



The Nursing Council of Hong Kong

Core-Competencies for Enrolled Nurses (General)
and A Reference Guide to
the Syllabus of Subjects and Requirements
for the Preparation of Enrolled Nurse (General)
in the Hong Kong Special Administrative Region

(October 2022)

CONTENT

I.	Preamble	1-2
II.	Philosophy of Nursing	3
III.	Scope of Core-Competence Required of an Enrolled Nurse (General)	4
	Competence area 1: Professional, Legal and Ethical Nursing Practice	5
	Competence area 2: Provision of Care	6
	Competence area 3: Personal and Professional Attribute	7
	Competence area 4: Teamwork	7
IV.	Essential Topics on Theoretical Requirement	8-11
V.	Clinical Practice Requirement	12
	Appendix: Outline of Topics and Related Contents Under Competence Areas	13-17
	Bibliography	18

I. Preamble

The role of the nurse is evolving as the mode of delivery of health care services has undergone major changes both locally and internationally in the past decades. In line with international trends, we are developing a health care system that provides lifelong holistic care, promotes health, enhances the quality of life and enables human development. The availability of qualified and competent health care professionals is the key to the delivery of quality health care services. As nurses play a pivotal role in the promotion, maintenance and restoration of health, we need to develop competent nurses who are able to take up extended and expanded roles in the delivery of primary, secondary and tertiary care. Thus, apart from the roles of a caregiver, the nurse needs to develop competence to take up the roles of a health promoter, educator, counselor, care coordinator, case manager, researcher as well as that of a client advocate. Hence, education programs for preparing nurses must ensure that the students acquired the essential competence that enables them to fulfill these roles competently and ethically.

In Hong Kong, the syllabus of training for Enrolled Nurses is of two folds. Firstly is to enable Enrolled Nurses to contribute towards the promotion, maintenance and restoration of health and prevention of illness. Secondly, is to enable Enrolled Nurses to develop competence in giving total patient care so that she/he may take her/his place as a qualified member of the health care team. Due to limited duration of instruction hours, the training does not however include preparation for taking full responsibilities for assessment of client's needs, the planning and evaluation of care for which a deeper level of study and practical training is required.

Enrolled Nurses (General) [EN(G)s] are professionally prepared personnel who possess the basic nursing competence and professional attributes to practice general nursing under the direction and supervision of the Registered Nurse (General) [RN(G)]. They assist the RN(G) in fulfilling their nursing roles in different health care settings. At the same time, they retain responsibility for their own actions and remain accountable in providing delegated nursing care.

This document has been developed by the Nursing Council of Hong Kong (NCHK) to serve the following purposes:

1. To state the philosophy of nursing based on which the nursing practice is developed in Hong Kong;
2. To delineate a scope of core-competence areas to guide curriculum development of education programs that prepare EN(G)s who are capable of delivering safe, effective and ethical care in support of the RN;
3. To inform the public and employers of what they may expect from EN(G)s on entry to practice; and
4. To inform experienced EN(G)s moving to new settings or roles to refresh these established nursing competence.

The nursing competence contained in this document have gone through vast consultation with the nursing professionals in major health care organizations and nursing education institutes, including those in the Department of Health, the Hospital Authority and tertiary education institutes.

An EN(G) must possess the competence delineated, and is accountable for practicing nursing

according to the code of professional conduct, the scope of professional practice as well as the legal and ethical requirements defined by the NCHK under the current regulation of the Nurses Registration Ordinance Chapter 164.

As the health care delivery system is undergoing continuous changes, the competence areas required of an EN(G) are subject to constant review. Nevertheless, the NCHK is vigilant in observing the contemporary needs for quality nursing service and proactive in revising the document when it is due.

II. PHILOSOPHY OF NURSING

This stated philosophy of nursing summarizes our beliefs in the nature and practice of professional nursing, as well as our views on the person, the environment and health. It provides a basis for the revision of the nursing syllabus that guides the development of education programs for EN (G).

Nursing is a caring, enabling, knowledge-based and competence-assessed profession, which is dynamic in meeting the changing health needs of the society. It is committed to promoting and maintaining health; as well as to caring for the sick and the disabled as individuals, or in families, groups, institutions, home settings and in the community.

The practice of nursing is client-focused and evidence-based. It is carried out at the primary, secondary and tertiary levels of health care. It functions through problem solving and collaboration with the client as well as other health care professionals to define and achieve mutually agreed health goals.

