

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 25552M — Ageing Societies Community-Based Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-AGEM-25552M • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-AGEM-25552M
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Community-Based Services Management 5 chapters · 30 classes 85 marks	
• 1 Understanding Ageing Societies and the Role of Community-Based Services — 6 classes › 1.1 Analyze the Demographic Trends Influencing Ageing Societies › 1.2 Identify Key Challenges Faced by Ageing Populations › 1.3 Explore the Principles of Community-Based Services for the Elderly › 1.4 Assess the Role of Local Governments in Supporting Ageing Citizens › 1.5 Design Effective Community Programs for Ageing Individuals › 1.6 Evaluate the Impact of Community-Based Services on Quality of Life • 2 Frameworks and Standards for Community-Based Services Management — 6 classes › 2.1 Define Key Frameworks in Community-Based Services Management › 2.2 Analyze ISO 25552M Standards and their Impact on Ageing Societies › 2.3 Evaluate Best Practices for Implementing Community-Based Services › 2.4 Identify Stakeholder Engagement Strategies for Community Service Networks › 2.5 Develop a Framework for Monitoring and Evaluating Service Quality › 2.6 Design a Community-Based Service Improvement Plan Using ISO Standards • 3 Leadership Strategies in Community-Based Services — 6 classes › 3.1 Understand Leadership Theories in Community-Based Services › 3.2 Assess the Role of Emotional Intelligence in Leadership › 3.3 Explore Collaborative Leadership Models for Community Engagement › 3.4 Develop Effective Communication Strategies for Leaders › 3.5 Evaluate Decision-Making Approaches in Community Service Management › 3.6 Implement Leadership Action Plans for Ageing Societies	• 4 Stakeholder Engagement and Collaborative Approaches — 6 classes › 4.1 Identify Key Stakeholders in Community-Based Services › 4.2 Analyze Stakeholder Needs and Expectations › 4.3 Explore Collaborative Approaches in Community Engagement › 4.4 Develop Effective Communication Strategies for Stakeholder Involvement › 4.5 Implement Strategies for Building Trust among Stakeholders › 4.6 Evaluate the Impact of Collaboration on Community Services Outcomes • 5 Innovative Practices and Technologies in Community-Based Services — 6 classes › 5.1 Identify Key Innovative Practices in Community-Based Services › 5.2 Analyze the Role of Technology in Enhancing Community Services › 5.3 Explore Case Studies of Successful Community-Based Innovations › 5.4 Develop Strategies for Implementing Innovative Practices Locally › 5.5 Evaluate the Impact of Community Engagement on Service Improvement › 5.6 Create a Proposal for a Technology-Driven Community Service Initiative

• 1 Foundations of Evaluation in Ageing Services — 6 classes

- › 1.1 Define Key Concepts in Evaluation for Ageing Services
- › 1.2 Identify Stakeholders in Community-Based Ageing Services
- › 1.3 Explore Methodologies for Evaluating Ageing Services
- › 1.4 Analyze Indicators of Quality in Ageing Services
- › 1.5 Assess Barriers to Effective Evaluation in Ageing Care
- › 1.6 Develop an Action Plan for Continuous Quality Improvement

• 2 Developing Evaluation Frameworks for Community-Based Services — 6 classes

- › 2.1 Identify Key Components of Evaluation Frameworks
- › 2.2 Assess Stakeholder Needs for Community-Based Services
- › 2.3 Develop Measurable Objectives for Evaluations
- › 2.4 Choose Appropriate Evaluation Methods and Tools
- › 2.5 Implement Data Collection Techniques Effectively
- › 2.6 Analyze Evaluation Results for Quality Improvement

• 3 Data Collection Methods for Quality Improvement — 6 classes

- › 3.1 Identify Key Data Collection Methods for Quality Improvement
- › 3.2 Compare Quantitative and Qualitative Data Collection Techniques
- › 3.3 Explore Ethical Considerations in Data Collection
- › 3.4 Design a Data Collection Plan for Community-Based Services
- › 3.5 Analyze Data Collection Tools and Their Effectiveness
- › 3.6 Apply Data Collection Insights to Drive Quality Improvement Initiatives

• 4 Analyzing Evaluation Data for Service Enhancement — 6 classes

- › 4.1 Identify Key Metrics for Evaluation Success
- › 4.2 Collect and Organize Evaluation Data Effectively
- › 4.3 Analyze Quantitative and Qualitative Data for Insights
- › 4.4 Interpret Data Results to Identify Service Gaps
- › 4.5 Develop Actionable Recommendations for Service Improvement
- › 4.6 Create a Plan for Implementing Evaluation Findings

• 5 Implementing Change Based on Evaluation Insights — 6 classes

- › 5.1 Identify Key Evaluation Insights for Change
- › 5.2 Analyze Barriers to Implementing Change
- › 5.3 Develop Strategies for Effective Change Management
- › 5.4 Engage Stakeholders in the Change Process
- › 5.5 Create an Action Plan for Implementation
- › 5.6 Assess Impact of Changes on Community Services

