

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

Functional Area - Common

Title	Provide Staff Training (End-of-Life Care)
Code	110924L5
Range	This Unit of Competency is applicable to practitioners who provide end-of-life care services 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 arrange staff training according to the organization's end-of-life care plans, in order to improve the relevant skills of the staff.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on staff training (end-of-life care)</p> <ul style="list-style-type: none"> • Understand the staff's awareness of end-of-life care • Understand the guidelines of government authorities and agencies on the execution of end-of-life care plans • Understand the importance of training staff for end-of-life care plans, such as: <ul style="list-style-type: none"> ○ Raise their awareness of the elderly persons in end-of-life stages ○ Enhance the staff's knowledge and skills in caring for the dying elderly persons ○ Promote their relationships with the elderly persons, etc. • Understand the training content of the end-of-life care plan, such as: <ul style="list-style-type: none"> ○ The needs of the dying elderly ○ Understand the common disease of the dying elderly ○ Understand the communication skills with the elderly persons, their family members and carers ○ Understand the community resources for the dying elderly persons ○ Understand life and death education and hospice services ○ Understand the preset medical instructions, preset end-of-life care plans and legal knowledge on handling wills ○ Daily care skills and practices, such as: <ul style="list-style-type: none"> ▪ Personal care ▪ Prevent bedsores ▪ Body and oral cleaning, etc. • Understand the different training models, such as: classroom teaching, internship, workshops, field trips, etc. • Understand the effectiveness indicators of providing staff training <p>2. Provide staff training (end-of-life care)</p> <ul style="list-style-type: none"> • Determine the staff's awareness and needs for end-of-life care as the content and developmental direction of the training, according to the staff's training records, comments from the senior/supervisor, employee meetings, individual consultations with the staff, and other enquiry methods, etc. • Perform preparations for staff training (end-of-life care), such as: <ul style="list-style-type: none"> ○ Determine training objectives and effectiveness indicators ○ Plan the content suitable for staff training ○ Select the appropriate training model and instructors ○ Cooperate with the staff's work arrangements and develop training schedules ○ Arrange suitable venues and manpower, etc. • Monitor the training conditions to review the effectiveness

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	<ul style="list-style-type: none"> • Assess the execution and content of relevant training programs, such as: <ul style="list-style-type: none"> ○ The degree of goal achievement ○ Instructor performance ○ Staff attendance rate ○ Staff performance during training, etc. • Perform and write assessment records, such as: <ul style="list-style-type: none"> ○ Organize the feedbacks from the staff and instructors ○ Written records of staff training details ○ Suggest improvements ○ Appropriately store records, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure that the training content meets the needs of the staff for providing end-of-life care • Effectively enhance the staff's abilities and confidence in caring for the dying elderly • Assess and improve the effectiveness of training
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to provide appropriate staff training as needed, according to the staff's awareness of end-of-life care, in order to enhance their abilities and confidence in caring for the dying elderly; and • Able to monitor and record the training process and effectiveness, and perform improvements according to the suggestions, in order to enhance the staff's relevant skills.
Remark	