

**Social Welfare Department**  
**Training Subsidy Scheme for Staff of Residential Care Homes (2024-27)**

**Course contents and related requirements**  
**Training for Home Managers (Course A)**

**Introduction**

Social Welfare Department (SWD) has implemented a 5-year Training Subsidy Scheme for Staff of Residential Care Homes (Scheme) since 2019 to provide full subsidies for home managers, health workers and care workers of all RCHEs and RCHDs in the territory to enrol in QF- recognised training courses. After assessing the effectiveness of the Scheme and considering the views of the sector, SWD had obtained additional resources to extend the Scheme by 3 years (i.e. from 1 April 2024 to 31 March 2027) to subsidise more RCH staff to enrol in the related training courses.

2. The content of the “Training for Home Managers” is applicable to RCHEs and RCHDs. Trainees nominated by the RCHs who have not exceeded the approved subsidised quota, and successfully complete the course recognised by SWD within the specified timeframe and receive graduation certificates from the training institutes (TIs) will be eligible for reimbursement of the course fees by the government.

**Course Accreditation**

3. The “Training for Home Manager” provided by any TI must obtain the course accreditation from the Hong Kong Council for Accreditation of Academic & Vocational Qualifications (HKCAAVQ) (except for courses provided by self-accrediting institutions), to prove that it meets the requirements of Level 4 of Qualifications Framework (QF), to become the SWD-approved course.

### **Course Hours and Instructor Qualification**

4. The “Training for Home Managers (Course A)” includes no less than 10 Qualification Framework (QF) credits (with a total time of no less than 100 learning hours), of which the total face-to-face classroom hours must be no less than 32 hours, and including different modes of non-face-to-face (e.g. hours for completing assignments, skills practice, self-study or on-line learning, etc.), trainee must complete the course within 6 months. TIs are required to have experiences in organising relevant training courses on RCHs management and arrange instructors with relevant professional qualifications and experiences (including social workers, nurses, doctors, physiotherapists/occupational therapists) to teach related topics.

### **Subsidy Amount**

5. The calculation for the available subsidised quotas of the “Training for Home Managers (HM)” (including course A and/or B) for each RCH will be based on the entire period counting from the launch of the original scheme to the 3-year extended period of the scheme (i.e. from the launch starting in 2019 up to 31 March 2027). Each RCH will be entitled to two subsidised HM course quotas. SWD will fully subsidise the trainees within the approved subsidised quota to enrol to the “Training for Home Managers (Course A)”. Throughout the entire period, the maximum amount of subsidy for each trainee is HK\$4,000. TIs are not allow to charge course fees beyond the maximum amount of the subsidy or other fees.

### **Admission Criteria**

6. Trainee must be a HM working in RCHE or RCHD, or other staff nominated by RCH; and also be the relevant professionals registered in accordance to the Law of Hong Kong, including social workers, nurses, medical practitioners, Chinese medicine practitioners, occupational therapists, physiotherapists or pharmacists.

**Requirements for the Award of Graduation Certificate**

7. Trainee must attend no less than 80% of course lectures, and passed the overall assessment (i.e. no less than 60%) to be conferred with a graduation certificate from the TI.

## **Course Outline**

<b>Course Modules</b>	<b>Hour</b>	<b>Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)</b>	<b>Remarks</b>
<u>Provide Quality Client Service</u> <ul style="list-style-type: none"> <li>♦ Knowledge and skills for providing Quality Client Service (including code of service, communication skills, and protect clients' privacy and benefits)</li> <li>♦ Knowledge and skills for handling complaints (including event analysis and responding to complainants)</li> </ul>	6	Provide Quality Client Service 106187L3 (p.291)  Handle Complaints from Service Users 106188L4 (p.292)	Trainees who have obtained the Statement of Attainment (SoA) under the "Recognition of Prior Learning" (RPL) clusters of units of competency - <u>Providing Quality Client Service</u> may apply to TI for exemption from taking this topic.
<u>Handle Accidents</u> <ul style="list-style-type: none"> <li>♦ Handle staff accidents (including understanding the types and causes of accidents, methods and measures for handling and preventing accidents, and emergency response procedures)</li> </ul>	2		May take reference to the following UoC: "Handle Staff Accidents or Injuries" (106162L4) and "Prevent General Accidents" (106163L4)  Trainees who have obtained the SoA of

