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

Functional Area - Management

Title	Formulate Policy on Service Quality Standards (SQSs)
Code	106191L5
Range	The unit of competency is applicable to employees in the elderly care service industry who are in charge of service management within the institution. This competency involves the ability of critical analysis, reorganization, assessment, and integration of information from various sources. Employees are required to formulate relevant standards and policies according to the service quality standards (SQSs) set by the Social Welfare Department, so as to ensure the operation of institution fulfils the requirements of the Social Welfare Department.
Level	5
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Establish Relevant knowledge on Service Quality Standards (SQSs)
	
	    Be able to
	• Understand the concept of Quality Assurance
	• Understand the services of the institution, including mission, objectives, core values and aims
	• Understand details of various services and workflow of the institution
	• Understand who the service users are, including elderlies, their carers and families, and staff
	• Understand the service quality standards (SQSs)of the Social Welfare Department, including
	    o Background and objectives
	    o Standard items
	    o Operational handbook
	    o Details of each standard
	    o Templates and forms
	• Understand the assessment methods and procedures on service quality standards by the Social Welfare Department
	
	2. Formulate the policy on Service Quality Standards (SQSs)
	
	    Be able to
	• formulate the standards and guidelines catering to the operation of the institution according to the SQSs of the Social Welfare Department by means of a consultation mechanism, for example,
	    o Formulate the operational procedures and guidelines for each standard
	    o Create template of forms, such as, activity record, service application form, and feedback collection form
	    o Make a list of information that must be recorded, for example, Service user assessment records, activity report forms, and staff records.
	    o Make a list of information that must be collected, for example, number of participants in activities, number of new members, and financial data
	    o Formulate procedures to announce information and send messages; define the target audience
	    o Establish the dates for evaluations and reviews
	• Formulate the policies / directions regarding implementing service quality standards, for example,
	    o Formulate staff training and orientation for new employees, ensuring that all staff members understand and adhere to the relevant standards and guidelines

Functional Area - Management

	o Create a handbook regarding service quality standards of the institution; keep a copy at each service unit for staff's reference o Appoint staff to help implement the SQSs and monitor how well they are adhered to o Allow public access to the service quality standards of the institution by means of, say, service leaflets and press releases on the institution's website • Formulate a mechanism to monitor how well the service quality standards are implemented • Evaluate and revise the service quality standards regularly according to the requirements of the Social Welfare Department; keep relevant records appropriately 3. Exhibit professionalism Be able to • Uphold fairness and objectivity when formulating service quality standards • Ensure the service quality standards are frequently updated, making sure they fulfil the requirements of the Social Welfare Department
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Ability to formulate relevant standards and guidelines appropriate to the institution's operation, according to the requirements of the service quality standards by the Social Welfare Department; and • Ability to evaluate the service quality standards of the institution, and formulate procedures to monitor its implementation, ensuring the operation of institution meet the standards of the Social Welfare Department.
Remark	