

<b>Lebenswelt Heim – Bundesverband</b>	Franz-Josefs-Kai 5/Top 11, 1010 Wien Tel. 01 585 15 90, e-mail: office@lebensweltheim.at
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## P R O T O K O L L

### Erasmus-Projekt Besprechung 3.rd National Focus Group

<b>Datum:</b> 28.05.2020	<b>Zeit:</b> 10:00 – 14:00	<b>Ort:</b> ZOOM – Online Meeting
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**Anwesende:** Markus Mattersberger, Verena Purer, Johannes Wallner, Wolfgang Rath, Edgar Führer, Judith Polat-Firtinger, Adelheid Bruckmüller, Johannes Jurka, Andrea Udl, Karin Veith, Regina Maria Berger, Irena Deimel, Gregor Kopa

Mattersberger begrüßt die Besprechungsteilnehmer/innen, beginnt mit der Einführung zum momentanen Stand des Projekts;

VON	THEMA	INHALT VORGANGSWEISE	ZUSTÄNDIG	FRIST
Mattersberger	<b>Einführung in den bisherigen Stand des ERASMUS+ Projekts Und Präsentation der Arbeitsunterlagen und Einholen von Rückmeldungen</b>	<p>JW: vermisst im jetzigen Konzept E-Qalin; soll verpflichtend ins Qualitätsmodul aufgenommen werden;</p> <p>MM: macht den Vorschlag/die Frage das Thema Gewalt in die Ausbildung mit aufzunehmen wie auch das Thema Baukonzepte? -Gewalt an älteren Menschen innerhalb von BW und auch -Gewalt an MA Rückmeldung der TN: das Thema Gewalt wird im Modul 3 gesehen Baukonzepte - dieses Thema sehen die anderen im Modul 9 + 10</p> <p>VP: im Modul 13 ist Platz für Prozesse mit externen Stakeholdern – VP sieht dieses Modul als „Puffermodul“ um länderspezifische Themen, aber auch bundesländerspezifische Unterschiede herausarbeiten zu können;</p>		

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		<p>AB: sieht Überschneidungen in Modul 4 und 13 verpflichtende Themen müssten sein: Lobbying, Kennenlernen des BVB, Netzwerken...</p> <p>WR: Image der alten Menschen mit reinnehmen in die Ausbildung – von Care zu Caring!</p> <p>GK: es fehlt ein Modul, in dem es um das „Mind Set“ geht; ihm fehlt die persönliche Ebene; „Hired by abilities, fired by personality“ – Graduations sagen nichts über Fähigkeiten aus;</p> <p>JW: es ist wichtig persönlichkeitsbildende Maßnahmen in der Ausbildung zu haben, aber man kann nicht mittels Hearings etc. Persönlichkeitsbild abfragen als Ausbildungsinstitut; das ist Sache der Träger.</p>		
	<p><b>Diskussion über formale Aspekte für die EAN-Zertifikatsvoraussetzung</b></p>	<p>AB: sieht Probleme für Ö, wenn Bachelor Voraussetzung für die Ausbildung sein soll. es soll schon Voraussetzungen für den Professional Level geben: zB: Bachelor, Bachelor-adäquate Ausbildungen( ZB: Anrechnung von 8 Jahren Berufserfahrung, ist auch Praxis bei der Donau Uni für Zugang zum Masterstudium) und bisheriges EDE-Zertifikat; pro ECTS =&gt; sind 25h Workload mitzurechnen</p> <p>VP: „Wir wollen engagierte MA zu qualifizierten MA machen!“ Sie würde den Zugang bis zum 2. Level offen lassen! (erst ab Professional L.)</p> <p>Es muss dafür gesorgt werden, dass es einen konkreten Vermerk/Empfehlung/Richtlinie in den Länderverordnungen gibt, dass ein EAN Zertifikat erwünscht ist! Bis jetzt gibt es nur den Hinweis, dass eine entsprechende Ausbildung benötigt wird.</p> <p><b>Schlussfolgerung Österreich:</b> es soll keine Zugangsvoraussetzungen für die ersten beiden Level geben, erst ab Professional! (siehe oben) In Ö soll es nur zwei Zertifikate geben:          a) EAN-Zertifikat Advanced Level          b) EAN-Zertifikat Professional Level (Master)          Das Zertifikat gibt es:          - bei 80% Anwesenheit          - und positivem Abschluss der Ausbildung          - und 2 Jahre einschlägige Berufserfahrung</p>		

