

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## ISO 25553M — Ageing Societies Care Recipient and Carer

*ISO Certification Programme*



---

### LAPT — London Academy of Professional Training

**Address** 85 Great Portland Street, W1W 7LT, London, United Kingdom

**Email** [info@lapt.org](mailto:info@lapt.org)

**Telephone** +44 7513 283044

**Web** [lapt.org](http://lapt.org)

**Reference** MGT-AGEM-25553M • ISO Management & Services

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

|               |                                                |
|---------------|------------------------------------------------|
| REFERENCE     | MGT-AGEM-25553M                                |
| AWARD         | Certificate                                    |
| ASSESSMENT    | 430 marks — 258 to pass (60%)                  |
| PREREQUISITES | None                                           |
| VALIDITY      | Lifetime                                       |
| AWARDING BODY | LAPT — London Academy of Professional Training |

CURRICULUM

1

ISO Standards Application

5 chapters · 30 classes 65 marks

• 1 Understanding ISO 25553M Standards in Ageing Societies — 6 classes

› 1.1 Define ISO 25553M Standards and Their Importance in Ageing Societies

› 1.2 Identify Key Principles of ISO 25553M in Care Practices

› 1.3 Analyze the Role of Carers Under ISO 25553M Guidelines

› 1.4 Evaluate Case Studies of ISO 25553M Implementation in Various Settings

› 1.5 Develop Strategies for Adopting ISO 25553M Standards in Care Facilities

› 1.6 Create an Action Plan for Continuous Improvement Following ISO 25553M Standards

• 2 Key Principles of Management in Ageing Society Care — 6 classes

› 2.1 Define Key Management Principles in Ageing Care

› 2.2 Analyze the Role of Leadership in Care Settings

› 2.3 Explore Communication Strategies for Effective Management

› 2.4 Assess Quality Assurance Practices in Ageing Care

› 2.5 Implement Fairness and Equity in Care Management

› 2.6 Evaluate Outcomes of Management Strategies in Ageing Societies

• 3 Assessment and Evaluation of Care Recipients' Needs — 6 classes

› 3.1 Identify Key Indicators in Assessing Care Recipients' Needs

› 3.2 Utilize Assessment Tools for Effective Needs Evaluation

› 3.3 Analyze Qualitative Data from Care Recipients' Feedback

› 3.4 Develop Individualized Care Plans Based on Assessment Outcomes

› 3.5 Implement Monitoring Strategies to Evaluate Care Effectiveness

› 3.6 Conduct Collaborative Reviews with Carers to Enhance Care Delivery

• 4 Implementing ISO 25553M Practices in Care Settings — 6 classes

› 4.1 Identify Key Principles of ISO 25553M in Care Settings

› 4.2 Assess Current Practices Against ISO 25553M Standards

› 4.3 Develop Action Plans for Compliance with ISO 25553M

› 4.4 Implement Communication Strategies for ISO 25553M Awareness

› 4.5 Evaluate the Effectiveness of ISO 25553M Implementation

› 4.6 Foster Continuous Improvement in Care through ISO 25553M Feedback

• 5 Continuous Improvement and Compliance in Ageing Services — 6 classes

› 5.1 Identify Key Principles of Continuous Improvement in Ageing Services

› 5.2 Assess Current Compliance Practices Against ISO 25553M Standards

› 5.3 Analyze Feedback Mechanisms for Enhanced Service Delivery

› 5.4 Develop Action Plans for Addressing Compliance Gaps

› 5.5 Implement Collaborative Strategies for Team Improvement

› 5.6 Evaluate Outcomes of Improvement Initiatives on Care Quality

### • 1 Foundations of Leadership in Ageing Care — 6 classes

- › 1.1 Define Leadership Concepts in Ageing Care
- › 1.2 Explore Key Qualities of Effective Leaders in Ageing Care
- › 1.3 Analyze Leadership Styles Suitable for Ageing Care Settings
- › 1.4 Identify Challenges in Leading Ageing Care Teams
- › 1.5 Develop Communication Strategies for Ageing Care Leadership
- › 1.6 Create Action Plans for Improving Leadership in Ageing Care

