

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

Functional Area - Management

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| Title | Monitor the Implementation of Service Quality Standards (SQSs) |
| Code | 106192L5 |
| Range | This unit of competency is applicable to employees in the elderly care service industry who are responsible for service management in the institution. This competency involves the ability of critical analysis and assessment. Employees are required to formulate standards and monitor the implementation of service quality standards (SQSs) in the institution; identify issues that need improvement and amend the standards accordingly, so as to ensure the operation of institution fulfils the requirements of the Social Welfare Department. |
| Level | 5 |
| Credit | 3 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on monitoring service quality standards (SQSs)</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the services of institution, including mission, objectives, core values and aims • Understand details of services provided and workflow of the institution • Understand who the service users are, including elderlies, their carers and families, and staff • Understand the service quality standards of the institution, including <ul style="list-style-type: none"> ○ service items ○ Operation handbook ○ Details of each standards ○ Templates and forms • Understand the assessment methods and procedures on SQSs as stipulated by the Social Welfare Department, including <ul style="list-style-type: none"> ○ Assessment benchmarks ○ Assessment procedures ○ Timetable for assessment ○ Documents to be reviewed <p>2. Monitor the operation of service quality standards (SQSs)</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Formulate the corresponding performance indicators according to the assessment methods and procedures of the Social Welfare Department on SQSs, for example, <ul style="list-style-type: none"> ○ Service performance standards ○ Complete information, data and reports ○ Proper procedures and guidelines ○ Complete and proper documentation • Formulate the relevant monitoring procedures, according to the performance indicators formulated for the institution's SQSs, for example, <ul style="list-style-type: none"> ○ Prepare the documents to be reviewed ○ Interviews or meetings with relevant staff ○ Arrange interviews with service users ○ Request each service unit to submit reports and data regularly • Collect and review regularly the reports and data submitted by each unit, and identify any abnormalities |

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| | <ul style="list-style-type: none"> • Establish a schedule for random assessments of each service unit to monitor the statuses of actual implementation, and to ensure all units comply with the relevant standards in day-to-day operations. • When SQSs of institution need improvement, take necessary action as soon as possible • Ensure that the service quality standards of institution is revised and updated regularly • Perform self-assessment prior to the upcoming assessment as scheduled by the Social Welfare Department. <p>3. Exhibit professionalism</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Uphold fairness and objectivity when formulate relevant performance indicators and standards • Ensure that the performance indicators are in line with the assessment methods and procedures of the Social Welfare Department |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to formulate the corresponding performance indicators and monitoring procedures for the institution according to the requirements of the Social Welfare Department on SQSs; and • Ability to examine the actual implementation of service quality standards in each unit, identify any room for improvement. |
| Remark | |