

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

Functional Area - Home and Community Care

Title	Regular Work Report
Code	110873L3
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to select suitable occasions to perform work reports according to the needs and natures of the work, and improve communication between staff so that the service unit operates smoothly.
Level	3
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on regular work reporting</p> <ul style="list-style-type: none"> • Understand the organization's guidelines on regular work reporting • Understand the purpose of regular work reporting, such as: <ul style="list-style-type: none"> ○ Work summary, such as: report work results and effectiveness ○ Work improvement, such as: seeking assistance from staff, instructions from seniors, opportunities for negotiations ○ Reduce the immediate or potential risks of incidents, such as managing emergencies, as reference for future incidents, etc. • Understand the procedures and measures for regular work and emergency reporting procedures <p>2. Regular work report</p> <ul style="list-style-type: none"> • Organize the main points of work that needs to be reported, according to the organization's guidelines and the needs and nature of the work • Clarify the content and purpose of work reporting • Select suitable occasions to report according to the content and purpose of the work, such as: <ul style="list-style-type: none"> ○ When the reporting content is related to the team, seek help from team members and report at regular team meetings ○ When the reporting content is related to information that service unit staff require to understand, report at service unit meetings, or pre-arrange a schedule to report to the staff during working hours ○ When the reporting content is urgent, the staff must perform corresponding management according to the guidelines, authorize relevant staff to report perform emergency work reports, or report on the immediate and post-event management of the incident after handling the emergency • The content of the report must be adjusted according to the staff's rank and position, so that relevant staff can understand the main points of the report and perform the relevant work according to the work arrangement • After completing the work report, record the main points in the staff's work log so that those who are absent can review the relevant information at any time <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Understand the purpose of work reports, organize the content of the report, and select the appropriate occasion to perform the report

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Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none">• Able to organize the content of the report according to the needs and nature of the work, and select the appropriate occasion to perform the report, improve communication between staff so that the service unit operates smoothly.
Remark	