

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

Functional Area - Home and Community Care

Title	Assist in Shopping
Code	110863L2
Range	This Unit of Competency is applicable to frontline practitioners who provide home support 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 utilize knowledge on daily shopping to assist the elderly persons in purchasing the necessary items, and delivering it to them, according to their shopping needs, budget, and the organization's procedures and guidelines.
Level	2
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on shopping</p> <ul style="list-style-type: none"> <li>• Understand the organization's procedures and guidelines on assisted shopping</li> <li>• Understand the organization's guidelines on occupational safety and health</li> <li>• Understand the items and information on the item that the elderly persons need to purchase</li> <li>• Understand the knowledge required for shopping, such as: <ul style="list-style-type: none"> <li>○ Location of nearby shops</li> <li>○ The fastest route etc.</li> </ul> </li> <li>• Understand the methods to settle money with the elderly</li> <li>• Understand the purpose of the money collection form</li> <li>• Understand the importance of maintaining good communication with the elderly</li> </ul> <p>2. Assist in shopping</p> <ul style="list-style-type: none"> <li>• Create shopping lists according to the organization's guidelines and the elderly's agreement, such as: <ul style="list-style-type: none"> <li>○ Quality</li> <li>○ Quantity</li> <li>○ Expected expenditures, etc.</li> </ul> </li> <li>• Review the daily necessities that the elderly persons lack, and make shopping suggestions based on the knowledge on the elderly persons and the observation of their home environments</li> <li>• Collect the expected expenditures for the purchase of items from the elderly persons, and sign relevant documents to prove the purpose and amount of the money collected</li> <li>• Visit nearby shops for shopping according to the shopping list</li> <li>• Pay attention to important information related to the items when shopping, such as: <ul style="list-style-type: none"> <li>○ Check the brand of the goods</li> <li>○ Check the expiration date or best before date</li> <li>○ Check whether the goods are defective or rotten, etc.</li> </ul> </li> <li>• Immediately call the elderly persons to communicate if any issues related to the goods arise</li> <li>• Check and keep the receipts after payment</li> <li>• Deliver the items to the elderly's home after shopping</li> <li>• Check the goods and prices with the elderly persons</li> <li>• Return the remaining money to the elderly persons and sign relevant documents</li> <li>• Assist the elderly to place the goods in suitable or designated positions, according to the elderly's abilities and the weight of the goods</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure self-protection when providing services, to avoid strains or injures, according to the organization's relevant occupational safety and health guidelines, such as:             <ul style="list-style-type: none"> <li>○ Maintain the correct posture</li> <li>○ Protect joints</li> <li>○ Use energy conserving techniques, etc.</li> </ul> </li> <li>• Keep all purchase receipts to protect the rights and interests of both parties</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Comply with the organization's procedures and guidelines when working</li> <li>• Make sure to follow the elderly's shopping and assist in purchasing their needed daily necessities</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 utilize knowledge on daily shopping to assist the elderly persons in purchasing the items they need, according to their shopping needs and expected expenditure.</li> </ul>
Remark	