	<p><b>Anrechnung von Vorbildungen</b></p>	<p>Vorbildungen sollen weiterhin anerkannt werden; (Achtung: Ausbildungen dürfen nicht älter als 10 Jahre sein); Ausnahme bilden Pflichtmodule – sie müssen besucht werden, egal welche Vorbildungen man mitbringt.</p> <p>Bis 50% können Ausbildungsinstitute anrechnen, wenn mehr als 50% angerechnet werden sollen, läuft die Prüfung und Anerkennung über den BVB.</p> <p>Anmerkung: zu viel Anrechnungen werden durchaus auch kritisch gesehen, da man dann an vereinzelt Modulen nur als „Besucher“ teilnimmt; zu viele „Besucher“ in einem Modul können Gruppe zum Kippen bringen; In den Modulen findet nicht nur Wissensvermittlung statt, sondern noch viel wichtiger: Persönlichkeitsentwicklung! Es entwickelt sich eine Gruppendynamik. „Besucher“ wird als Fremdkörper wahrgenommen;</p> <p>Diskussion über Benotung der Module -&gt; Benotung ist eine Form der Anerkennung (hier gibt es für und wider)</p> <p><b>Anregung:</b> Vorbildung soll unbedingt noch einmal auf <b>internationaler Ebene</b> diskutiert werden im Juni!</p> <ul style="list-style-type: none"> <li>- Anerkennung von Fern-Unis (wenn sie offiziell anerkannt sind, sollten wir sie auch anerkennen)</li> <li>- Wie lange darf Ausbildungszeit zurückliegen?</li> <li>- Abschluss der Module: Prüfung ja/nein?</li> <li>-</li> </ul>		
	<p><b>EDE Zertifikat</b></p>	<p>EDE Zertifikat =&gt; Advanced Zertifikat (muss noch vom Stundenausmaß angeschaut und abgeglichen werden)</p>		
	<p><b>Kosten für EAN Zertifikat/ Masterausbildung</b></p>	<p>Es muss unbedingt darauf geachtet werden, dass Kosten für Masterausbildung nicht zu teuer werden!!! Vorschlag zur Kostenreduktion: Blended Learning sollte unbedingt bereits schon ab Advanced Level mitgedacht werden; Persönliche Präsenzzeit ist nicht überall zwingend notwendig, wichtig ist die Beherrschung des Lerntransfers!</p>		
	<p><b>Mögl. Partner für Professional Level/Master</b></p>	<p>FH Burgenland, FH Kärnten, Donau Uni Krems -&gt; Partner müssen noch gesucht werden; es muss eine Kooperation mit den Ausbildungsinstituten geben – der Partner muss die Ausbildung bis zum Advanced Level anerkennen – hier ist die Abstimmung zw.</p>		

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		<p>Ausbildungsinstituten und zukünftigen Partnern für Professional Level wichtig! (Ausbildungsinstitute dürfen keine Sackgasse sein -&gt; Benotung etc. muss abgesprochen werden)</p> <p>Prinzipiell muss die EAN Zertifikatsausbildung offen sein für alle FHs, Unis, die eine Ausbildung in diese Richtung anbieten</p> <p>Partner auf internationaler Ebene -&gt; Uni Bukarest</p>		
Mattersberger	<b>Nächster Termin</b>	19. Juni 2020, 3rd International Meeting – ZOOM von 09:00 – 11:00 Uhr und 13:00 – 15:00 Uhr (für ausgewählte Teilnehmer durch Projektleiter)		

e.h . Veith

*Sollte der Inhalt nach Ansicht eines/r Besprechungsteilnehmers/in nicht dem tatsächlichen Ergebnis entsprechen, so ist eine schriftliche Stellungnahme per E-Mail innerhalb von 2 Arbeitstagen an den BVB zu senden.*

Projekt: MODIFICATION OF THE EDUCATIONAL MODULE - E.D.E. CERTIFICATE FOR PROVIDERS OF LONG TERM CARE FOR SENIORS

**Material for 3rd focus group in Austria**

The aim of the meeting is to agree on the structure of the program proposed below, including the number of lessons, and think about topics that are important for management training in social services in Austria.

