

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

Functional Area - Management

Title	Execute the Guidelines on Professional Ethics
Code	110846L2
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to understand the organization's guidelines on professional ethics and strictly comply and execute them in the daily working environment, in order to improve the organization's service quality.
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the guidelines on professional ethics</p> <ul style="list-style-type: none"> <li>• Understand the organization's guidelines on professional ethics</li> <li>• Understand the meaning of professional ethics, such as: <ul style="list-style-type: none"> <li>○ Respect the clients</li> <li>○ Treat equally</li> <li>○ Privacy and confidentiality</li> <li>○ Support and advocacy, etc.</li> </ul> </li> <li>• Understand the importance of executing the guidelines on professional ethics, such as: <ul style="list-style-type: none"> <li>○ Maintain good working relationships with the clients</li> <li>○ Improve service quality, etc.</li> </ul> </li> <li>• Understand how professional ethics relate to relevant laws, such as: <ul style="list-style-type: none"> <li>○ "Personal Data (Privacy) Ordinance"</li> <li>○ "Disability Discrimination Ordinance"</li> <li>○ "Race Discrimination Ordinance"</li> <li>○ "Family Status Discrimination Ordinance", etc.</li> </ul> </li> <li>• Understand the methods to understand the guidelines on professional ethics</li> </ul> <p>2. Execute the guidelines on professional ethics</p> <ul style="list-style-type: none"> <li>• Learn about the organization's guidelines on professional ethics using different methods, such as: <ul style="list-style-type: none"> <li>○ Orientation</li> <li>○ Regular training</li> <li>○ Retreat activities</li> <li>○ Organization's documents, etc.</li> </ul> </li> <li>• Strictly comply with the guidelines on professional ethics, and apply them to daily work, such as: <ul style="list-style-type: none"> <li>○ Confirm that personal behavior complies with the guidelines on professional ethics</li> <li>○ Able to be equal, fair and active, cooperate with the overall service operations, and assist the organization's service development</li> <li>○ Under any circumstances, do not commit actions that may harm the interests of the organization, etc.</li> </ul> </li> <li>• Comply with relevant regulations</li> <li>• Immediately seek assistance from the senior/supervisor when unsure about professional ethics while providing service</li> </ul>

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Understand the importance of the guidelines on professional ethics, and strictly abide and execute them in the daily working environment</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 and execute the organization's guidelines on professional ethics, in order to improve the organization's service quality.</li></ul>
Remark	