

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

Functional Area - Management

Title	Manage Service Quality
Code	110848L5
Range	This Unit of Competency is applicable to practitioners who are responsible for managing the organization's services 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 monitor the organization's service quality according to the organization's quality management policies, ensure that the services provided are based on relevant standards and procedures, and meet the standardized levels, in order to ensure that the organization provides quality services.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on management of service quality</p> <ul style="list-style-type: none"> • Understand the concepts and principles of service quality management, such as: <ul style="list-style-type: none"> ○ Quality Assurance ○ Continuous Quality Improvement ○ Total Quality Management, etc. • Understand the methods to determine the principles and importance of quality management, such as: <ul style="list-style-type: none"> ○ Prioritize customers ○ Continuous improvement ○ Full participation, etc. • Understand the methods to integrate the organization's services, including: mission, purpose, philosophy and goals • Understand the methods to plan the organization's service content and processes • Understand the methods to integrate the organization's service users, such as: the elderly persons, carers, family members, staff, etc. • Understand the methods to check the service user's needs • Understand the methods to integrate the organization's operation strategies • Understand the methods to determine the organization's quality management policies • Understand the methods to operate the organization's various standards on service quality • Understand the methods to integrate the concepts and techniques of high-quality customer services <p>2. Manage service quality</p> <ul style="list-style-type: none"> • Manage the organization's daily operations according to the organization's quality management policies, and ensure that the services provided are based on procedures and guidelines of service standards, such as: <ul style="list-style-type: none"> ○ Daily operations; ensure that the elderly persons apply for services according to the correct procedures, etc. ○ Nursing services; ensure the execution of infection control measures to prevent infectious disease outbreaks, etc. ○ Human resources; ensure regular staff training and assessment of staff performance, in order to ensure they meet the standards, etc. ○ Data management; ensure the appropriate management of the elderly's medical records, and protect the elderly's privacy, etc.

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	<ul style="list-style-type: none"> ○ Environmental safety; ensure regular inspections for the facilities used by the elderly persons, in order to ensure their safety, etc. ● Monitor the organization's services to ensure that the service quality meet the standards, such as: <ul style="list-style-type: none"> ○ Regularly collect and integrate relevant data, such as: the quantity of elderly persons using the services/participating in activities, quantity of elderly memberships, etc. ○ Regularly conduct staff assessments and training, to ensure their work efficiency and that their performance meet the standards ○ Inspect the service performance records submitted by each unit, to ensure the smooth operation of the unit and that they meet the standards ○ Conduct internal audits, review the service quality of each unit, etc. ● Ensure the quality of provided services, such as: <ul style="list-style-type: none"> ○ Inspect the service user's satisfaction levels with the service, to ensure that the service meets their needs ○ Refer to the service user's opinions to perform improvements to the service quality, etc. ● Promote staff participation and ensure that they possess the sufficient abilities to provide quality services, such as: <ul style="list-style-type: none"> ○ Recruit staff that meet the organization's service quality standards ○ When planning staff training and orientation; ensure that they understand and execute the relevant procedures and guidelines on service standards ○ Keep relevant procedures and guidelines on service standards in each unit for staff reference and reading, etc. ● Appropriately document and preserve relevant information related to the organization's service quality, according to the standard procedures, for future review and improvement purposes <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Ensure that the organization's service operations comply with the quality management policies, so that the organization's services reach a high-quality level ● Maintain fair and just attitudes when executing the organization's quality management policies
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to manage the organization's daily operations according to the quality management policies, and ensure that the services provided are based on the procedures and guidelines of service standards; ● Able to monitor the organization's services, to ensure that the service quality meet the standard levels; ● Able to promote staff participation and ensure their quality of services; and ● Able to appropriately document and preserve information on the organization's service quality, for future review and improvement purposes.
Remark	