Legend:

- Common suggestion **in black colour** – agreed after project meeting in Vienna
- Czech suggestion **in purple colour** - agreed after 2<sup>nd</sup> focus groups
- Romanian suggestion **in red colour** - agreed after 2<sup>nd</sup> focus groups
- Austrian suggestion **in blue colour** – after 3<sup>rd</sup> focus group  
we would like to discuss **yellow highlighted** text passages in the international group

Aspect	Agreed - YES; NO; note
<p>Prerequisites for the new EAN certificate:</p> <ul style="list-style-type: none"> <li>• University level education - at least a bachelor's degree (Diploma from university)               <ol style="list-style-type: none"> <li>1. Czech focus group – without limitation of the field</li> <li>2. Romanian focus group – the student has to be graduate in some of this field:                   <ol style="list-style-type: none"> <li>i. economy</li> <li>ii. law</li> <li>iii. administrative studies</li> <li>iv. medical studies</li> <li>v. social work</li> <li>vi. psychology</li> <li>vii. sociology</li> </ol> </li> <li>3. We would add                   <ol style="list-style-type: none"> <li>viii. Health studies</li> </ol> </li> </ol> </li> <li>• Experience (Declaration signed by the employer)               <ul style="list-style-type: none"> <li>○ At least two-year-experience in social services (nursing home/care home management) or one-year-experience in management of</li> </ul> </li> </ul>	<p>Austria does not want to set training requirements for the basic and advanced levels; access should be open for the first two level;</p> <p>Access to the Professional Level is different: it is only with a bachelor`s degree, bachelor adequate education (as it is now also credited for a master study e.g. at the Danube University Krems) or the current EDE-Certificate.</p> <p>Our goal is to train committed employees to become qualified employees!</p> <p>If access to training were tied to a university degree, we would lose many capable people and it does not correspond to the situation we currently find in Austria.</p>



<p>social services – for the field social work, psychology and sociology</p> <ul style="list-style-type: none"> <li>○ At least five-year-experience in social services (nursing home/care home management) – for the field economy, law, administrative and medical studies</li> </ul>	<p>To get the new EAN certificate you need at least 2 years of relevant professional experience.</p>								
<p>Participation on courses at least:</p> <ul style="list-style-type: none"> <li>● 80 %</li> <li>● 85 %</li> <li>● 80 %</li> </ul> <p>and pass the final test/exam</p>	<p>80%</p>								
<p>The new EAN certificate should have this number of hours (1 hour = 45 minutes):</p> <table border="1" data-bbox="204 1099 780 1496"> <thead> <tr> <th>Level</th> <th>Number of hours (1 hour = 45 minutes)</th> </tr> </thead> <tbody> <tr> <td>Basic – obligatory</td> <td>200 (CZ); 288 (RO); 280h</td> </tr> <tr> <td>Advanced – included country specific topics</td> <td>400 (CZ); 520 (RO); 520h</td> </tr> <tr> <td>Professional – optional</td> <td>600 (CZ); 800 (RO); 800h</td> </tr> </tbody> </table>	Level	Number of hours (1 hour = 45 minutes)	Basic – obligatory	200 (CZ); 288 (RO); 280h	Advanced – included country specific topics	400 (CZ); 520 (RO); 520h	Professional – optional	600 (CZ); 800 (RO); 800h	<p>&gt;&gt;280h</p> <p>&gt;&gt;520h</p> <p>&gt;&gt;800h</p> <p>Plus workload, preparation and follow-up, peer groups, tutoring, supervision;</p>
Level	Number of hours (1 hour = 45 minutes)								
Basic – obligatory	200 (CZ); 288 (RO); 280h								
Advanced – included country specific topics	400 (CZ); 520 (RO); 520h								
Professional – optional	600 (CZ); 800 (RO); 800h								
<p>Difference between 3 levels of certificates should be in content and in the details and scope of modules.</p>	<p>3rd focus group in Austria – do you agree?</p> <p>Yes!</p>								
<p>Should we recognize some lessons as completed for EAN education and shorten the education for students they participate on some special national courses and university education? How many lessons?</p> <p>The Czech Republic:</p>									



