

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

Course contents and related requirements
Training for Home Managers (Course B)

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 B)” includes no less than 24 Qualification Framework (QF) credits (with a total time of no less than 240 learning hours), of which the total face-to-face classroom hours must be no less than 80 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 12 months. TIs are required to have experiences in providing 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 B)”. Throughout the entire period, the maximum amount of subsidy for each trainee is HK\$6,000. TIs are not allow to charge course fees beyond the maximum amount of the subsidy or other costs.

Admission Criteria

6. Trainee must be a HM working in RCHE or RCHD, or other staff nominated by RCH.

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

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<u>Provide Quality Client Service</u> <ul style="list-style-type: none"> ♦ Knowledge and skills for providing Quality Client Service (including discipline and code of service, communication skills, personal image, attitude when handling people and matters, client's psychology, and protect clients' privacy and benefits) ♦ Knowledge and skills for handling complaints (including handle the emotions of complainants, analyse the details and causes of the incidents, give responses to complainants and document the complaints) 	12	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"> ♦ Handle staff 	8	Handle Staff Accidents or Injuries	Trainees who have obtained the SoA under

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>accidents (including understanding the types and causes of accidents, methods for handling accidents, and emergency response procedures)</p> <ul style="list-style-type: none"> ♦ Measures to prevent general staff accidents (including arrange relevant work training for staff, inspect working environment and check equipment regularly, keep copies of work safety guidelines) 		<p>106162L4 (p.263)</p> <p>Prevent General Accidents 106163L4 (p.264)</p>	<p>the “Recognition of Prior Learning” (RPL) clusters of units of competency - <u>Handle Staff Accidents</u> - may apply to TI for exemption from taking this topic.</p>
<p><u>Manage Human Resources</u></p> <ul style="list-style-type: none"> ♦ the policies, procedures and mechanisms of human resource management (including recruitment and selection of staff, performance assessment, promotion and deployment, staff 	12	<p>Manage Human Resources 106156L4 (p.257)</p>	

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>complaints, training and development, discipline)</p> <ul style="list-style-type: none"> ♦ the workflow of human resource management and operational characteristics (including deployment of manpower, required abilities for different posts, overtime work and working on holidays) 			
<p><u>Service Quality Standards</u></p> <ul style="list-style-type: none"> ♦ Relevant knowledge on formulating and implementing Service Quality Standards (SQSs) (including the concept of Quality Assurance, the service quality standards (SQSs) established by the Social Welfare Department (SWD)) ♦ Formulate the 	16	<p>Formulate Policy on Service Quality Standards (SQSs) 106191L5 (p.295)</p> <p>Implement Service Quality Standards (SQS) Policy 106186L3 (p.290)</p>	

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>policy on Service Quality Standards (SQSs) (including the operational procedures and guidelines for each standard, create relevant template of forms, make a list of information that must be recorded and collected, establish the dates for evaluations and reviews)</p> <ul style="list-style-type: none"> ♦ Implement the SQSs and formulate implementation of policies 			
<p><u>Daily Management</u></p> <ul style="list-style-type: none"> ♦ Relevant knowledge on shift allocation for staff (including the aims of shift allocation, service content, the scope of work of different staff members, related labour ordinance and information) ♦ Relevant knowledge on managing a RCH 	8	<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>(including daily management tasks according to the daily operation guidelines stipulated by the institution, service content and workflow, the regulations on services as set by regulatory bodies)</p> <ul style="list-style-type: none"> ♦ Perform daily management (including monitor the implementation of guidelines by staff, adjust the service workflow and manage urgent cases, keep the record of activities and prepare accurate statistics report, allow service users to understand the operation of the institution, collect opinions from staff and service users, review the operation regularly) 			
<u>Ordinances and Codes</u>	12	Apply Ordinances and Codes of	Supplementary teaching

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<u>of Practice</u> <ul style="list-style-type: none"> ♦ The relevant ordinances, regulations and legislation of RCHE and RCHD ♦ Understand the codes and rules of the institution (including staff's code of practice, procedures on handling complaints, guidelines on environmental safety) ♦ Apply ordinances and practice guidelines, Understand the importance of law 		Practice 106164L5 (p.265)	materials beyond the UoCs will be required when teaching for the services for persons with disabilities
<u>Staff training</u> <ul style="list-style-type: none"> ♦ Relevant knowledge of clinical care worker training (including the objectives of staff training, the range of clinical care training, indicators for assessing the effectiveness) ♦ Provide relevant 	8	Provide Training to Clinical Care 106220L4 (p.69) Provide Staff Training Plan on Psychological, Social and Spiritual Well-being 106226L4 (p.218)	

Course Modules	Hour	Relevant Units of Competency (UoCs) of the Specification of Competency Standards (SCS)	Remarks
<p>knowledge for staff training on psychosocial and spiritual care (including the objectives of training and understand staff's training needs)</p> <ul style="list-style-type: none"> ♦ Specific arrangement for providing training to staff (including plan clinical care training with concrete content, arrange trainer, monitor the implementation of training plan) 			
<p><u>Implement Occupational Safety</u></p> <ul style="list-style-type: none"> ♦ Implement guidelines and procedures on environmental safety ♦ Relevant laws and standards set by regulatory bodies 	4	<p>Implement Guidelines on Environmental Safety (Service Units) 106150L3 (p.251)</p>	
Total face-to-face classroom hours	80		

Assessment Method

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