### • 2 Understanding the Needs of Ageing Care Recipients — 6 classes

- › 2.1 Identify Key Characteristics of Ageing Care Recipients
- › 2.2 Assess the Emotional and Social Needs of Older Adults
- › 2.3 Explore the Impact of Chronic Illnesses on Ageing Populations
- › 2.4 Analyze Cultural Considerations in Ageing Care
- › 2.5 Develop Effective Communication Strategies for Care Recipients
- › 2.6 Implement Person-Centered Care Approaches for Ageing Individuals

### • 3 Effective Communication Strategies for Ageing Care Teams — 6 classes

- › 3.1 Identify Key Communication Barriers in Ageing Care Teams
- › 3.2 Develop Active Listening Skills for Effective Interaction
- › 3.3 Utilize Non-Verbal Communication Techniques in Care Settings
- › 3.4 Create Clear and Concise Messaging for Team Collaboration
- › 3.5 Implement Feedback Mechanisms to Enhance Team Communication
- › 3.6 Apply Conflict Resolution Strategies in Care Team Dynamics

### • 4 Navigating Ethical Dilemmas in Ageing Care Leadership — 6 classes

- › 4.1 Identify Ethical Principles in Ageing Care Leadership
- › 4.2 Analyze Common Ethical Dilemmas Faced by Care Leaders
- › 4.3 Evaluate Stakeholder Perspectives in Ethical Decision-Making
- › 4.4 Apply Ethical Frameworks to Case Studies in Ageing Care
- › 4.5 Develop Strategies for Resolving Ethical Dilemmas
- › 4.6 Reflect on Personal Leadership Values in Ethical Contexts

### • 5 Innovation and Change Management in Ageing Care Services — 6 classes

- › 5.1 Analyze the Role of Innovation in Ageing Care Services
- › 5.2 Identify Key Challenges in Implementing Change in Care Settings
- › 5.3 Develop Strategies for Effective Change Management in Ageing Services
- › 5.4 Evaluate the Impact of Technological Advancements on Care Delivery
- › 5.5 Create a Plan for Engaging Stakeholders in Care Innovation
- › 5.6 Implement a Pilot Program for a New Care Initiative

### • 1 Understanding Performance Measurement in Ageing Care — 6 classes

- › 1.1 Define Key Concepts in Performance Measurement for Ageing Care
- › 1.2 Identify Stakeholders Involved in Performance Measurement
- › 1.3 Explore Quantitative Methods for Measuring Performance
- › 1.4 Examine Qualitative Approaches to Performance Evaluation
- › 1.5 Apply Performance Metrics to Ageing Care Scenarios
- › 1.6 Develop an Action Plan for Continuous Performance Improvement

### • 2 Key Performance Indicators (KPIs) for Ageing Care Services — 6 classes

- › 2.1 Identify Key Performance Indicators Relevant to Ageing Care Services
- › 2.2 Analyze the Importance of KPIs in Measuring Care Quality
- › 2.3 Evaluate Data Sources for Effective KPI Development
- › 2.4 Develop a KPI Dashboard for Ageing Care Management
- › 2.5 Implement Continuous Improvement Strategies Using KPIs
- › 2.6 Present KPI Findings to Stakeholders for Enhanced Care Strategies

### • 3 Quantitative vs Qualitative Performance Metrics — 6 classes

- › 3.1 Differentiate Between Quantitative and Qualitative Metrics
- › 3.2 Identify Key Examples of Quantitative Performance Metrics
- › 3.3 Explore Common Qualitative Performance Metrics
- › 3.4 Analyze Strengths and Weaknesses of Each Metric Type
- › 3.5 Apply Performance Metrics to Case Studies
- › 3.6 Develop a Balanced Performance Measurement Framework

### • 4 Data Collection Methods for Performance Measurement — 6 classes

- › 4.1 Identify Key Data Collection Methods for Performance Measurement
- › 4.2 Evaluate Qualitative vs. Quantitative Data Collection Techniques
- › 4.3 Implement Surveys and Questionnaires for Data Collection
- › 4.4 Utilize Observational Methods in Performance Measurement
- › 4.5 Analyze Data Collection Tools for Effectiveness
- › 4.6 Develop a Data Collection Plan for Performance Evaluation