The provision of holistic, client-centered care requires research-based professional knowledge and skills through the implementation of the nursing process; the adoption of a caring and responsible attitude; effective communication and interpersonal skill as well as ethical principles. The quality of care is maintained through the enhancement of professional competence via continuous nursing education.

The person is a unique, holistic being with the potential to learn and develop through interacting with the changing environment. Each person has intrinsic worth and has the right to participate in the decision-making, which affects his/her own life and dignity, and must always be treated with respect.

The environment consists of external and internal components, which change constantly and generate both positive and negative stressors. The internal environment of a person, comprising biological, psychological, spiritual and intellectual components, interacts with the external environment that encompasses social, cultural and situational influences. This continual interaction affects the person's functioning as an individual, as well as in families, groups and community. The creation, preservation and conservation of a healthy environment are crucial to the maintenance and promotion of health.

Health is a state of well-being, perceived differently by the individual at specific points in time along the health-illness continuum. It is affected by biological, psychological, socio-economical, developmental, political, cultural and religious factors. The level of well-being depends on the maintenance of equilibrium within the person, and between the person's interactions with the changing environment.

III. SCOPE OF CORE-COMPETENCE REQUIRED OF AN ENROLLED NURSE (GENERAL)

Glossary

1. **Enrolled Nurse (General) [EN(G)]**
A nurse who has graduated from a basic general nursing program of not less than 2 years duration and has enrolled with the Nursing Council of Hong Kong.
2. **Competence**
The ability, knowledge, skills and attitudes required of a nurse in performing a range of expected roles in professional nursing practice.
3. **Core-competence**
The essential competence that an EN(G) is expected to possess at entry to practice as an outcome of their nursing education in order to provide the public with safe, effective and ethical care.
4. **Participative Role**
The participative role of an Enrolled Nurse is the responsibility undertaken by him/her in fulfilling the specific role within his/her scope of nursing practice as a result of her professional preparation as an associate of the Registered Nurse.
5. **The Client**
The focus of the nurse's care with whom the nurse is engaged in a professional helping relationship through which the client is empowered to achieve mutually defined health goals in the process of illness prevention, health promotion and health restoration.

The Scope of Core-Competence Required of An EN(G)

The scope of core-competence required of an EN (G) comprises 4 competence areas:

Competence area 1: Professional, Legal and Ethical Nursing Practice

Competence area 2: Provision of Care

Competence area 3: Personal and Professional Attribute

Competence area 4: Teamwork

Please refer to the following for details.

SCOPE OF CORE-COMPETENCE OF ENROLLED NURSES (GENERAL)

Competence area 1: Professional, Legal and Ethical Nursing Practice

Ability to practice in accordance with legislation, laws, policies, professional code of practice and ethical principles affecting nursing.

The Enrolled Nurse must be able to:

- fulfill the roles and responsibilities as specified by Nursing Council of Hong Kong.
- abide by legislation and laws pertinent to nursing practice.
- act in accordance with the nursing profession's code of ethics.
- provide service adhering to professional core values, organization and departmental policies, rules and regulations, protocols and guidelines.
- report to the appropriate person those practices that may breach legislation, policies and procedure regulations relating to nursing practice.
- observe the rights and responsibilities of individuals/groups in the health care setting.

Competence area 2 : Provision of Care

2.1 Ability to provide quality client-oriented care through contributing to health assessments, planning, implementation and evaluation of care in collaboration with the registered nurse and other health care team members.

The Enrolled Nurse must be able to:

- support and assist the client with the activities of daily living, to achieve optimal level of independence and to provide for psycho-socio-spiritual needs of the individual.
- facilitate the making of accurate health assessment of the client by collecting and reporting relevant data regarding the health and functional status of the individual or groups.
- contribute to the formulation of care plans.
- organize and prioritize delegated nursing care effectively.
- recognize and report changes in the health and functional status of the client.
- provide assistance in identifying expected health outcomes of client care.
- communicate clearly and effectively.
- maintain clear and accurate documentation of care provided.
- contribute to the evaluation and continuous improvement of care.

2.2 Ability to contribute to quality and risk management

The Enrolled Nurse must be able to:

- demonstrate basic knowledge on maintaining a safe environment.
- provide for the safety and comfort needs of the client.
- participate and support continuous quality improvement programs.
- demonstrate an understanding on the importance on enhancement of safety of individual and groups at all times.
- participate in risk management.
- act to ensure outcomes of the client care by recognizing and reporting the potential for harm.

