Functional Area - Common

Title	Develop Staff Training (End-of-Life Care)
Code	110925L5
Range	This Unit of Competency is applicable to practitioners who are responsible for management of the elderly's end-of-life care 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 the resources allocated by the organization and determine the staff's training and development needs, develop staff training programs to improve their knowledge and skills on end-of-life care, and ensure they provide appropriate elderly community care and support services, in order to improve the overall level of service.
Level	5
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on providing staff training (end-of-life care)
	
	• Understand the relevant theories and knowledge on end-of-life care and staff training
	• Understand the methods that staff use to obtain knowledge on end-of-life care
	• Understand the scope of knowledge on end-of-life care in different staff positions
	• Understand the end-of-life care plan executed by the organization
	• Understand the administrative structure and functional areas of the department providing end-of-care services
	• Understand the support which the department provides, such as:
	    o Finance
	    o Time
	    o Venue
	    o Staff arrangements
	    o Related professional knowledge and skills, etc.
	• Understand the training instructors and related groups that provide relevant information for professional training
	• Understand the assessment methods for staff training (end-of-life care)
	
	2. Develop staff training (end-of-life care)
	
	• Develop staff training (end-of-life care) goals, expected results and budget
	• Develop appropriate training directions and scope according to the assessment of the current staff's knowledge and level of understanding on end-of-life care, such as:
	    o Training record
	    o Staff meetings, etc.
	• Develop the staff positions and their training content for end-of-life care, such as:
	    o Frontline staff must understand support skills
	    o Professional staff must understand the methods for assessing dementia in the elderly persons, etc.
	• Develop various models of training (end-of-life care), such as:
	    o Classroom lectures
	    o Internship workshops, etc.
	• Develop the tools and content for assessing effectiveness, such as:
	    o Questionnaires before and after training, such as:
	        ▪ Level of understanding on the content of end-of-life care
	        ▪ Satisfaction with the time and venue

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	○ Staff training attendance forms ○ Develop the frequency and time schedule of staff training for staff in different positions, etc. - Develop review mechanisms to regularly review the effectiveness of the training program, in order to improve and enhance the training quality - Have the staff write records after their training, and appropriately store them for future review and follow-up purposes 3. Exhibit professionalism - Effectively utilize the organization's resources to develop staff training programs that meets the needs of community care - Ensure that the training program effectively improves the staff's level of end-of-life care and quality of community care and support services - Able to assess and improve the effectiveness of training
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: - Able to develop staff training programs according to the organization's future development plans, scope of community care and support services, and the staff's training needs on end-of-life care; - Able to provide the staff with the latest knowledge and skills on end-of-life care, in order to improve their quality of care; and - Able to regularly review the effectiveness of the developed training program, and make improvements accordingly.
Remark	