### • 5 Analyzing Performance Data to Drive Improvement — 6 classes

- › 5.1 Understand Key Performance Indicators in Ageing Societies
- › 5.2 Collect and Organize Performance Data Effectively
- › 5.3 Analyze Performance Trends to Identify Improvement Areas
- › 5.4 Utilize Data Visualization Techniques for Clarity
- › 5.5 Implement Action Plans Based on Performance Insights
- › 5.6 Evaluate the Impact of Improvements on Performance Metrics

### • 1 Principles of Quality Management in Care Services — 6 classes

- › 1.1 Define Key Principles of Quality Management in Care Services
- › 1.2 Explore Regulatory Frameworks Impacting Quality in Care
- › 1.3 Identify Stakeholder Roles in Maintaining Care Quality
- › 1.4 Analyze Common Quality Improvement Models in Care Services
- › 1.5 Develop Metrics for Evaluating Quality in Care Delivery
- › 1.6 Formulate Strategies to Implement Quality Improvement Initiatives

### • 2 Regulatory Frameworks and Standards in Care Quality — 6 classes

- › 2.1 Explore Key Regulatory Frameworks in Care Quality
- › 2.2 Identify Standards of Care and Their Importance
- › 2.3 Analyze the Role of Care Quality Commission in Oversight
- › 2.4 Evaluate Compliance Criteria for Care Services
- › 2.5 Review Case Studies of Regulatory Failures and Lessons Learned
- › 2.6 Implement Best Practices for Meeting Care Quality Standards

### • 3 Implementing Quality Assurance Processes in Care Services — 6 classes

- › 3.1 Identify Key Quality Assurance Principles in Care Services
- › 3.2 Analyze the Role of Stakeholders in Quality Assurance
- › 3.3 Develop Quality Assurance Policies for Care Services
- › 3.4 Design Measurement Tools for Quality Assessment
- › 3.5 Implement Continuous Improvement Strategies in Care Quality
- › 3.6 Evaluate Quality Assurance Outcomes in Care Settings

### • 4 Monitoring and Evaluating Care Service Quality — 6 classes

- › 4.1 Understand Quality Management Principles in Care Services
- › 4.2 Identify Key Indicators for Evaluating Care Service Quality
- › 4.3 Implement Monitoring Techniques for Care Quality Assessment
- › 4.4 Analyze Feedback Mechanisms in Care Service Evaluation
- › 4.5 Develop Action Plans Based on Quality Evaluation Results
- › 4.6 Foster Continuous Improvement in Care Quality Management

### • 5 Leadership Strategies for Quality Improvement in Ageing Care — 6 classes

- › 5.1 Assess Current Leadership Styles in Ageing Care Settings
- › 5.2 Identify Key Quality Improvement Strategies for Care Services
- › 5.3 Develop Action Plans for Enhancing Team Performance
- › 5.4 Implement Effective Communication Techniques for Leaders
- › 5.5 Evaluate the Impact of Leadership on Care Quality Outcomes
- › 5.6 Design a Continuous Improvement Framework for Ageing Care Services

### • 1 Understanding Stakeholder Dynamics in Ageing Societies — 6 classes

- › 1.1 Identify Key Stakeholders in Ageing Societies
- › 1.2 Analyze Stakeholder Needs and Expectations
- › 1.3 Explore Communication Strategies for Effective Engagement
- › 1.4 Assess the Impact of Stakeholder Relationships on Care Quality
- › 1.5 Develop Collaborative Approaches to Address Stakeholder Concerns
- › 1.6 Implement Feedback Mechanisms for Continuous Stakeholder Engagement

### • 2 Effective Communication Strategies for Stakeholder Engagement — 6 classes

- › 2.1 Identify Key Stakeholders and Their Needs
- › 2.2 Develop Effective Communication Plans for Stakeholder Engagement
- › 2.3 Utilize Active Listening Techniques for Enhanced Dialogue
- › 2.4 Leverage Digital Tools for Communication with Stakeholders
- › 2.5 Evaluate Communication Strategies and Adapt for Success
- › 2.6 Facilitate Collaborative Workshops to Strengthen Stakeholder Relationships

