

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

Functional Area - Management

Title	Perform shift handover
Code	106146L2
Range	This unit of competency is applicable to the employees in the elderly care service industry who provide frontline services. This competency involves tasks in a familiar, day-to-day, organized working environment. Employees are required to record the actual events occurred in the workplace during their shift, according to prescribed procedures of the institution, in order to ensure smooth shift handover and smooth operation of the institution .
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on shift handover</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the aims and importance of shift handover, such as: <ul style="list-style-type: none"> ○ Update the latest information and case progress of elderlies ○ Update the latest information of institution and department • Understand the procedures of shift handover • Understand elderlies' conditions and recent changes, such as: <ul style="list-style-type: none"> ○ Physical discomfort ○ Crisis encountered due to changes in personal life, for example, deterioration of relationship with neighbours/co-residents/relatives, quarrel or conflict • Understand the reporting skills <p>2. Perform shift handover</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Identify elderlies' abnormal conditions and inform the staff in the next shift about such care arrangements, ensure care service is provided smoothly without disruptions • Report honestly and focus on special points when doing shift handover, such as: <ul style="list-style-type: none"> ○ Elderlies' conditions ○ Sudden / unexpected events, such as fall and fight with co-residents ○ Upcoming events and their arrangements • Any event that disrupts services, such as power failure, electrical appliances being out of order • Document the time and content of shift handover in the end-of-shift report • Staff members absent on a certain day should review the end-of-shift report as soon as possible, so as to avoid missing important information that may be crucial to the service quality <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Clearly report the important points to note when performing shift handover and work with colleagues of the next shift as a team
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none"> • Ability to report honestly to colleagues of the next shift work that is performed and key points to note, according to the procedures of the institution regarding shift handover, covering the events occurred during your shift, so as to ensure the smooth shift handover; document the content in the end-of-shift report.

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Remark	
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