

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

Unit of Competency is applicable across different functional areas

Title	Provide Staff Training Plan on Psychological, Social and Spiritual Well-being
Code	106226L4
Range	This Unit of Competency is applicable to employees in the elderly care service industry who are responsible for staff training. This competency involves the ability of analysis and making judgment on information. Employees are required to analyse training needs of the existing staff in terms of professional knowledge and skills needed for the provision of psychological, social and spiritual care, and arrange staff training according to the institution / department's staff training policy, in order to enhance staff's professional performance.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on staff training</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand staff training policy and direction of the institution/department • Understand the objectives and importance of providing staff training plans, for example, <ul style="list-style-type: none"> ○ To improve the professional performance of staff in providing psychosocial and spiritual care ○ To enhance elderlies' psychosocial and spiritual health ○ To enhance the relationships between staff and elderlies / their families ○ To enhance the image of staff and the institution/department • Understand staff's training needs regarding the provision of psychosocial and spiritual care • Understand the knowledge and skills required for staff training on psychosocial and spiritual care <p>2. Provide staff training plan</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Determine staff's training needs and development direction by reviewing staff training records, comments from supervisors, staff meeting, consultation and communication with individual staff members • Formulate the training timetable and the order of priority for staff training according to the work schedule and deployment of the frontline staff • Prepare for staff training plan, including <ul style="list-style-type: none"> ○ Formulate detailed content of training, for example, knowledge on psychosocial and spiritual health of elderlies, skills and techniques to provide relevant services, and special points of note ○ Choose the appropriate training mode, for example, classroom lectures, workshops, and field work ○ Arrange professionals to be trainers, and seek help from relevant professional institutions to provide training • Monitor the implementation of relevant training programmes and evaluate its effectiveness by considering factors such as, <ul style="list-style-type: none"> ○ Staff attendance ○ Performance of trainers ○ Actual venue arrangement ○ Staff performance • Document the executed training programmes, including <ul style="list-style-type: none"> ○ Collect written or verbal feedbacks from staff and trainers

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	<ul style="list-style-type: none"> ○ Document the details and expense of activities etc. ○ File the record properly <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Ensure that the training content meets the practical needs; ensure training is useful in enhancing overall service quality
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to provide relevant training plans according to staff's training needs in terms of providing psychosocial and spiritual care, in order to enhance their care skills; and ● Ability to monitor the execution of training process, accurately record it and file the document.
Remark	