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

Functional Area - Common

Title	Develop Communication Channels and Confirmation Mechanisms Between Staff
Code	110940L5
Range	This Unit of Competency is applicable to practitioners who provide communication support 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 develop communication channels and confirmation mechanisms between staff, according to the organization's policies, so that staff opinions can be attended to and the smooth operation of the organization's services.
Level	5
Credit	2 （For Reference Only）
Competency	Performance Requirements 1. Relevant knowledge on communication channels and confirmation mechanisms between staff - Understand the communication channels between the staff, and the objectives and principles of confirmation mechanisms - Understand the types, content and processes of communication channels between staff - Understand the communication channels between staff and the documents and verification methods of the confirmation mechanism - Understand the ranks, personnel structure and functions of the organization's service units - Understand the staff's areas of attention, such as: - Administrative factors, such as: - Procedures for handling complaints - Financial budget, etc. - Service factors, such as: - Case services - Carer services - Personal care services, etc. - Ministry factors, such as: - Open day - Holding large-scale events, etc. - Sudden factors, such as: - Handling typhoon and rainstorm arrangements - Emergencies, etc. - Staff affair factors, such as: - Staff meals - Staff training, etc. - Understand the service categories of the organization's service units, such as: - Elderly community care and support services, such as: District Elderly Community Center, Neighbourhood Elderly Center - Elderly residential services, etc. 2. Develop communication channels and confirmation methods between staff - Analyze the content of the staff's areas of attention, develop communication channels and types of confirmation mechanisms between staff, and specify the execution content, such as: - Meeting as a communication channel and confirmation mechanism, such as: - Meeting objectives and background

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	- Meeting time and frequency - Permanent or temporary - Chairperson and members - Confirm the relevant content with the meeting minutes, such as: - Attendance list - Date - Time and place - Meeting reports, etc. - Meeting content and agenda, etc. - Other communication channels, such as: - Email - Circulate documents or notices - Instant messages, such as: SMS, WhatsApp, etc. - Develop appropriate levels of communication channels between staff, according to the organization's services and administrative structure, such as: - At the level of the organization's management and unit representatives, such as: - Administrative meeting of the organization's heads, etc. - At the level between service units, such as: - Meeting between the service unit supervisors, etc. - At the level within the service unit, such as: - All staff meetings - Service team meetings - Staff affair meetings, etc. - Develop the appropriate records and release deadlines, and use the staff's signature or received electronic records as confirmation credentials - Ensure the appropriate documentation and storage of the staff's communication confirmation record, for future inspection and follow-up purposes 3. Exhibit professionalism - Understand the staff's areas of attention, and develop suitable communication channels at appropriate levels - Effectively execute various communication channels and confirmation mechanisms
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: - Able to develop suitable communication channels and confirmation mechanisms between staff, according to the organization's policies, in order to ensure the smooth operation of services; and - Able to develop channels to reach a consensus with the staff, and establish appropriate records for confirmation and preservation purposes.
Remark	