### • 3 Building Collaborative Relationships with Carers and Care Recipients — 6 classes

- › 3.1 Identify Key Stakeholders in Care Relationships
- › 3.2 Analyze the Needs and Preferences of Care Recipients
- › 3.3 Develop Effective Communication Strategies with Carers
- › 3.4 Foster Trust and Respect Among Stakeholders
- › 3.5 Engage in Active Listening Techniques with Carers and Recipients
- › 3.6 Implement Collaborative Decision-Making Frameworks

### • 4 Participatory Approaches to Stakeholder Involvement — 6 classes

- › 4.1 Define Stakeholder Engagement and Its Importance in Care Settings
- › 4.2 Identify Key Stakeholders in Ageing Societies
- › 4.3 Explore Participatory Approaches for Effective Engagement
- › 4.4 Analyze Successful Case Studies of Stakeholder Involvement
- › 4.5 Develop Strategies for Enhancing Stakeholder Collaboration
- › 4.6 Create an Action Plan for Implementing Participatory Techniques

### • 5 Evaluating Stakeholder Engagement Outcomes in Ageing Care — 6 classes

- › 5.1 Define Key Stakeholder Roles in Ageing Care
- › 5.2 Identify Effective Stakeholder Engagement Strategies
- › 5.3 Measure Engagement Outcomes Using Defined Metrics
- › 5.4 Analyze Case Studies of Successful Stakeholder Engagement
- › 5.5 Facilitate Stakeholder Feedback Workshops
- › 5.6 Develop Action Plans Based on Engagement Evaluations

**• 1 Understanding the Landscape of Ageing Societies** — 6 classes

- › 1.1 Analyze Demographic Trends in Ageing Societies
- › 1.2 Evaluate the Impact of Ageing on Care Systems
- › 1.3 Identify Key Stakeholders in Ageing Care Services
- › 1.4 Assess Current Care Models for Ageing Populations
- › 1.5 Develop Strategic Goals for Enhanced Care Delivery
- › 1.6 Propose Sustainable Solutions for Ageing Care Challenges

**• 2 Fundamentals of Strategic Planning in Care Services** — 6 classes

- › 2.1 Define Strategic Planning in Care Services
- › 2.2 Identify Key Components of Effective Strategic Plans
- › 2.3 Analyze the Role of Stakeholders in Strategic Planning
- › 2.4 Explore Tools and Frameworks for Strategic Analysis
- › 2.5 Develop a Strategic Plan Outline for Care Services
- › 2.6 Evaluate Strategies for Implementation and Monitoring

**• 3 Stakeholder Engagement and Collaboration Strategies** — 6 classes

- › 3.1 Identify Key Stakeholders in Ageing Care Services
- › 3.2 Analyze Stakeholder Interests and Needs
- › 3.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 3.4 Foster Collaborative Partnerships in Care Delivery
- › 3.5 Implement Feedback Mechanisms for Continuous Improvement
- › 3.6 Evaluate the Impact of Stakeholder Engagement on Care Outcomes

**• 4 Resource Allocation and Risk Management in Care Services** — 6 classes

- › 4.1 Assess Current Resource Allocation in Care Services
- › 4.2 Identify and Analyze Risks in Care Provision
- › 4.3 Develop Strategies for Effective Resource Redistribution
- › 4.4 Implement Monitoring Systems for Resource Utilization
- › 4.5 Evaluate Outcomes of Resource Allocation Decisions
- › 4.6 Formulate Contingency Plans for Risk Mitigation

**• 5 Evaluating and Adapting Strategic Plans for Continuous Improvement** — 6 classes

- › 5.1 Analyze Existing Strategic Plans for Effectiveness
- › 5.2 Identify Key Performance Indicators for Evaluation
- › 5.3 Gather Stakeholder Feedback for Continuous Improvement
- › 5.4 Assess External Trends Impacting Care Services
- › 5.5 Develop Adaptation Strategies for Enhanced Service Delivery
- › 5.6 Create an Action Plan for Implementing Strategic Changes