2.3 Ability to restore and promote health in collaboration with other health care team members

The Enrolled Nurse must be able to:

- contribute to health education and health promotion activities for the individual, groups or community to prevent illness as well as to restore, maintain and promote health.
- assist in exploring resources for promoting continuity of care.

Competence area 3: Personal and Professional Attributes

3.1 Ability to maintain own physical, mental and emotional well being

The Enrolled Nurse must be able to:

- demonstrate personal integrity, honesty and self-discipline.
- demonstrate enthusiasm and commitment at work; respond positively to change and is keen on assuming responsibilities.
- cope with stressful situations; remain calm and effective.
- establish, maintain and conclude effective interpersonal communications.

3.2 Ability to assume responsibility for own actions and remain accountable in providing delegated nursing care within the scope of Enrolled Nurse practice.

The Enrolled Nurse must be able to:

- be responsible, self-disciplined and reliable in carrying out assigned tasks.
- recognize the differences in responsibility and accountability between registered nurse, Enrolled Nurses and unregulated health care workers.
- recognize own level of competence and consult experienced registered nurse when nursing care requires expertise beyond his/her scope of competence.
- use nursing standard to assess own performance.
- maintain updated knowledge and skills to enhance effective and efficient practice.
- participate in professional training and development.

3.3 Ability to appreciate research findings and evidence-based practice

Competence area 4: Teamwork

Ability to work harmoniously and cohesively with all health care team members to achieve effective health care outcome

The Enrolled Nurse must be able to:

- demonstrate an understanding of the role of the Enrolled Nurse as a member of the health care team.
- establish and maintain collaborative relationships with members of health care team.
- contribute to decision-making as member of the health care team.
- demonstrate ability to influence team members to achieve work targets.

IV. Essential Topics on Theoretical Requirement

Theoretical Instruction

The total amount of time allocated for teaching and learning activities should not be less than 780 contact hours¹.

Competence area 1: Professional, Legal and Ethical Nursing Practice		Minimum hours
Item	Topics	
A.	Professional Nursing Practice <ul style="list-style-type: none"> • Nursing profession • Personal qualities of a nurse • Concepts of nursing and caring • Introduction to theories of nursing and caring • Introduction to evidence-based nursing practice 	30
B.	Legal and Ethical <ul style="list-style-type: none"> • Legal aspects pertinent to enrolled nurse practice • Professional conduct and nursing ethics • International and local nursing organizations • Principles of safe practice • Contemporary ethical practice 	30
C.	Communication <ul style="list-style-type: none"> • Introduction to concepts of communication and counseling, interpersonal relationship and team work 	10
D.	Fundamental Principles on <ul style="list-style-type: none"> • Human rights and responsibilities • Patients' rights and responsibilities 	10

¹ The term “contact hours” refers to the amount of time (in terms of hours) spent by a learner in direct contact with the teaching/training staff of a programme. It includes attendance in class, tutorials, nursing laboratory practice, conducting experiment in laboratory under supervision and supervised session in placement and workshop. For other modes of learning, the Nursing Council of Hong Kong will assess the individual case of merit in the light that there is structured content with learning outcomes, and has interaction and assessment components.

Competence area 2: Provision of Care		Minimum hours
Item	Topics	
A.	Basic Understanding of Biological, and Integrated Life Sciences <ul style="list-style-type: none"> • Anatomy and physiology • Growth and development • Microbiology • Pharmacology • Nutrition and dietetics 	125
B.	Introduction to Behavioral and Social Sciences Pertaining to Healthcare <ul style="list-style-type: none"> • Psychology • Sociology 	30
C.	Concepts of Health and Health Care <ul style="list-style-type: none"> • Health care system <ul style="list-style-type: none"> □ Primary Health Care □ Secondary Health Care □ Tertiary Health Care • Personal and community health • Health promotion • Prevention of communicable and non-communicable diseases 	40
D.	Principles and Practice of Nursing <ul style="list-style-type: none"> • Basic nursing care • First Aid and Emergency Nursing • Infection Control • Assisting in the care of clients with alteration in various body system functions. This include: <ul style="list-style-type: none"> □ Health assessment and nursing process □ Medical and surgical nursing □ Paediatric and adolescent health • Preventive and promotive care 	360