<ul style="list-style-type: none"><li>• Certified manager – special training offered by APSS CR</li><li>• Bachelor’s degree of the study programme offered by CEVRO Institute – private university</li></ul>	
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<p>Romania:</p> <ul style="list-style-type: none"><li>• Occupational standard for Managers of social services – offered from 2018 by NGO organisations (120 theory and 240 practice)</li><li>• Magister’s degree focus on management of social services</li></ul>	<p>Would you agree in Austria that new EAN education should be shortened if someone e.g. has bachelor’s degree in social services from university?</p> <p>We suggest to discuss this topic with all the international project partners</p> <p>our recommendation: Trainings/studies should be credited:</p> <ul style="list-style-type: none"><li>• we recommend that education/degrees should not be older than 10 years</li><li>• if up to 50% of the training is to be credited, the educational institutions can approve this;</li><li>• if more than 50% are to be credited, the crediting runs via Lebensweltheim, which checks the training exactly according to content.</li></ul> <p>For Austria: EDE certificate corresponds to the Advanced Level of the new EAN certificate (must still be compared with the number of hours of the two training courses)</p> <ul style="list-style-type: none"><li>• Upgrade to Professional level possible (if the access requirements are given – Bachelor, adequate education, as they are already taken into account for Master courses at some universities of applied sciences (e.g.: 8 years of relevant work</li></ul>
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	experience) and current EDE-Certificate.  EDE certificate is still valid in its current form
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Prioritization of the topics/modules from our point of view for Basic level  
Ranking according to the number of hours

### Basic-Level:

Group 1: Module 3, 5 und 6 → with 40h each → altogether 120h  
 Group2: Module 10, 2, 7, 4 und 12 → with 16h each → altogether 80h  
 Group3: Module 1, 9, 11, 8 und 13 → with 8h each → altogether 40h

difference of 40 h - can be divided into individual modules depending on the focus of the training institutes;

We would continue this system in the other levels. ( with slight modifications)

From our point of view, among all the modules there are four that are obligatory for everyone/ future directors - so-called "**Must Haves**", regardless of the educational background:

these are

- Modules 1, 3, 12 and 13 and additionally participation in
- Peergroups
- study trip and
- Internship (14 days)

### Suggestion on number of lessons – The Czech Republic (CZ); Romania (RO); Austria (AT)

Number of the module	Number of hours (1 hour = 45 minutes) BASIC 200 (CZ) 288 (RO) 280 (AT)	Number of hours (1 hour = 45 minutes) ADVANCED – included country specific topics 400 (CZ) 520 (RO) 520 (AT)	Number of hours (1 hour = 45 minutes) PROFFESIONAL - optional 600 (CZ) 800 (RO) 800 (AT)
Modul 1	40; 24; 8	...; 48; 8	...; 48; 8
Modul 2	16; 8; 16	...; 24; 16	...; 24; 16
Modul 3	24; 16; 40	...; 24; 40	...; 24; 40
Modul 4	40; 32; 16	...; 48; 16	...; 48; 16
Modul 5	16; 32; 40	...; 56; 40	...; 56; 40
Modul 6	16; 32; 40	...; 56; 40	...; 56; 40
Modul 7	16; 24; 16	...; 40; 16	...; 40; 16
Modul 8	8; 48; 8	...; 64; 16	...; 64; 16 (8)
Modul 9	8; 8; 8	...; 16; 8	...; 16; 8





<b>Modul 10</b>	<b>8; 8; 16</b>	<b>...; 24; 16</b>	<b>...; 24; 16</b>
<b>Modul 11</b>	<b>0; 8; 8</b>	<b>...; 16; 8</b>	<b>...; 16; 8</b>
<b>Modul 12</b>	<b>8; 16; 16</b>	<b>...; 32; 8</b>	<b>...; 32; 8 (16)</b>
<b>Modul 13</b>	<b>0; 24; 8</b>	<b>...; 48; 8</b>	<b>...; 48; 8</b>
<b>Rest (flexible hours)</b>	<b>0; 8; 40</b>	<b>...; 24; 0</b>	<b>...; 24; 40</b>

During 3rd national focus group should participants discussed about module names, to prepare short descriptions/annotation, to set up number of lessons and to specify description of modules = topics and subtopics. Each module should be described on range A4 paper format.

