

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

Unit of Competency is applicable across different functional areas

Title	Design Staff Training Plan on Psychosocial, Social and Spiritual Well-being
Code	106231L5
Range	This Unit of Competency is applicable to employees in the elderly care service industry in charge of human resource and management. This competency involves critical analysis and the ability to re-organize relevant information. Employees are required to analyse deployable resources, identify staff's training needs, assess elderlies' psychological, social and spiritual needs, and formulate relevant staff training plan, in order to improve staff's knowledge and skills when providing corresponding services that help elderlies improve their psychological, social and spiritual health.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant information on staff training</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand relevant theories on human resource management • Understand resources available in the institution / department, including <ul style="list-style-type: none"> ○ Money ○ Time ○ Venue ○ Relevant professional knowledge and skills • Understand staff's training needs in terms of knowledge and techniques for those providing psychological, social and spiritual health services • Understand the ways to collect relevant information needed for training, such as: <ul style="list-style-type: none"> ○ Assessment of staff's performance ○ Feedback from staff ○ Feedback from elderlies and their families <p>2. Formulate staff training programme</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Assess staff's knowledge on psychological, social and spiritual health when formulate training programme so as to choose an appropriate mode of training • Analyse staff's level of competence regarding the provision of psychological, social and spiritual health services, in order to determine the training modules needed, target trainees and the order of priority. • Ask different professionals to be trainers, such as social workers and clinical psychologists when designing staff training programs, so that staff can learn relevant knowledge and techniques from different perspectives • Assess effectiveness of staff training to ensure staff can acquire expected knowledge and techniques, to be used as a benchmark for similar training in future • When the training is over, devise an effective system to document the training programme in details, and store it safely for review and follow-up action in future • Devise a system to review staff training programme, so as to ensure the training is effective and the goals are achieved • Keep in touch with relevant training / educational institutes and government departments to cultivate close connections and cooperative relationships <p>3. Exhibit professionalism</p>

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	<p>Be able to</p> <ul style="list-style-type: none">• Ensure the training programme effectively helps improve service quality and work performance of staff• Encourage staff to sign up for training, so as to improve their level of competence and overall service quality of the institution
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to formulate staff training programme according to staff's training needs in terms of psychological, social and spiritual health service;• Ability to provide training on useful, updated knowledge and skills, so as to enhance staff performance and service quality; and• Ability to review and assess the effectiveness of the training programme regularly and advise on how to improve it.
Remark	