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
			RPL clusters of units of competency - <u>Handle Accidents</u> may apply to TI for exemption from taking this topic.
<u>Manage Human Resources</u> <ul style="list-style-type: none"> <li>♦ The policies, procedures and mechanisms of human resource management (including recruitment and selection, performance assessment, promotion and deployment, staff complaints, training and development, discipline )</li> </ul>	3		May take reference to the following UoC: “Manage Human Resources” (106156L4)
<u>Service Quality</u> <ul style="list-style-type: none"> <li>♦ Establish Relevant knowledge on Service Quality Standards (SQSs) (including the concept of Quality Assurance, the</li> </ul>	6	Formulate Policy on Service Quality Standards (SQSs) 106191L5 (p.295)	

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>service quality standards established by SWD)</p> <ul style="list-style-type: none"> <li>♦ Formulate Policy on Service Quality Standards (SQSs) (including the operational procedures and guidelines for each standard, create template of form, make a list of information that must be recorded and must be collected, establish the dates for evaluations and reviews)</li> </ul>			
<p><u>Daily Management</u></p> <ul style="list-style-type: none"> <li>♦ Relevant knowledge on shift allocation for staff (including the aims of shift allocation, scope of work for various posts, relevant labour ordinance)</li> <li>♦ Relevant knowledge on managing a RCH (including guideline on daily operation management,</li> </ul>	4	<p>Plan Duty shift Roster 106154L4 (p.255)</p> <p>Manage Daily Operations 106155L4 (p.256)</p>	

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>service content and workflow, regulations and restrictions, collect opinions, conduct evaluation)</p> <ul style="list-style-type: none"> <li>♦ Perform daily management tasks (including monitor the implementation of guidelines by staff, adjust the service workflow and manage urgent cases, keep the latest record of activities and prepare statistics report)</li> </ul>			
<p><u>Ordinances and Codes of Practice</u></p> <ul style="list-style-type: none"> <li>♦ The relevant ordinances, regulations and legislation of RCHE and RCHD</li> <li>♦ Understand the codes and rules of the institution (including staff's code of practice, procedures on handling complaints, guidelines on environmental</li> </ul>	7	Apply Ordinances and Codes of Practice 106164L5 (p.265)	Supplementary teaching materials beyond the UoCs will be required when teaching for the services for persons with disabilities

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
safety)			
<u>Staff training</u> <ul style="list-style-type: none"> <li>♦ Relevant knowledge of clinical care worker training (including the objectives of staff training, the range of clinical care training, indicators for assessing the effectiveness)</li> <li>♦ Specific arrangement for providing training to staff (including plan clinical care training with concrete content, arrange trainer, monitor the implementation of training plan)</li> </ul>	2	Provide Training to Clinical Care workers 106220L4 (p.69)	
<u>Implement Occupational Safety</u> <ul style="list-style-type: none"> <li>♦ Implement guidelines and procedures on environmental safety</li> </ul>	2	Implement Guidelines on Environmental Safety (Service Units) 106150L3 (p.251)	
<b>Total face-to-face classroom hours</b>	<b>32</b>		



**Assessment Method**

<b>Continuous assessment and final examination (written assessment)</b>	<ul style="list-style-type: none"><li>▪ Continuous assessment (50%)<ul style="list-style-type: none"><li>– Different assessment methods can be adopted, such as classroom exercises, study reports or assignments, or group study, etc.</li></ul></li><li>▪ Final examination (written assessment) (50%)<ul style="list-style-type: none"><li>– The duration of the written assessment should be no less than 60 minutes</li><li>– Each trainee is allowed one opportunity to retake the examination</li></ul></li></ul>
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