

Personal Support Worker (PSW) – NACC 2022

Certificate • 25 Weeks



Program Objective

This program provides a solid educational base for workers who provide long-term care and support services to individuals in both institutional and community settings.

Program Information

Personal Support Workers (PSWs) assist with the tasks of daily living, and may work in long-term care facilities, home care settings, retirement homes, supportive housing, group homes, adult day programs, hospitals, and educational facilities. The range of services provided by a PSW is determined by the individual needs of each client* and may include assistance with routine activities of living including personal care, mobility, home management, meal preparation, family care, and assisting with social and recreational activities.

As frontline workers, PSWs must develop a broad range of abilities beyond dexterity skills. They must provide for not only the comfort, safety, and well-being of their clients, but also demonstrate sensitivity and respect for those in their care. The attitude, abilities, and approach of PSWs are critical to the wellbeing and health of the people they support.

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements: To obtain a Certificate, students must:

- Achieve a minimum mark of 60% for the ILS courses
- Achieve a minimum mark of 70% in each PSW module with NO evaluation method below 70%

- Achieve a minimum mark of 70% with NO critical deficiencies in each of the skills performance demonstrations (i.e., Mobility and Personal Hygiene)
- Demonstrate a satisfactory attendance record
- Successfully complete ALL clinical work placement hours and skill requirements
- Successfully complete the NACC PSW Final Comprehensive Theory Examination (pass mark 65%)
- Produce a professional resume that the student intends to use for job search

Method of Delivery

Combination of:

- Instructor-led Training
- Integrated Learning™ System training facilitated by
- Academy of Learning College facilitators
- Clinical Placement

Career Opportunities

Training in the Personal Support Worker program provides the opportunity for students to develop basic nursing and social service training skills necessary for employment in homes and apartments in the community, long-term facilities, congregate housing settings, and/or day programs.

Admission Requirements

- Completion of Grade 12 or equivalent
- 18 years of age or older (varies, depending on province specific ministry requirements)
- NACC Technical literacy exam with a minimum score of 18 out of a possible 30 marks
- Medical Certificate (Immunization Form)
- Clear Criminal Record Check including Vulnerable Sector within 30 business days of starting school
- Signed Disclaimer for Students in program Leading to Work with Vulnerable Sectors
- Adequate level of physical health to be able to fulfill job requirements
- Good command of the English language – both written and verbal

Required Knowledge and Skills

- Overall competency in working under pressure
- Experience in providing general care and support
- Knowledge of home care services
- Proficient in written communication; and
- Proficient in oral communication

Duties and Responsibilities

- Following the care plan, and observing and reporting any substantial findings and/or changes inpatient/resident/client's behaviour to the appropriate registered member of the healthcare team
- Working under the supervision of a Registered Healthcare Professional such as a Registered Nurse(RN) or a Registered Practical Nurse (RPN)
- Performing tasks delegated to them (only if they are trained to perform the delegated task)
- Assisting with ambulation, positioning, and transferring using mechanical lifts such as a Hoyer lift
- Assisting or providing total personal care such as toileting, bathing, and perineal care
- Assisting with eating, dressing, and grooming

- Assisting nursing staff by answering call bells (in hospitals and long-term care homes)
- Performing sitter duty or patient watch for confused patients in clinical care settings
- Computer or paper documentation of Activities of Daily Living (ADL's) and other findings
- Reporting behavioral and clinical changes to a Registered Nurse, Registered Practical Nurse, Resource Nurse, or Manager
- Self-actualization by helping patient/resident/client to reach maximum potential
- Besides the above listed duties that a PSW can carry out, the Regulated Health Professions Act (RHPA) sets out guidelines that allow unregulated health professionals to perform certain controlled acts

Required Personal Attributes

Dependable, cheerful, empathetic, trustworthy, honest, self-motivated, conscientious, polite, respectful, culturally diversified, tolerant, patient, reliable, and punctual.

Career-Focused Training

This program is designed to help students develop practical, workplace-relevant skills that support entry into entry-level positions within the field.

Funding Options

Eligible students may qualify for various funding, sponsorship, grant, or financing options. Funding availability is subject to eligibility requirements.

Program Breakdown

Core Courses

Part A: Personal Support Worker Modules

- PSW Foundations
- Safety and Mobility
- Body Systems
- Assisting with Personal Hygiene
- Abuse and Neglect
- Household Management, Nutrition, and Hydration
- Care Planning
- Assisting the Family
- Assisting the Dying Person
- Assisting with Medications
- Cognitive and Mental Health
- Health Conditions
- Standard First Aid
- CPR Level C Certification
- Standard First Aid and CPR - Level C certifications

Part B: Computer and Business Office Skills

- Windows Level 1
- Personal Computer Fundamentals
- Job Search and Résumé Writing

Part C: Work Experience


- Clinical Placement (Community)
- Clinical Placement (Facility)

NACC Final Theory Examination

Ready to take the next step?

Speak with an Admissions Advisor today to discuss career goals, program suitability, funding options, admission requirements, and upcoming start dates.

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