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

Functional Area - Management

Title	Develop Ethical Management Policies
Code	110844L5
Range	This Unit of Competency is applicable to practitioners who are responsible for management work in the elderly care service industry.The application requires the demonstration of in-depth expertise or theoretical knowledge in a range of technical, professional or managerial working environments, and its execution requires careful thinking, critical analysis and decision-making skills.Practitioners should be able to develop ethical management policies according to the organization's service development policies and the understanding of the organization's recruitment guidelines, in order to improve the organization's service quality and protect the organization's reputation.
Level	5
Credit	2 （For Reference Only）
Competency	Performance Requirements 1. Relevant knowledge on ethical management • Understand the strategies and policies of the organization's service development • Understand the human resources policies and recruitment conditions of the organization's guidelines • Understand the organization's guidelines on human resources policies • Understand the methods to determine and plan the staff's professional ethics in the elderly community care and support services industry, such as: o Privacy and confidentiality o Respect the clients o Equality o Support and advocacy o Priority on the service target, etc. • Understand the skills of assessing the staff's performance on professional ethics • Understand the methods to integrate the laws related to ethical management, such as: o "Personal Data (Privacy) Ordinance" o "Disability Discrimination Ordinance" o "Race Discrimination Ordinance" o "Hong Kong Bill of Rights Ordinance" o "Service Quality Standards", etc. 2. Develop ethical management policies • Establish goals for developing ethical management policies, according to the organization's policies, guidelines and service development, such as: o Guarantee/improve the organization's reputation o Improve the organization's service quality o Maintain good relationships with the service users, etc. • Establish the assessment criteria for the staff's performance on professional ethics, according to their various work responsibilities, such as: o Plan services o Provide services o Communicate with service users o Cooperate with other staff, etc. • Establish assessment methods for the performance on professional ethics, such as: o Regular staff supervision and performance assessments o Assessments by the senior, supervisor or other staff

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	o Service user opinions o Self-assessment, etc. • Develop timetables for the assessment of the performance on professional ethics • Develop reward systems to motivate the staff's professional behaviors • Develop staff training programs to help them improve their performance on professional ethics • Regularly review and revise the policies on ethical management, to ensure that the policies correspond with the organization's current service policies and helps to continually improve staff performance 3. Exhibit professionalism • Ensure that the established ethical management policies correspond to the organization's service policies • Ensure the appropriate assessment on the performance of professional ethics, and compare and learn from other organizations in the industry as needed
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Able to develop policies on ethical management according to the organization's policies, guidelines and service development; and • Able to develop assessments on ethical performance and relevant staff training programs, to protect the organization's service quality and reputation.
Remark	