Competence area 2: Provision of Care (cont'd)		Minimum hours
Item	Topics	
E.	Introduction to Specialty Nursing <ul style="list-style-type: none"> • Gerontological nursing • Obstetric nursing • Public health and community nursing • Mental health nursing 	50
F.	Basic Knowledge on <ul style="list-style-type: none"> • Quality assurance • Occupational safety and health practice • Risk identification • Patient safety • Incidents reporting 	30
G.	Communication <ul style="list-style-type: none"> • Basic skills on effective communication 	10
H.	Introduction to Information Technology in Health Care <ul style="list-style-type: none"> • Basic understanding on information technology (IT) • Application of IT in nursing and health care 	8

Competence area 3: Personal and Professional Attributes		Minimum hours
Item	Topics	
A.	Personal Attributes <ul style="list-style-type: none"> • Knowledge of self, environment, stress coping, responsibility and accountability, and adaptation to change 	10
B.	Professional Attributes <ul style="list-style-type: none"> • Knowledge of professional development and lifelong learning. • Knowledge of professional organizations and strategies in achieving professionalism. • Fundamental principles on evidence-based practice and nursing research 	15

Competence area 4: Teamwork		Minimum hours
Item	Topics	
A.	Effective Communication	4
B.	Basic Principles of Team Building	8
C.	Basic Principles of Coaching and Mentoring	10

V. Clinical Practice Requirements

Clinical Areas		Minimum Practice Requirement (Hours)
1.	Medical Nursing	800
2.	Surgical Nursing	700
3.	Night Duty	100
Total:		1600

Note 1: Clinical training for local pupil nurses can be conducted in the following health care institutions:

Category A: *Hospitals or medical institutions under the management of the Hospital Authority according to the Hospital Authority Ordinance (Cap. 113, Laws of Hong Kong) or private hospitals registered under the Private Healthcare Facilities Ordinance (Cap. 633, Laws of Hong Kong), where in-patient care is provided.*

Alternatively, a maximum of 30% of the total hours of clinical education may be conducted in community settings stated in Category B.

Category B: (i) *Community settings where the provision of first level care is evident or residential care homes registered under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459, Laws of Hong Kong) or Residential Care Homes (Person with Disabilities) Ordinance (Cap. 613, Laws of Hong Kong) or the scheduled nursing homes exempted under the Private Healthcare Facilities Ordinance (Cap. 633, Laws of Hong Kong).*

(ii) *A maximum of one-tenth of this part of training may be conducted outside Hong Kong.*

Note 2: During the clinical practicum there must be a system in place to continuously assess pupil nurses' knowledge, skills, problem solving ability and professional attitudes. Evidence must be produced on the assessment of aseptic technique and administration of medications.

Night Duty

- The first night duty should not be commenced before the completion of the first 6 months of training.

Outline of Topics and Related Contents under Competence Areas

Participative roles	Competence area 1: Professional, Legal and Ethical Nursing Practice			
	Ability	Knowledge	Skills	Attitude
<p>1. Care Provider at 3 levels of Health Care:</p> <ul style="list-style-type: none"> • Primary • Secondary • Tertiary 	<p>Ability to Practice in Accordance with Legislation, Common Laws, Policies, Professional Code of Practice and Ethical Principles Affecting Nursing.</p> <p><i>The Enrolled Nurse must be able to:</i></p> <ul style="list-style-type: none"> ■ fulfill the roles and responsibilities as specified by Nursing Council of Hong Kong. ■ demonstrate basic understanding of legislation and laws pertinent to nursing practice. ■ act in accordance with the nursing profession’s code of practice and ethics. ■ provide service adhering to professional core values, organization and departmental policies, rules and regulations, protocols and guidelines. ■ report to the appropriate person those practices that may breach legislation, policies and procedure regulations relating to nursing practice. ■ demonstrate an understanding of the rights and responsibilities of individuals/groups in the health care setting. 	<p>A. Professional Nursing Practice</p> <ul style="list-style-type: none"> • Nursing profession • Personal qualities of a nurse • Concepts of nursing and caring • Introduction to theories of nursing and caring • Introduction to evidence-based nursing practice <p>B. Legal and Ethical</p> <ul style="list-style-type: none"> • Legal aspects pertinent to enrolled nursing practice • Professional conduct principles and nursing ethics • International and local nursing organizations • Principles of safe practice • Contemporary ethical practice <p>C. Communication</p> <ul style="list-style-type: none"> • Introduction to process of communication and counseling, interpersonal relationship and team work <p>D. Fundamental Principles on</p> <ul style="list-style-type: none"> • Human rights and responsibilities • Patients’ rights and responsibilities 	<p>A. Cognitive Skills</p> <ul style="list-style-type: none"> • Reflective thinking • Assertiveness • Self-directed learning <p>B. Psycho-motor Skills</p> <ul style="list-style-type: none"> • Presentation and writing skills <p>C. Psycho-social Skills</p> <ul style="list-style-type: none"> • Communication • Interpersonal skills 	<ul style="list-style-type: none"> • Respect for life, dignity and rights of the individual • Respect individual differences in beliefs, values and cultural practices • Accept responsibility for own actions and be accountable for the care provided • Supporting • Continuous / life-long learning

