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

Unit of Competency is applicable across different functional areas

Title	Formulate Staff Training on Rehabilitation Care
Code	106230L5
Range	This Unit of Competency is applicable to employees in the elderly care service industry who are in charge of human resource management. This Competency involves the ability of critical analysis and re-organization of relevant information. Employees are required to analyse resources available for deployment within the department, identify staff's training needs and career development, formulate relevant training programme to improve staff's knowledge and skills in providing corresponding services, so as to ensure they can provide elderlies with proper nursing care, as well as to enhance service quality.
Level	5
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on training of the rehabilitation practitioners
	
	Be able to
	• Understand relevant theories on human resources management
	• Understand resources available for deployment in the department, including:
	    o Money
	    o Time
	    o Venue
	    o Relevant expertise and skills
	• Understand the scope of rehabilitation training, such as:
	    o Assisting elderlies to receive rehabilitation training
	    o Proper use of rehabilitation equipment and supplies
	    o Lifting and transfer
	    o Basic rehabilitation knowledge
	• Understand the scope of rehabilitation service provided by the institution and future development in this regard
	• Understand the knowledge, skills and training practitioners need regarding rehabilitation treatment
	• Understand the ways to collect relevant information needed for training, such as:
	    o Performance appraisal
	    o Feedback from practitioners
	    o Feedback from elderlies and their family
	• Understand the qualified and recognized organizations or professionals available in the community that provide relevant training
	
	2. Formulate staff training programme on rehabilitation treatment
	
	Be able to
	• Assess staff's existing knowledge and level of performance with respect to rehabilitation treatment; choose an appropriate mode and direction when formulating training programme
	• Analyse the level of competency of current staff in terms of rehabilitation treatment and identify their shortcomings according to the scope of services of the institution and its future development, in order to determine the required training subjects, target trainees and the order of priority for such training.
	• Invite healthcare professionals to be trainers or contact recognized organizations when designing staff training programmes so that practitioners have access to the most relevant knowledge and the best skills

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	- Formulate criteria to assess the effectiveness of staff training; ensure staff can acquire knowledge and techniques from the training as expected, use these as benchmarks for similar training in the future. The criteria may include - Number of participants - performance improvement of assessed practitioners - Comments from practitioners, etc. - Formulate mechanism to review overall training programmes to ensure they are effective and the goals are reached - Document details of the training programmes in written format, store the record safely for future review and follow-up actions 3. Exhibit professionalism Be able to - Ensure training programmes can improve rehabilitation staff's skills in providing rehabilitation care and service quality
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: - Ability to formulate training programs for practitioners according to needs of practitioners in providing rehabilitation service, scope of rehabilitation service provided by the organization and future development of practitioners; - Ability to provide recognized professional knowledge and training to practitioners to improve their service quality; and - Ability to review and assess the effectiveness of formulated training programmes and make improvements regularly.
Remark	