

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

Functional Area - Common

Title	Develop Staff Training (Critical Care)
Code	110911L5
Range	This Unit of Competency is applicable to practitioners who provide human resources and management work 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 analyze and manage the training needs of critical care staff and determine the resources allocated by the organization, so as to develop staff training programs to improve their knowledge and skills in critical care, and ensure that appropriate community care and support can be provided to the elderly persons.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on developing staff training (critical care)</p> <ul style="list-style-type: none"> <li>• Understand the relevant theories of human resource management</li> <li>• Understand the methods to assess and integrate the available resources of the department, such as: <ul style="list-style-type: none"> <li>○ Finance</li> <li>○ Time</li> <li>○ Hardware and software, etc.</li> </ul> </li> <li>• Understand the scope and future development plans of the organization's elderly community care and support services</li> <li>• Understand the methods to summarize the scope of critical care training, such as: <ul style="list-style-type: none"> <li>○ Infection control measures</li> <li>○ Critical care procedures that provide elderly community care and support services</li> <li>○ Notification mechanisms for critical situations in community work, etc.</li> </ul> </li> <li>• Understand the methods to detect and determine the staff needs for knowledge, skills and training in critical care, such as: <ul style="list-style-type: none"> <li>○ The level of knowledge and skills that the staff have reached</li> <li>○ Situations or personal experiences that the staff often face</li> <li>○ Common mistakes or misunderstandings by the staff, etc.</li> </ul> </li> <li>• Understand the methods to collect relevant information on training, such as: <ul style="list-style-type: none"> <li>○ Work performance assessments</li> <li>○ Feedback from staff and instructors</li> <li>○ The needs of the elderly persons and their family members</li> <li>○ Exchange and sharing among the elderly community care workers, etc.</li> </ul> </li> <li>• Understand the external professional accreditation intuitions or qualified professionals that provide suitable training</li> </ul> <p>2. Develop staff training (critical care)</p> <ul style="list-style-type: none"> <li>• Assess the current staff's knowledge and level of critical care, in order to develop appropriate training directions and scope</li> <li>• Identify deficiencies according to the organization's scope and future development plans on elderly community care and support services, and by analyzing the critical care abilities and experiences of the current staff, in order to establish critical care training programs, candidates, and priorities that meet the requirements of the community</li> </ul>

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	<ul style="list-style-type: none"> <li>• Invite medical professionals as instructors, or contact approved training institutions to prove the latest knowledge and skills on critical care</li> <li>• Develop indicators to measure the staff's effectiveness in acquiring the expected knowledge and skills through training, and use them as reference indicators for future training, such as:             <ul style="list-style-type: none"> <li>○ Number of trainees, ranks departments</li> <li>○ The staff's improved critical care performance</li> <li>○ Feedback from the staff and instructors, etc.</li> </ul> </li> <li>• Develop a review mechanism to regularly review the effectiveness of the training program, in order to improve and enhance the quality of training</li> <li>• After the completion of the training program, have the staff write records, and appropriately store them for future review and follow-up purposes</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Effectively utilize the organization's resources to develop staff training programs to meet the requirements of community care</li> <li>• Ensure that the training program can effectively improve the staff's ability to manage critical care and improve the quality of community care and support services</li> <li>• Able to assess and improve the effectiveness of training plans</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 develop staff training programs according to the organization's scope and future development plans on elderly community care and support services, in order to meet the staff's training needs in critical care; and</li> <li>• Able to provide the staff with the latest critical care knowledge and skills, in order to provide appropriate elderly community care and support services; and</li> <li>• Able to regularly review the effectiveness of the training program developed, in order to make improvements.</li> </ul>
Remark	