Legend:

- Common suggestion – agreed after 2 focus groups and project meeting in Vienna **in black colour**
- Czech suggestion **in purple colour**
- Romanian suggestion **in red colour**
- Austrian suggestion **in blue colour**



Name: **Professional ethic, awareness and profile**

**Professional ethic and profile of the manager**

**Professional ethic, awareness and profile**

**Professional ethic, awareness and profile**

### Short description:

**Basic-Level:** conception of man - development, LLL (Lifelong Learning), dealing with mistakes and feedback; biography work, Diversity Management (including Gender and Generations), generations, self-reflection, -management and -responsibility;

**Advanced-Level:** Resilience, mindfulness, values and codes, intercultural aspects (staff, residents, ...)

**Professional-Level:** Social responsibility, conflict between ethical responsibility vs. general conditions; values of an organisation, values of society - the EU - internationally relevant organisations (eg Médecins Sans Frontières, International Federation of Red Cross and Red Crescent Societies)

Number of lessons: **40h** **Must Have**

### Topics:

- **Ethics and / or deontological codes**
- How to build and maintain a better relation with the beneficiary and her/his family
- Reflection of the work life
- Orientation to values and needs and responsibilities in the stationary geriatric work and in the long-term care
- **Professional standards and professional ethics in management of social care services**
- **Bioethical and deontological principles in the relationship with the elderly patient (Beauchamp & Childress)**
- **The ethical limits of a treatment (in strict relation with the quality of life of the beneficiary)**
- **Decent death**
- **Extending life beyond the limits of a quality life**
- Development of a professional working posture (person versus function)
- Personal development regarding the social responsibility for clients and employees
- What does leadership mean in the context of nursing homes
- Reflection
  - on myself, my work and the relevant context of social economy
  - on the resources and values of my organisation
  - on the expectations and needs of my clients
- Discussion and reflection of cases
  - of own cases with colleagues (eg intervision)
  - of case studies with professional support (eg coaching, supervision)



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**Gruppe 1: Modul 6:**

**40h**

**Name: Business and financial management**

**Business and financial management, fundraising**

**Business and financial management, fundraising**

**Business and financial management**

**Short description:**

**Basic-Level:** Reading the balance sheet, profit and loss account, basics and terms of business administration, legal forms

**Advanced-Level:** Case study - budget preparation, cost types and control options (e.g. fundraising), controlling

**Professional-Level:** Development of a business plan, business modelling and strategy; national and European funding, fundraising and crowdfunding

**Number of lessons: 40h**

**Topics:**

- Accounting and the legal obligations to keep records
- The bases of the accounting
- Accounting organization
- The principles of the adequate and orderly accounting
- Write-off (amortisation)
- Types of companies
- (EDP)
- Budgeting
- How to frame and use better working instruments in relation to beneficiaries
- Fundraising
- Social economy, sources of sustainability and self-financing
- Controlling



**Gruppe 1: Modul 5:**

**40h**

**Name: Human resources management, leadership**

**Short description:**

**Basic-Level:** Personnel requirements planning and calculation, recruiting - Employee search and retention, exit interviews, key personnel figures, Diversity Management

**Advanced-Level:** Benefits, incentives, employee internal development, knowledge management

**Professional-Level:** Health promotion measures, talent management - Junior staff planning

**Number of lessons: 40h**

**Topics:**

- Personal development of carers
- Human resources policy
- Determination of staff requirements
- Staff marketing
- Deployment of the staff planning
- Working time models
- Advanced training and continuing education
- Leadership philosophies
- Leadership understanding of managers and directors
- Communication and conversation models
- Team building
- Conflict management
- Delegation of duties
- Outsourcing of services
- Multidisciplinary team
- The roles of the people within the management



