation to support manage inventory, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore) ○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) ○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) ○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Identify smart device operating system based on system interface and product model • Use smart device to address its specific uses that it has been created for in accordance with organisational policies and procedures • Manage data collection and storage using a smart device in accordance with organisational policies and procedures • Share information in accordance with organisational policies and procedures • Evaluate effectiveness of smart device and its application in addressing user needs • Communicate smart device user instructions in accordance with organisational policies and procedures

Person Centred Care <i>This refers to having a person centred care mind set to drive the care giver to respect and recognise the decisions/choices of the person they are taking care of.</i>	Underlying principles: • Treating clients with dignity and respect by being aware of the supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services. • Treating clients' personal information with confidentiality and taking precautions on data protection regulations so as not to disclose any client data or organisational information to the public.
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Use smart device to address its specific uses that it has been created • Manage data collection and storage using a smart device • Share information using smart devices • Evaluate effectiveness of smart device and its application • Communicate smart device user instructions • Track user experience in relation to smart