Participative roles	Competence area 2: Provision of Care			
	Ability	Knowledge	Skills	Attitude
2. Health Promoter 3. Client Advocate 4. Educator 5. Change Supporter	<p>2.1 Ability to Provide Quality Client-oriented Care through Contributing to Health Assessments, Planning, Implementation and Evaluation of Care in Collaboration With the Registered Nurse and Other Health Care Team Members.</p> <p><i>The Enrolled Nurse must be able to:</i></p> <ul style="list-style-type: none"> ■ support and assist the client with the activities of daily living, to achieve optimal level of independence and to provide for psycho-socio-spiritual needs of the individual. ■ facilitate the making of accurate health assessment of the client by collecting and reporting relevant data regarding the health and functional status of the individual or groups. ■ contribute to the formulation of care plans. ■ organize and prioritize delegated nursing care effectively. ■ recognize and report changes in the health and functional status of the client. ■ provide assistance in identifying expected health outcomes of client care. ■ communicate clearly and effectively. ■ maintain clear and accurate documentation of care provided. ■ contribute to the evaluation and continuous improvement of care.. 	<p>A. Basic Understanding of Biological, and Integrated Life Sciences</p> <ul style="list-style-type: none"> • Anatomy and physiology • Growth and development • Microbiology • Pharmacology • Nutrition and dietetics <p>B. Introduction to Behavioral and Social Sciences</p> <ul style="list-style-type: none"> • Psychology • Sociology <p>C. Concepts of Health and Health Care</p> <ul style="list-style-type: none"> • Health care system <ul style="list-style-type: none"> □ Primary Health Care □ Secondary Health Care □ Tertiary Health Care • Personal and community health • Health promotion • Prevention of communicable and non-communicable diseases <p>D. Principles and Practice of Nursing</p> <ul style="list-style-type: none"> • Basic nursing care • First Aid and Emergency Nursing • Infection Control • Assisting in the care of clients with alteration in various body system functions. This include: <ul style="list-style-type: none"> □ Health assessment and nursing process □ Medical and surgical nursing □ Paediatric and adolescent health • Preventive and promotive care 	<p>A. Cognitive Skills</p> <ul style="list-style-type: none"> • Critical thinking • Decision making • Problem solving • Reflective thinking • Self-directed learning <p>B. Psychomotor Skills</p> <ul style="list-style-type: none"> • Observation • Data collection • Clinical nursing and therapeutic techniques • Documentation • Evaluation and reporting • Referral <p>C. Psychosocial Skills</p> <ul style="list-style-type: none"> • Communication • Interpersonal skills • Team work 	<ul style="list-style-type: none"> • Caring • Supporting • Enabling • Respect life, dignity and rights of the individual • Respect individuals' differences in beliefs, values and cultural practices • Accept responsibility for own actions and be accountable for the care provided • Continuous/lifelong Learning