Gruppe 2 or 3: Modul 8:

16h or 8h

Name: ~~Quality and process management in elderly care~~

Quality-, Risk and Crisis management in elderly care (or in the field of Care, Health and Social Economy)

**Short description:**

**Basic-Level:** Basics of quality and risk management, definitions of terms, criteria, tasks, overview of QM and risk management systems

**Advanced-Level:** Getting to know different QM systems, advantages and disadvantages, key figures, self- and third-party evaluation systems, QM manual, functions and committees of the QM work; risk analysis and measures

**Professional-Level:** Investigation of the own organisation by means of fictitious audit, Continuous improvement processes (CIPs), risk management

**Number of lessons:** 8h (Basic-Level), 16h (Advanced-Level), 16h (Professional-Level)

**Topics:**

- Quality management systems (ISO 9001: 2000)
- Audits (self and external evaluations)
- Development of working procedures and protocols
- Quality standards for social and health care residential services for the elderly
- Quality standards for social and health care non-residential (communitarian) services for the elderly
- Activities and social services for the elderly
- Methods and technics for intervention, evaluation and monitoring the social services for the elderly
- Case management
- Supplier accreditation
- Licensing of the service
- Models of good practices
- Hygiene in the homes of the elderly.
- Hygiene of the living space to avoid the separation of viral, bacteriological, parasitic infections
  
- Work-life balance
- Burnout syndrome
- Develop a risk register
- Risk identification, evaluation and management
- Risk prevention. Identify the hazards and threats
- Assessment of legal requirements (emergencies regulations etc)



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- Matrix risk assessment
  - Incompatibilities of the manager
  - First aid / fire safety courses and other collective risk situations
  - Time management: organizing the personal work schedule and the team
  - Team building,
  - Continuous training through practitioners, theorists and e-learning (viewing documentaries in the study breaks of care staff)
- 
- Riskmanagement - Definition of the most common risks; Development of standards to avoid risks; CIRS and guidelines; drugs management
  - E-Qalin (obligatory)
  - Crisis Management
  - Definition of crisis
  - Crisis Prevention
  - Crisis Communication
  - Crisis analysis
  - Intervention strategies
  - Reorganisation management
  - Case Studies



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**Gruppe 2: Modul 4:**

**16h**

**Name: The legal basis for the management of care/social facilities**

**Short description:**

**Basic-Level:** Legal basics

**Advanced-Level:** Residential law, employee and company law, liability issues

**Professional-Level:** Case studies, SCJ and ECJ rulings, current legal issues at European level; assessment criteria of the supervisory bodies (e.g. Austrian experts), human rights, Disability Rights Convention,...

**Number of lessons: 16h**

**Topics:**

- General and specific legislation for social services and social care
- Legal obligations of managers and of multidisciplinary team
  - Incompatibilities
  - The profile of the successful manager
  - Continuous personal study of the manager
- Applying the public policies and developmental strategies in social services areas



**Gruppe 2: Modul 7:**

**16h**

**Name: Strategic and Organisation Development**

**Strategic and project management**

**Strategic and project management**

**Strategic and Organisation Development**

**Short description:**

**Basic-Level:** Organizational analysis with regard to the strategy of the company

**Advanced-Level:** Design and change organisational structures; develop target systems, market observation, development of vision, mission statement, ...; organisation handbook

**Professional-Level:** Comparison of organisational models, strategic business areas and valuations, BSC, matriculation costs

**Number of lessons: 16h**

**Topics:**

- Visions, aim definition and strategy development
- Change management
- Management control, analysis of methods, procedures and planning processes
- Enterprise philosophy, models
- Planning and control instruments
- Success factors in the corporate management
- ~~Project management~~
- ~~Marketing/Public relations~~
- **Writing projects for accessing non-reimbursable funds**





**Gruppe 2: Modul 2:**

**16h**

**Name:** ~~Care concepts, dementia, paliative care~~

~~Care concepts, dementia, paliative care~~

~~Care concepts~~

Care concepts and future of caring

**Short description:**

**Basic-Level:** Current concepts in the field of Care of the Elderly, Health and Social Economy, social integration of various (partly marginalized) social groups in society. Living independently versus social support.

