

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

Functional Area - Management

Title	Formulate Guidelines on Daily Operations Management
Code	106167L5
Range	This unit of competency is applicable to employees in the elderly care service industry who perform management tasks. This competency involves the ability of critical analysis and reorganization of relevant information. Employees are required to formulate guidelines on daily operations management, according to the service mission, objectives, core values, aims and resources of the institution; devise a mechanism to evaluate the guidelines regularly and allow subsequent amendments; store relevant information and keep record, in order to provide clear guidelines to the service users and ensure consistency in service quality.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge and techniques on managing the institution</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand the service mission, objectives, core values, aims and resources of the institution</li> <li>• Understand the scope of service and operational procedures of the institution, including: <ul style="list-style-type: none"> <li>○ Application for the service</li> <li>○ Assessment on users' needs</li> <li>○ Termination of services</li> <li>○ Duration of service plan</li> <li>○ Financial budget</li> <li>○ Charging procedures</li> </ul> </li> <li>• Understand the scope of work for different staff members <ul style="list-style-type: none"> <li>○ Responsibilities</li> <li>○ Skills required</li> <li>○ Work flow</li> <li>○ Working hours</li> </ul> </li> <li>• Understand service users' needs (including elderlies and their families)</li> <li>• Understand regulations and restrictions on services as prescribed by regulatory authorities, such as <ul style="list-style-type: none"> <li>○ Service Quality Standards (SQSs) and Criteria</li> <li>○ Code of Practice for Residential Care Homes for the Elderly</li> <li>○ Manpower deployment</li> <li>○ Service hours, number/times of users served, number/times of service provided</li> </ul> </li> <li>• Understand techniques to formulate policies and procedures</li> <li>• Understand techniques to conduct reviews and amendments</li> <li>• Understand techniques to collect and accept opinions from staff and service users</li> <li>• Understand techniques to document items clearly and to use proper wordings</li> </ul> <p>2. Formulate guidelines on managing daily operation</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Formulate feasible guidelines according to the service mission, objectives, core values, aims and resources of the institution, staff's scope of work, service users' needs and relevant regulations <ul style="list-style-type: none"> <li>○ Workflow of service use</li> <li>○ Reporting procedures</li> <li>○ Responsibilities of staff</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Ways to collect personal information</li> <li>• Make sure staff clearly understand and follow relevant guidelines; let service users have access to relevant guidelines</li> <li>• Provide ways to collect opinions from staff and service users</li> <li>• Properly collect opinions from staff and service users to improve quality of service</li> <li>• Review and amend relevant guidelines regularly to meet the development goal of the institution</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Ensure the formulated guidelines on daily operation management can strike a balance between the needs of staff and service users, so to ensure consistency of service quality</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Ability to collect opinions from staff and service users; formulate guidelines on daily operation management according to service mission, objectives and resources of the institution; and</li> <li>• Ability to establish a mechanism to review such guidelines regularly and provide suggestions to improve or optimize them.</li> </ul>
Remark	