Participative roles	Competence area 2: Provision of Care (cont'd)			
	Ability	Knowledge	Skills	Attitude
	<p>2.2 Ability to Contribute to Quality and Risk Management</p> <p><i>The Enrolled Nurse must be able to</i></p> <ul style="list-style-type: none"> ■ demonstrate basic knowledge on maintaining a safe environment. ■ provide for the safety and comfort needs of the client ■ participate and support continuous quality improvement programs. ■ demonstrate an understanding on the importance on enhancement of safety of individual and groups at all times. ■ participate in risk identification and prevention. ■ act to ensure outcomes of the client care by recognizing and reporting the potential for harm. <p>2.3 Ability to Restore and Promote Health in Collaboration With Other Health Care Team Members</p> <p><i>The Enrolled Nurse must be able to:</i></p> <ul style="list-style-type: none"> ■ contribute to health education and health promotion activities for the individual, groups or in the community to prevent illness as well as to restore, maintain and promote health. ■ assist in exploring resources for promoting continuity of care 	<p>E. Introduction to Specialty Nursing</p> <ul style="list-style-type: none"> • Gerontological nursing • Obstetric nursing • Public health and community nursing • Mental health nursing <p>F. Basic Knowledge on</p> <ul style="list-style-type: none"> • Quality assurance • Occupational safety and health practice • Risk identification • Patient safety • Incidents reporting <p>G. Communication</p> <ul style="list-style-type: none"> • Basic concepts on effective communication <p>H. Introduction to Information Technology in Health Care</p> <ul style="list-style-type: none"> • Basic understanding on information technology (IT) • Application of IT in nursing and health care 	<p>D. Basic Skills on</p> <ul style="list-style-type: none"> • Risk identification • Risk register • Incidents reporting <p>E. Basic Skills in Information Technology</p> <ul style="list-style-type: none"> • Electronic communication • Data processing 	<ul style="list-style-type: none"> • Positive towards quality improvement • Risk awareness

Participative Role	Competence area 3: Personal and Professional Attributes			
	Ability	Knowledge	Skills	Attitude
6. Professional Nurse Associate	<p>3.1 Ability to Maintain Own Physical, Mental and Emotional Well-being.</p> <p><i>The Enrolled Nurse must be able to:</i></p> <ul style="list-style-type: none"> ■ demonstrate personal integrity, honesty and self-discipline. ■ demonstrate enthusiasm and commitment at work; respond positively to change and is keen on assuming responsibilities. ■ cope with stressful situations; remain calm and effective ■ establish, maintain and conclude effective interpersonal communications. 	<p>A. Personal Attributes</p> <ul style="list-style-type: none"> • Knowledge of self, environment, stress coping, responsibility and accountability, and adaptation to change 	<ul style="list-style-type: none"> • Healthy life style and health promotional practices • Communication skills 	<ul style="list-style-type: none"> • Enthusiastic and positive towards life, human being, society and health • Life-long commitment to continuous learning
7. Research Assistant	<p>3.2 Ability to Assume Responsibility for Own Actions and Remain Accountable in Providing Delegated Nursing Care Within the Scope of Enrolled Nurse Practice.</p> <p><i>The Enrolled Nurse must be able to:</i></p> <ul style="list-style-type: none"> ■ be responsible, self-disciplined and reliable in carrying out assigned tasks. ■ recognize the differences in responsibility and accountability between registered nurse, Enrolled Nurses and unregulated care workers. ■ recognize own level of competence and consult experienced registered nurse when nursing care requires expertise beyond his/her scope of competence. ■ use nursing standard to assess own performance. ■ maintain updated knowledge and skills to enhance effective and efficient practice. ■ participate in professional training and development. 	<p>B. Professional Attributes</p> <ul style="list-style-type: none"> • Knowledge of professional development and lifelong learning • Knowledge of professional organizations and strategies in achieving professionalism. • Fundamental principles on evidence-based practice and nursing research 	<ul style="list-style-type: none"> • Stress management skills • Change and adaptation skills • Health education and presentation skills • Research associated skills 	<ul style="list-style-type: none"> • Supportive to professional organizations' functions and development • Supportive to nursing research

Participative Role	Competence area 3: Personal and Professional Attributes (cont'd)			
	Ability	Knowledge	Skills	Attitude
	3.3 Ability to Appreciate Research Findings and Evidence-based Practice	C. Basic Knowledge on Research Finding	F. Participation in evidence-based practice	<ul style="list-style-type: none"> Supportive to evidence-based practice

Participative Role	Competence area 4: Teamwork			
	Ability	Knowledge	Skills	Attitude
8. Team Coach	4.1 Ability to Work Harmoniously and Cohesively With All Health Care Team Members to Achieve Effective Health Care Outcome <i>The Enrolled Nurse must be able to:</i> <ul style="list-style-type: none"> demonstrate an understanding of the role of the Enrolled Nurse as a member of the health care team. establish and maintain collaborative relationships with members of health care team. contribute to decision-making as member of the health care team. demonstrate ability to influence team members to achieve work targets. 	A. Concept of Effective Communication B. Basic Principles of Team Building C. Basic Principles of Coaching and Mentoring	<ul style="list-style-type: none"> Communication skill Interpersonal skill Team building skill Coaching skill 	<ul style="list-style-type: none"> Respect individual difference in beliefs, value and cultural practices Collaborative and corporative Supportive Participative

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