

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

Functional Area - Management

Title	Instruct and Train New Recruits
Code	110839L4
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills. Practitioners should be able to understand the organization's operations and related information on its service, and provide relevant guidance and appropriate training according to the needs of new recruits, in order to help them adapt to their work as soon as possible.
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on instructing and training new recruits</p> <ul style="list-style-type: none"> <li>• Understand the relevant materials that new recruits need to learn, such as: <ul style="list-style-type: none"> <li>○ Organizational level, such as: service mission, aim, philosophy, and goals, etc.</li> <li>○ Administrative level, such as: administrative management policies and related guidelines, etc.</li> <li>○ Unit level, such as: staff responsibilities, etc.</li> <li>○ Service level, such as: service categories and the relevance between services, etc.</li> </ul> </li> <li>• Understand the positions and duties of new recruits</li> <li>• Understand the skills and tips for providing training for new recruits</li> <li>• Understand the skills to assist new recruits to adapt to work</li> </ul> <p>2. Instruct and train new recruits</p> <ul style="list-style-type: none"> <li>• Arrange staff guidance and training to allow them understand the position and rank of the new recruit</li> <li>• Prepare complete and comprehensive job information kits for new recruits, such as: <ul style="list-style-type: none"> <li>○ Information related to administration, such as: <ul style="list-style-type: none"> <li>▪ Staff professional ethics guidelines and codes of practice</li> <li>▪ Service quality standard documents</li> <li>▪ Staff supervision and job effectiveness assessment arrangements</li> <li>▪ Preparation of staff duty rosters</li> <li>▪ Procedures and guidelines for the application of leave of absence, etc.</li> </ul> </li> <li>○ Information related to service, such as: <ul style="list-style-type: none"> <li>▪ Recent and existing service plans of the department and subordinate teams</li> <li>▪ Annual plan and review report</li> <li>▪ Guidelines for the implantation of service quality standards, etc.</li> </ul> </li> <li>○ Other practical information, such as: <ul style="list-style-type: none"> <li>▪ Execution of computer software</li> <li>▪ Work safety regulations, etc.</li> </ul> </li> </ul> </li> <li>• Make corresponding arrangements so that new recruits can adapt and start working as soon as possible, such as: <ul style="list-style-type: none"> <li>○ Coordinate with other services/units to allow new recruits to visit and understand</li> <li>○ Arrange time for community visits so that they familiarize with community facilities and related support services, etc.</li> </ul> </li> <li>• Arrange appropriate training for new recruits, such as:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Cooperate with the organization's orientation activities so that they understand the organization's service development policy and other collaborative services/units</li> <li>○ Cooperate with the department's orientation activities so that they understand the department's operations and service</li> <li>○ Service-related training, such as: occupational safety and health training, etc.</li> <li>○ Service skills training, such as: skills for using wheelchairs, etc.</li> <li>● Provide explanations and descriptions for any questions and inquiries by new recruits</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Ensure that the guidance and training arrangements are commensurate with the positions and ranks of the new recruits</li> <li>● Understand the needs of new recruits, and assist them in adapting to their work as soon as possible</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>● Able to understand the related information on organization's operations and services, and provide relevant guidance and appropriate training corresponding to the job positions and needs of new recruits, in order to help them in adapting to their work as soon as possible.</li> </ul>
Remark	