**Advanced-Level:** In-depth discussion of social support and care concepts which are relevant for the participants and their organisations, for example focussing on intercultural or organisational aspects (eg mobile versus institutional or self-organized versus standardized), and their effects on affected stakeholders. Improvement of quality of life despite social need through successful social integration.

**Professional-Level:** International comparisons of social support and care concepts with in-depth analysis of the national priorities; European best practice models; Housing and living concepts in old age.

**Number of lessons: 16h**

**Topics:**

- **Conceptual model of care (Henderson, Orlando, Orem, Levine etc.)**
- **Helping and care relationships: from charity to professionalisation**
- Von Care zu Careing
- Aging – dynamics, backgrounds, development
- Self-determination and quality of life
- Living and living concepts in old age
- Current concepts
  - care of the elderly (eg dementia)
  - health care (eg palliative care)
  - from the various other fields of social economy (eg inclusion, controlled consumption,...)
- Social integration
  - success factors for and barriers to successful social support (eg digitalization)
  - success factors for and barriers to successful social institutions (eg animals in institutions)
- International comparison
  - European best practice models
  - European scientific state of the art
- How to better prevent the negative health and social events in relation to elderly
- Dementia
  - the most common causes of dementia and its risk factors, symptoms, individual stages of dementia and the rights of a person with dementia



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- symptoms and individual stages of Alzheimer's disease, work with non-pharmacological procedures, communication with a person with dementia
- Palliative care
  - familiarization with the topic, basic terms, division of palliative care, its goals, indications for palliative care, team composition and their competence
  - communicating and sharing experiences with the caregiver's experience and emotions, both on the client's family and on the professional caregiver's side
  - principles of palliative care
  - limits of palliative care
  - principles of pain therapy; total pain
  - assistance of family during mourning



Name: ~~Risk, time and case management~~

~~Risk, stress and time management~~

Process- and Project Management

**Short description:**

**Basic-Level:** Basics of process and project management; definitions, project development and conception, identification of relevant processes (core, support and management processes, ...), CIP

**Advanced-Level:** Getting to know different systems (process/project), classic versus agile process and project management, communication in process/project, controlling and evaluation in process/project, roles and responsibilities in process/project

**Professional-Level:** Project marketing; from project to regular operation, current methods (eg design thinking), creation of a process map; identification and elimination of redundancies

**Number of lessons: 16h**

**Topics:**

- Project Management
  - o Basics
  - o Project marketing
  - o Development and conception
  - o Project stages
  
- Process Management
  - o Basics
  - o Different process types
  - o Creation of processes
  - o Interaction between the processes
  - o Process map



**Name:** The structures of long-term care for elderly and networking

The structures of long-term care for the elderly and people with disabilities

Context, models and structures of long-term care for the elderly

The structures of long-term care for elderly and networking

**Short description:**

**Basic-Level:** Knowing the structures of care for the elderly (e.g. institutional LTC), health care (e.g. effects of demographic development) and the social economy (e.g. interactions in the social and health system) at national level and placing them in an international context. Recognizing the contradictory expectations of all relevant stakeholders for own area and developing own handling of them. Networking in the social economy context, also to use good examples from the practice of other organizations and areas.

**Advanced-Level:** Trends – forms of living, life concepts, digitalization, intergenerational differences, expectations of the younger generations...

Current trends in the field of Care of the Elderly, Health and Social Economy:

eg regarding current challenges of the elderly such as new forms of living, alternative living concepts and digitalization

eg regarding current health challenges such as the worldwide Covid 19 virus pandemic, mobile care, work in self-organized interdisciplinary teams

eg regarding current social challenges such as addictions, disabled people, homeless people, refugees, youth, working poor

**Professional-Level:** Overseeing the whole structure of the social and health sector including its financing. Networking in a European context, representing of interests, lobbying and networking with political actors.

