

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

Functional Area - Management

Title	Implement Service Quality Standards (SQS) Policy
Code	106186L3
Range	This unit of competency is applicable to employees in the elderly care service industry who provide services. This competency involves the ability to make judgment. Employees are required to execute day-to-day work according to the institution's policies, procedures, and guidelines as stipulated in the SQSs to ensure the institution's day-to-day running complies with the standards set by the Social Welfare Department.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on implementing service quality standards (SQSs)</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the SQSs of the institution/unit, including: <ul style="list-style-type: none"> ○ items included ○ criteria / performance markers to judge service quality ○ procedures and guidelines of service operation ○ standard templates and forms • Understand the importance and reasons for the institution to implement the SQSs <p>2. Implement service quality standards (SQSs)</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Perform day-to-day tasks according to the SQSs of the institution/unit, including: <ul style="list-style-type: none"> ○ Ensure working procedures follow standards and guidelines ○ Help implement relevant procedures, such as inspection of service equipment regularly and inspection of environmental safety ○ Use relevant standard forms and templates for records and reporting, such as activity record forms, service application forms, feedback forms ○ Document required information properly, such as assessment records of service users, activity records, staff records ○ Collect and integrate the required data properly, such as numbers of participants in activities, numbers of members newly registered, and financial figures ○ Help produce relevant signs and documents, such as organization chart and instructions for environment management • Help monitor the implementation of policies, procedures and records relevant to the SQSs, and report to supervisor for follow-ups when necessary • Collect opinions on service according to consultation mechanism; take measure to make relevant improvements • Help organize relevant information when regulatory authorities audit service quality <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the institution's service quality standards and strictly follow relevant procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to perform daily tasks according to the policies, procedures and records as stipulated by service quality standards of the institution/unit; and

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	<ul style="list-style-type: none">• Ability to assist implementation of service quality standards of organization and assist monitoring of conditions.
Remark	