

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

Functional Area - Home and Community Care

Title	Arrange Transportation
Code	110865L2
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 to arrange suitable transportation for the elderly persons, and safely transport them according to their activities, needs, the understanding of information on transport services in the community, as well as the organization's guidelines and procedures.
Level	2
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on transportation</p> <ul style="list-style-type: none"> <li>• Understand the organization's guidelines and procedures on transportation services</li> <li>• Understand all aspects of the situation of the elderly in order to arrange suitable transportation services, such as: <ul style="list-style-type: none"> <li>○ Chronic disease</li> <li>○ Mobility</li> <li>○ Cognitive ability, etc.</li> </ul> </li> <li>• Understand the types of legal transportation that provide services for the elderly persons, such as: <ul style="list-style-type: none"> <li>○ Rehabus/Rehabus on-call service, etc.</li> <li>○ Accessible hire car service</li> <li>○ Wheelchair accessible taxi, such as: diamond cab, SynCab, etc.</li> <li>○ Non-emergency ambulance services</li> <li>○ Special vehicles arranged by the organization, etc.</li> </ul> </li> <li>• Understand the organization's vehicles, the transportation vehicles that provide services for the elderly persons in the community, and related information, such as: <ul style="list-style-type: none"> <li>○ Service target</li> <li>○ Service features</li> <li>○ Service area</li> <li>○ Special equipment</li> <li>○ Appointment notice</li> <li>○ Methods to apply</li> <li>○ Fees and payment methods, etc.</li> </ul> </li> </ul> <p>2. Arrange transportation</p> <ul style="list-style-type: none"> <li>• Understand the elderly's physical condition and their needs for transportation services from the senior/supervisor, according to the organization's guidelines and procedures, such as: <ul style="list-style-type: none"> <li>○ Use a wheelchair or other mobility aids</li> <li>○ Whether the elderly can be transferred from a wheelchair to a chair, their transfer ability, and the extent to which the staff can assist in the transfer, etc.</li> <li>○ Destination</li> <li>○ Escort needs, etc.</li> </ul> </li> <li>• Arrange suitable transportation for the elderly to pick up and drop off the elderly, according to the understanding of the elderly's condition, such as:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Wheelchair users and their escorts can be accompanied by accessible hire car services, diamond cab, etc.</li> <li>○ Elderly persons who require to daily transportation may opt for the "fixed route" Rehabus service arrangements, etc.</li> <li>● Contact the person in charge or driver of the pick-up service to provide and obtain relevant information, such as: <ul style="list-style-type: none"> <li>○ Provide relevant staff with information about the elderly persons, the required assistance and the contact number of the unit</li> <li>○ Pick up and drop off location</li> <li>○ Return time, etc.</li> </ul> </li> <li>● If there is an emergency during the pick-up and drop-off, such as: the elderly falls down; obtain the relevant information and immediately report to the senior/supervisor, etc.</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Comply with the organization's guidelines and procedures when working</li> <li>● Ensure that the transportation services arranged are safe and legal</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 arrange legal transportation services for the elderly persons according to their activity abilities, and safely pick them up and drop them off.</li> </ul>
Remark	