

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

Functional Area - Management

Title	Formulate Team Management Policy
Code	106174L5
Range	This unit of competency is applicable to employees in the elderly care service industry who are in charge of management tasks. This competency involves the ability of critical analysis, reorganization, assessment and integration of information from various sources. Employees are required to formulate team management policy, according to the institution's development plan and social demand for elderly care service with an aim to form a highly efficient team and promote the development of the institution.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on team management</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Understand the current social demand for elderly care service</li> <li>• Understand the development plan for services, current problems and risks encountered by the institution</li> <li>• Understand the roles and duties of different team members in the institution</li> <li>• Understand the various methods and skills to motivate staff and build team spirit</li> <li>• Understand various ways to conduct strategic analysis, including <ul style="list-style-type: none"> <li>○ SWOT (Strength, Weaknesses, Opportunities &amp; Threats)</li> <li>○ PESTEL ( Political, Economic, Social, Technical, Environmental and Legal )</li> </ul> </li> </ul> <p>2. Formulate team management policy</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Select the appropriate method of strategic analysis, analyse the development direction of the institution and the social demand for elderly care service, in order to form the appropriate team</li> <li>• Formulate the objectives of the team and its mission, including <ul style="list-style-type: none"> <li>○ Tasks and requirements</li> <li>○ Roles of members</li> <li>○ Shared values and missions</li> </ul> </li> <li>• Formulate the teams operational tasks, plans, duties and goals</li> <li>• Formulate a reporting system to monitor team progress, in order to guarantee objectives are reached step-by-step</li> <li>• Formulate performance indicators to assess the team effectiveness and benefits to the institution</li> <li>• Formulate a team reward system to motivate the team to perform well</li> <li>• Give the team authority and power, resources and room for development, allowing the members to realize their full potentials</li> <li>• Formulate appropriate training scheme for team members, assisting them to grow and prosper</li> <li>• Build team culture, including senses of identity and belonging, spirit of collaboration, diligence and dedication</li> <li>• Evaluate regularly the team management policy, in relation to the institution's development direction</li> </ul> <p>3. Exhibit professionalism</p>

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	<p>Be able to</p> <ul style="list-style-type: none"><li>• Formulate policy that suits the mode and culture of teamwork; motivate team members and develop team spirit, so as to promote the development of the institution</li></ul>
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none"><li>• Ability to analyse the institution's development direction and the social demand for elderly care service, formulate team management policy, and form highly efficient team, so as to sustain the institution's development.</li></ul>
Remark	