

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

Functional Area - Common

Title	Perform Handovers
Code	110931L2
Range	This Unit of Competency is applicable to practitioners who provide frontline services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to report and communicate truthfully to relevant staff on the professional responsibility and accountability for the aspects of their work, according to the organization's related handover arrangements, in order to ensure smooth handover and daily operations of the organization.
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on handovers</p> <ul style="list-style-type: none"> <li>• Understand the organization's handover arrangements, such as: <ul style="list-style-type: none"> <li>○ Handover time</li> <li>○ Handover procedures</li> <li>○ Handover staff, such as: supervisors, nurses, social workers, therapists, caregivers, drivers, clerks, etc.</li> <li>○ Necessary materials, such as: handover logbook, related forms, equipment, etc.</li> </ul> </li> <li>• Understand the purpose and importance of handovers, such as: <ul style="list-style-type: none"> <li>○ Interpret and obtain the latest information related to the elderly persons, such as: the progress of a case, etc.</li> <li>○ Update the latest information related to the organization or unit</li> <li>○ Simple communication in response to the reports and information obtained, etc.</li> </ul> </li> <li>• Understand the elderly's condition and recent changes, such as: <ul style="list-style-type: none"> <li>○ Physical discomfort</li> <li>○ Crises caused by changes in personal life, such as: poor relationship with their neighbors/other residents/relatives, conflicts or quarrels, etc.</li> </ul> </li> <li>• Understand the skills of reporting</li> </ul> <p>2. Perform handovers</p> <ul style="list-style-type: none"> <li>• Prepare the required information and materials for handovers</li> <li>• Notify the relevant staff to attend handovers, and arrange for the next responsible staff to take over the care for the elderly persons</li> <li>• Perform handovers according to the scheduled time</li> <li>• Report truthfully during handovers, paying attention to special incidents, such as: <ul style="list-style-type: none"> <li>○ Special circumstances of the elderly persons, such as: physical conditions of the elderly persons who have recently been discharged from the hospital, the need for care and treatment, the conditions and adaptation needs of new elderly persons, etc.</li> <li>○ Emergencies, such as: falls, fights, etc.</li> <li>○ Upcoming events, designated participants and event arrangements</li> <li>○ Administrative reports, such as: work arrangements for new recruits, the organization's latest administrative guidelines and arrangements, forms related to the use of service, etc.</li> <li>○ Events that affect the service operation, such as: power outage arrangements, electronic failures, etc.</li> <li>○ Simple communication in response to the report contents</li> </ul> </li> </ul>

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

Functional Area - Common

	<ul style="list-style-type: none"> <li>• Record the time and content of the handovers in the handover logbook</li> <li>• Staff not on duty during the handover must read the handover logbook as soon as possible, so that they don't miss important information and affect the quality of service</li> <li>• Discuss and follow-up with relevant staff as needed, according to the handover content</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Clearly, concisely and briefly report the main points during handovers</li> <li>• During handovers, clearly receive the main points of the reports from other staff, in order to display teamwork</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 report and communicate truthfully to relevant staff on the professional responsibility and accountability for the aspects of their work, the elderly's conditions, and the things they need to pay attention to, according to the organization's related handover arrangements, in order to ensure smooth handovers;</li> <li>• Able to accurately and concisely record the key points of the handover in the handover logbook, so that the absent staff can read it; and</li> <li>• Able to adequately follow-up according to the handover contents, in order to ensure the quality of the service.</li> </ul>
Remark	