• 1 Understanding the Principles of Inclusivity in Ageing Services — 6 classes

- › 1.1 Define Inclusivity in Ageing Services
- › 1.2 Identify Barriers to Accessibility for Older Adults
- › 1.3 Explore the Impact of Ageing on Service Needs
- › 1.4 Assess the Importance of Person-Centered Care
- › 1.5 Develop Strategies for Enhancing Inclusivity in Services
- › 1.6 Implement Best Practices for Accessible Ageing Services

• 2 Assessing Accessibility Needs in Ageing Communities — 6 classes

- › 2.1 Identify Key Accessibility Challenges in Ageing Communities
- › 2.2 Analyze Existing Service Frameworks for Inclusivity
- › 2.3 Evaluate the Role of Community Engagement in Assessing Needs
- › 2.4 Develop Effective Survey Tools for Gathering Accessibility Data
- › 2.5 Interpret Data to Identify Targeted Improvements in Services
- › 2.6 Create an Action Plan for Implementing Accessibility Enhancements

• 3 Designing Inclusive Services for Diverse Ageing Populations — 6 classes

- › 3.1 Assess Diverse Needs in Ageing Populations
- › 3.2 Identify Barriers to Accessibility in Services
- › 3.3 Explore Universal Design Principles for Inclusivity
- › 3.4 Develop Strategies for Community Engagement
- › 3.5 Implement Feedback Mechanisms to Improve Services
- › 3.6 Create Action Plans for Inclusive Service Delivery

• 4 Adapting Communication Strategies for Inclusivity — 6 classes

- › 4.1 Analyze Barriers in Communication for Diverse Populations
- › 4.2 Identify Key Principles of Inclusive Communication
- › 4.3 Explore Adaptation Techniques for Various Disabilities
- › 4.4 Develop Clear Messaging Strategies for Community Services
- › 4.5 Craft Inclusive Communication Tools for Stakeholders
- › 4.6 Assess the Impact of Inclusive Communication on Service Delivery

• 5 Evaluating and Improving Service Inclusivity and Accessibility — 6 classes

- › 5.1 Assess Current Service Inclusivity and Accessibility
- › 5.2 Identify Barriers to Access for Diverse Populations
- › 5.3 Develop Inclusive Service Evaluation Criteria
- › 5.4 Implement Accessibility Improvement Strategies
- › 5.5 Engage Stakeholders in Inclusivity Feedback
- › 5.6 Monitor and Review Accessibility Progress Over Time

• 1 Understanding ISO 25552M: Core Concepts and Principles — 6

classes

- › 1.1 Define Key Terms in ISO 25552M Standards
- › 1.2 Explore Core Concepts of Ageing Societies
- › 1.3 Understand Principles of Community-Based Services
- › 1.4 Analyze the Role of Leadership in ISO 25552M Implementation
- › 1.5 Identify Stakeholder Responsibilities in Ageing Services
- › 1.6 Assess the Impact of ISO 25552M on Service Delivery

• 2 Frameworks for Implementation: Standards and Best Practices — 6

classes

- › 2.1 Explore Key ISO 25552M Standards for Ageing Societies
- › 2.2 Identify Best Practices in Community-Based Services
- › 2.3 Analyze Case Studies of Successful Implementation
- › 2.4 Develop a Framework for Assessing Local Needs
- › 2.5 Design a Pilot Programme for Community Implementation
- › 2.6 Evaluate Outcomes and Feedback for Continuous Improvement

• 3 Assessment Tools: Evaluating Community-Based Services — 6

classes

- › 3.1 Define Key Assessment Tools for Community-Based Services
- › 3.2 Explore Qualitative Methods for Evaluating Service Impact
- › 3.3 Analyze Quantitative Metrics in Service Assessment
- › 3.4 Implement Effective Data Collection Strategies
- › 3.5 Utilize Feedback Mechanisms for Continuous Improvement
- › 3.6 Develop an Action Plan Based on Assessment Results

• 4 Stakeholder Engagement: Collaboration for Successful Implementation — 6

classes

- › 4.1 Identify Key Stakeholders for Community Services Implementation
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Develop Effective Communication Strategies for Engagement
- › 4.4 Foster Collaborative Relationships Among Stakeholders
- › 4.5 Evaluate Stakeholder Feedback for Continuous Improvement
- › 4.6 Apply Best Practices in Stakeholder Engagement for ISO 25552M

• 5 Monitoring and Continuous Improvement: Ensuring Quality in Ageing Services — 6

classes

- › 5.1 Define Key Metrics for Monitoring Ageing Services
- › 5.2 Develop Effective Data Collection Strategies
- › 5.3 Analyze Quality Indicators in Ageing Services
- › 5.4 Implement Feedback Loops for Continuous Improvement
- › 5.5 Establish Action Plans Based on Monitoring Results
- › 5.6 Facilitate Stakeholder Engagement for Quality Assurance

