

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Management

Title	Formulate Guidelines on Data Management
Code	106170L5
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of management tasks. This competency involves the ability of critical analysis and reorganization of relevant information. Employees are required to formulate guidelines on data management, legally collect, store, access and manage data, and manage the data system of the institution effectively, so as to protect the interests of institution and service users .
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on document and data management</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Understand data and documents relevant to the institution’s service, including <ul style="list-style-type: none"> <li>○ Service content</li> <li>○ Service operation and activities</li> <li>○ Letters, documents, mails related to services</li> <li>○ Personal data of elderlies</li> <li>○ Staff record (such as appraisals and complaints)</li> <li>○ Meeting minutes</li> <li>○ Implementation of proposals</li> </ul> </li> <li>• Understand which departments, ranks or job positions (within or beyond the institution) various documents and data are distributed and circulated to</li> <li>• Understand the procedures relevant to data collection, storage, access and amendment</li> <li>• Understand the Personal Data (Privacy) Ordinance</li> <li>• Understand the Code of Practice for Residential Care Homes for the Elderly</li> <li>• Understand the relevant service quality standards set by regulatory authorities</li> </ul> <p>2. Formula guidelines on data management</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Formulate relevant guidelines according to specific scopes of data management</li> <li>• Formulate procedures of data collection, for example <ul style="list-style-type: none"> <li>○ Draft the various types of information needed to be collected</li> <li>○ Classify service information</li> </ul> </li> <li>• Formulate the procedures of data storage, for example, <ul style="list-style-type: none"> <li>○ Format of saved documents</li> <li>○ System for document editing, including dates on which documents are created and revised, indices of classification, and document numbers</li> <li>○ Security and storage location</li> <li>○ Storage duration and destruction procedures</li> </ul> </li> <li>• Formulate the procedures of data access, for example, <ul style="list-style-type: none"> <li>○ Compliance with relevant laws</li> <li>○ Signature records of staff members who have read the documents in circulation</li> <li>○ Restricted documents for specific personnel only</li> <li>○ Identify confidential documents</li> </ul> </li> <li>• Formulate procedures of data amendment, for example, <ul style="list-style-type: none"> <li>○ Person in charge of amendment</li> <li>○ Stamp on the date of cancellation and modification</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Build channels to announce the guidelines on data management to arouse awareness among service users and the community, including             <ul style="list-style-type: none"> <li>○ Service leaflets</li> <li>○ Notice boards</li> <li>○ Putting up posters or notices</li> </ul> </li> <li>• Ensure the recorded and stored information are accurate, submit to regulatory authorities in timely fashion as required</li> <li>• Evaluate and modify the relevant guidelines regularly</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Ensure data managed are in line with the needs and requirements of the regulatory authorities</li> <li>• Comply strictly with the Personal Data (Privacy) Ordinance when managing personal data</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Ability to formulate guidelines on data management, legally collect, store, access and manage relevant information; and</li> <li>• Ability to formulate a mechanism to evaluate the guidelines of the institution on data management regularly, and to make suggestions for improvement or optimization.</li> </ul>
Remark	