

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

Functional Area - Management

Title	Manage service Quality
Code	106189L5
Range	The unit of competency is applicable to employees in the elderly care service industry who are responsible for managing the services of the institution. This competency involves the ability of critical analysis, reorganization, assessment, and integration of information from various sources. Employees are required to monitor the service quality, according the quality management policy of the institution; ensure that the relevant standard procedures are closely followed in each service, and services delivered reach the prescribed standards, so that quality services are delivered.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on managing service quality</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Understand the concept and principles of service quality management, for example, <ul style="list-style-type: none"> <li>○ Total Quality Management</li> <li>○ Continuous Quality Improvement</li> <li>○ Six Sigma</li> <li>○ Quality Assurance</li> </ul> </li> <li>• Understand the principles and importance of outstanding management, for example, <ul style="list-style-type: none"> <li>○ Client-oriented</li> <li>○ Continuous improvement</li> <li>○ Participation of all staff</li> </ul> </li> <li>• Understand the services of the institution, including mission, objectives, core values and aims</li> <li>• Understand details of various services and workflow within the institution</li> <li>• Understand the service users being served, including elderlies, their carers and families and staff</li> <li>• Understand the needs of service users</li> <li>• Understand the operational strategy of the institution</li> <li>• Understand the quality management policy of the institution</li> <li>• Understand the various service quality standards prescribed by the institution</li> <li>• Understand the concept and skills to achieve outstanding customer services</li> </ul> <p>2. Manage service quality</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• Manage the daily operation of the institution according to the quality management policy; ensure that every service is delivered according to standard procedures and guidelines, for example, <ul style="list-style-type: none"> <li>○ in day-to-day operations, ensure proper procedures are followed when applying for services for the elderlies</li> <li>○ when providing nursing care, ensure proper infection control measures are taken, so as to prevent the outbreak of infectious diseases</li> <li>○ in terms of human resource management, ensure staff training and staff performance assessment are conducted regularly, so that staff performance reaches the required standards</li> <li>○ in terms of data management, ensure the proper management of elderlies' medical records, protecting their personal privacy</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ in terms of environment safety, ensure facilities used by elderlies are regularly checked examined for their safety</li> <li>● Monitor services provided by the institution, ensuring that the service quality fulfils the standards of the institution, for example, <ul style="list-style-type: none"> <li>○ Collect and consolidate relevant data regularly, such as, service output, number of hospital admissions, fall accidents</li> <li>○ Conduct staff assessment and training regularly, ensuring that the staff work efficiently and their performance reaches the required standard</li> <li>○ Request each service unit to submit service performance records, ensuring smooth operation of each unit and the required standards are met</li> <li>○ Perform internal assessments, assessing the service quality of each unit</li> </ul> </li> <li>● Ensure outstanding service is provided to service users, for example, <ul style="list-style-type: none"> <li>○ Understand the level of satisfaction among service users regarding the service delivered by the institution, ensuring that the service meets their needs</li> <li>○ Listen the opinions from service users, and consider adopting their suggestions, so as to enhance the service quality</li> </ul> </li> <li>● Motivate staff to get involved, ensuring staff are able to provide outstanding services, including <ul style="list-style-type: none"> <li>○ Recruit staff who can provide service up to the quality standards of the institution</li> <li>○ Ensure the staff understand and adhere to relevant standards and guidelines when conducting staff training and orientation for new employees</li> <li>○ Keep a copy of the relevant service procedures and guidelines in each unit, allowing staff to review from time to time.</li> </ul> </li> <li>● Document and file all information relevant to service quality of the institution according to the standard procedures for future evaluations and service quality improvements</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>● ensure the operation of various services of institution is in line with the quality management policy of the institution, so that all services can reach the required standards</li> <li>● Implement the quality management policy fairly without biases.</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 manage the daily operation of the organization according to the quality management policy of the institution; ensure each service is delivered according to the required procedures and guidelines;</li> <li>● Ability to monitor each service of the institution, ensure the service quality reaches the standards prescribed by the institution;</li> <li>● Ability to ensure the institution provides outstanding services to service users; motivate staff to get involved to assure service quality; and</li> <li>● Ability to document and file the information relevant to the service quality of the institution properly for future evaluations and service quality improvements.</li> </ul>
Remark	