• 1 Understanding Policy Frameworks for Ageing Societies — 6

classes

- › 1.1 Identify Key Components of Policy Frameworks for Ageing Societies
- › 1.2 Analyze the Role of Stakeholders in Ageing Policy Development
- › 1.3 Examine Case Studies of Successful Policy Implementation
- › 1.4 Assess the Impact of Current Legislation on Ageing Populations
- › 1.5 Develop Advocacy Strategies for Influencing Ageing Policies
- › 1.6 Create a Policy Proposal for a Community-Based Ageing Service

• 2 Identifying Key Stakeholders in Ageing Policy Development — 6

classes

- › 2.1 Define Stakeholders in Ageing Policy Development
- › 2.2 Assess the Influence of Stakeholders on Policy Outcomes
- › 2.3 Map the Stakeholder Landscape in Ageing Services
- › 2.4 Identify Key Influencers and Decision-Makers
- › 2.5 Evaluate Stakeholder Needs and Perspectives
- › 2.6 Develop Engagement Strategies for Stakeholders

• 3 Research and Evidence-Based Approaches to Policy Advocacy — 6

classes

- › 3.1 Define Key Concepts in Research and Evidence-Based Policy
- › 3.2 Identify Reliable Sources and Methods for Gathering Evidence
- › 3.3 Evaluate the Role of Data in Shaping Policy Decisions
- › 3.4 Analyze Case Studies of Successful Policy Advocacy
- › 3.5 Develop Skills for Effective Communication of Research Findings
- › 3.6 Create a Practical Action Plan for Advocacy Based on Evidence

• 4 Strategies for Effective Policy Advocacy in Ageing Services — 6

classes

- › 4.1 Identify Key Stakeholders in Ageing Services Advocacy
- › 4.2 Analyze Current Policies Affecting Ageing Populations
- › 4.3 Develop Evidence-Based Arguments for Change
- › 4.4 Craft Effective Messaging for Policy Advocacy
- › 4.5 Utilize Social Media for Advocacy Campaigns
- › 4.6 Evaluate the Impact of Advocacy Efforts on Policy Development

• 5 Evaluating the Impact of Policies on Ageing Communities — 6

classes

- › 5.1 Identify Key Policies Impacting Ageing Communities
- › 5.2 Analyze Data Sources for Evaluating Policy Impact
- › 5.3 Assess the Positive and Negative Effects of Policies
- › 5.4 Engage Stakeholders in Policy Evaluation Discussions
- › 5.5 Develop Frameworks for Measuring Policy Outcomes
- › 5.6 Propose Recommendations for Policy Improvement

• 1 Foundations of Strategic Leadership in Ageing Services — 6

classes

- › 1.1 Define Strategic Leadership in the Context of Ageing Services
- › 1.2 Identify Key Characteristics of Effective Leaders in Ageing Services
- › 1.3 Analyze the Impact of Demographic Changes on Strategic Leadership
- › 1.4 Develop Vision and Mission Statements for Ageing Service Organizations
- › 1.5 Explore Stakeholder Engagement Strategies in Ageing Services
- › 1.6 Create an Action Plan for Implementing Leadership Strategies in Ageing Services

• 2 Understanding the Ageing Population: Trends and Demographics

— 6 classes

- › 2.1 Analyze Current Trends in Ageing Population Dynamics
- › 2.2 Identify Key Demographic Shifts Impacting Ageing Services
- › 2.3 Explore Socioeconomic Factors Affecting Ageing Communities
- › 2.4 Assess Implications of Ageing Populations on Healthcare Demand
- › 2.5 Develop Strategies for Community-Based Ageing Services
- › 2.6 Implement Action Plans for Meeting Ageing Population Needs

• 3 Strategic Planning and Development in Ageing Services — 6

classes

- › 3.1 Analyze Strategic Frameworks for Ageing Services
- › 3.2 Identify Key Stakeholders in Ageing Service Planning
- › 3.3 Develop Effective Vision and Mission Statements
- › 3.4 Assess Community Needs and Resources for Ageing Services
- › 3.5 Design Action Plans for Implementing Ageing Services
- › 3.6 Evaluate Outcomes and Impact of Ageing Service Strategies

• 4 Innovative Leadership Practices for Ageing Services — 6 classes

- › 4.1 Explore Innovative Leadership Models in Ageing Services
- › 4.2 Analyze the Role of Community Engagement in Leadership
- › 4.3 Implement Strategies for Fostering Collaboration in Teams
- › 4.4 Develop Adaptive Leadership Skills for Ageing Populations
- › 4.5 Evaluate the Impact of Technology on Ageing Services Leadership
- › 4.6 Create an Action Plan for Innovative Practices in Ageing Services

• 5 Evaluating Impact and Measuring Success in Ageing Services —

6 classes

- › 5.1 Define Key Metrics for Measuring Success in Ageing Services
- › 5.2 Analyze Case Studies of Successful Ageing Service Implementations
- › 5.3 Develop Evaluation Frameworks for Community-Based Ageing Services
- › 5.4 Utilize Quantitative and Qualitative Data in Impact Assessments
- › 5.5 Create Action Plans Based on Evaluation Findings
- › 5.6 Engage Stakeholders in Continuous Improvement Processes