

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

Functional Area - Common

Title	Monitor the Quality of Gerontechnology Projects
Code	110956L5
Range	This Unit of Competency is applicable to practitioners who provide staff training 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 monitor and ensure the quality of the gerontechnology projects according to the organization's practice manual and quality management policies.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the quality of gerontechnology projects</p> <ul style="list-style-type: none"> • Understand the organization's quality assurance policies, such as: <ul style="list-style-type: none"> ○ Service quality related standards ○ Self-assessment ○ Project review ○ Quality assessment and mechanism ○ Review and improvement suggestions, etc. • Understand the importance of quality monitoring • Understand the objectives, content and coverage of the organization's gerontechnology projects • Understand the objective effectiveness and quality indicators of gerontechnology projects • Understand the methods of monitoring the quality and collecting relevant data on gerontechnology projects • Understand the methods of data analysis and judging the quality of gerontechnology projects • Understand the skills of writing inspection reports <p>2. Monitor the quality of gerontechnology projects</p> <ul style="list-style-type: none"> • Execute and monitor the execution of gerontechnology projects, according to the organization's quality assurance policies, such as: <ul style="list-style-type: none"> ○ Collect project-related quality indicators using different methods, such as: field visits, unannounced inspections, relevant measurement data, interviews with the staff and service users, etc. ○ From the staff's daily operations, understand whether they can comply with the organization's guidelines and execute the project ○ Analyze whether there are differences in self-assessment and on-site review, etc. • Analyze the data obtained to determine whether the quality of gerontechnology projects corresponds with the expectations, and develop improvement plans accordingly • Write reports based on the results of the monitoring and relevant improvement suggestions <p>3. Exhibit professionalism</p>

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	<ul style="list-style-type: none">• Monitor the execution of gerontechnology projects, while maintaining the principles of fairness and impartiality, and monitoring the quality of the projects with transparent indicators and objective data
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Able to collect and effectively analyze different data to monitor and ensure the quality of gerontechnology projects, according to the organization's practice manual; and• Able to write reports and suggest areas of improvements on gerontechnology projects, according to the monitoring results of the monitoring.
Remark	