**Number of Lessons: 8h      Must Have**

**Topics:**

- Demographic development and its social and individual effects
- Social policy
- Life and living forms in old age
- Structure and organization of the old geriatric welfare in Europe
  - Traditional and alternative care forms
  - European comparison of the geriatric welfare
  - Types of social services (residential / non-residential; care homes / home care; palliative care structures)
- Current trends
  - care for the elderly
  - health care
  - various other fields of social economy
- Networking and lobbying



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**Gruppe 3: Modul 13:**

**8h**

**MH**

**Name:** Country specific topics – **Austria**

**Short description:**

**Basic-Level:** Social and health policy, basic information on financing, home law, home stay law, GuKG, home contract law, social assistance laws, medical law, labour law

**Advanced-Level:** Quality standards, review organs, training regulations, specific legal situation regarding institutional care (federal and state home regulations and laws)

**Professional-Level:** The work of an authorized expert (Sachverständiger), National social benefits - classification of care money, dealing with the students' questions in a topic-centered manner

**Number of lessons: 8h      Must Have**

**Topics:**

- Financing system
- Legal basis



**Name:**           **Communication, PR, marketing**

**Short description:**

**Basic-Level:** presentation techniques, moderation techniques, communication theories; corporate design & branding, internal and external communication, simple language and images

**Advanced-Level:** External analysis of relevant stakeholders, implementation of regular professional communication, social media; analysis of communication tools - effort and effect, work and communication with relatives, prof. complaint management, development of a positive culture of error

**Professional-Level:** Crisis communication (Shitstorm, Flowerrain); dealing with media, media training, marketing strategy and planning;

**Nuber of lessons:**   **16h or 8h**       **Must Have**

**Topics:**

- Presentation and moderation techniques
- Corporate design & branding
- Professional communication
- Social media - possibilities and limits
- Relatives work and communication
- Complaint and error management
- Crisis communication
- **Organisational communication**
- **Company story and landscape assessment:**
- **Corporate Reputation and Image**
- **Public relation process**
- **Public opinion**
- **Marketing ad public relations in non profit sector**
- **Inter and intra-institutional communication: the institution's website, account on social networks, social media group of employees and caregivers**
- **Building your own brand from offering a quality service**
- **PR campaigns**
- **PR and relationship with the media**
- **Marketing and profitability of the service offered**



**Gruppe 3: Modul 11:**

**8h**

**Name: Digitalization, technologies**

**Short description:**

**Basic-Level:** Definitions and ethical aspects, limits and possibilities of digitisation, field of application and possibilities of use;

**Advanced-Level:** Possibilities of the application of telecare and telemedicine, Smart Home & AAI, Robotics and its limits

**Professional-Level:** Ethical aspects of digitisation, concrete examples for the four focal points:

- Self-determination and autonomy
- interaction with the social environment
- security
- support for professionals

**Number of lessons: 8h**

**Topics:**

- New technologies adapted to new social care services and how to use them in caring processes
- Assistive technologies
- Monitoring and assessment technologies
- Communication technologies
- Benefits / failures in using new technologies
- Digitalization and classic care of the elderly
- Dependence on electronic devices
- Nanotechnology
- Robots vs. Old carers
- Telecare, Telemedizin
- Artificial Intelligence (AI)
- Robotics
- Digital communication - IT, documentation, DSGVO
- Ethical aspects of digitisation
- Key aspects
  - Self-determination and autonomy
  - Interaction with the social environment
  - Security
  - Support for professionals



**Gruppe 3: Modul 9:**

**8h**

**Name: Facility management**

**Short description:**

**Basic-Level:** Relevant legal provisions, basic considerations outsourcing vs insourcing, basic terms and economic considerations of outsourcing;

**Advanced-Level:** Preparation of comparative economic calculations for outsourcing, calculation of break-even point; economic and ecological building management, sustainability

**Professional-Level:** Identification of relevant key figures for outsourcing, control using key figures; creation of an FM concept

**Number of lessons: 8h**

**Topics:**

- Types of organisations
- Management of small and medium enterprises
- Outsourcing
- Benchmarking
- Architecture and design of elderly care buildings / spaces
- Relevant legal provisions
- Outsourcing
- Building construction
- Signs and tax
- Facility management concept as part of the overall concept