

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

Functional Area - Home and Community Care

Title	Follow-Up Home Repair Cases
Code	110874L3
Range	This Unit of Competency is applicable to practitioners who provide district and home support 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 review the repair results, and assess the home environment improvement brought on by the elderly's home repair projects, according to the elderly's needs and items of home repair.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on following-up home repair cases</p> <ul style="list-style-type: none"> • Understand the elderly's needs for home repair • Understand the items and contents of the elderly's home repair projects • Understand the skills of inspecting repair projects • Understand the skills of assessing the home environment safety <p>2. Follow-up home repair cases</p> <ul style="list-style-type: none"> • Inspect whether the elderly's home repair results meet the safety and quality standards, such as: <ul style="list-style-type: none"> ○ Leveling the ceiling: inspect whether the ceiling appears uneven ○ Painted wall: inspect whether the wall is cracked or uneven ○ Window repair: inspect for loose window handles, hinges, etc. ○ Repair of the fresh water system: inspect for cracks in the pipes, rust, etc. ○ Maintenance and repair of the sewage system: inspect whether the drainage is clogged, leaking, etc. • If there are still omissions and deficiencies in the home repair projects; assist the elderly persons to communicate with the person in charge of the relevant department/group to follow-up and manage the issue • Ensure the after-sales service and maintenance period of the home repair project <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow-up the work of home repair projects and inspect the repair results • Maintain good communication with the elderly persons and the person in charge of maintenance services, in order to effectively follow-up and handle the repair work
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to inspect and follow-up the repair results according to the content of the elderly's home repair projects, and ensure safe and improved home environments for the elderly.
Remark	