

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 25552 — Ageing Societies Community-Based Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference HL-AGE-25552 • ISO Health

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AT A GLANCE

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

CURRICULUM

1

Community Engagement Techniques

5 chapters · 30 classes 45 marks

• 1 Understanding Community Dynamics in Ageing Societies — 6 classes

› 1.1 Explore the Characteristics of Ageing Communities

› 1.2 Identify Key Stakeholders in Ageing Societies

› 1.3 Analyze the Role of Social Networks in Community Engagement

› 1.4 Evaluate Existing Community-Based Services for the Elderly

› 1.5 Develop Strategies for Enhancing Community Cohesion

› 1.6 Design an Action Plan for Effective Community Engagement

• 2 Identifying Stakeholders and Their Roles — 6 classes

› 2.1 Define Stakeholders Within Community Engagement

› 2.2 Identify Key Stakeholder Groups in Ageing Societies

› 2.3 Analyze Roles and Responsibilities of Stakeholders

› 2.4 Assess Stakeholder Influence on Community Services

› 2.5 Develop Stakeholder Collaboration Strategies

› 2.6 Create a Stakeholder Engagement Action Plan

• 3 Effective Communication Strategies for Engagement — 6 classes

› 3.1 Identify Key Stakeholders for Community Engagement

› 3.2 Develop Active Listening Skills for Effective Communication

› 3.3 Utilize Non-Verbal Communication Techniques in Engagement

› 3.4 Tailor Messages for Diverse Community Audiences

› 3.5 Create Feedback Mechanisms to Enhance Communication

› 3.6 Implement Role-Playing Activities for Real-Life Engagement Scenarios

• 4 Building Partnerships with Local Organisations — 6 classes

› 4.1 Identify Key Local Organisations for Partnership

› 4.2 Assess Community Needs and Resources collaboratively

› 4.3 Develop Effective Communication Strategies with Partners

› 4.4 Establish Mutual Goals and Objectives for Collaboration

› 4.5 Implement Joint Activities and Engagement Initiatives

› 4.6 Evaluate Partnership Outcomes and Impact on the Community

• 5 Evaluating Engagement Efforts in Ageing Communities — 6 classes

› 5.1 Identify Key Metrics for Community Engagement Evaluation

› 5.2 Analyze Data Collection Methods in Ageing Communities

› 5.3 Assess Feedback Mechanisms from Community Members

› 5.4 Compare Engagement Strategies and Their Effectiveness

› 5.5 Develop a Framework for Continuous Improvement in Engagement

› 5.6 Present Findings and Recommendations to Stakeholders

• 1 Understanding Ageing and Community Needs — 6 classes

- › 1.1 Define Ageing: Exploring Concepts and Definitions
- › 1.2 Identify the Characteristics of Ageing Populations
- › 1.3 Assess Community Needs: Tools for Evaluation and Analysis
- › 1.4 Examine Barriers to Accessing Community Services for Older Adults
- › 1.5 Investigate Innovative Practices in Ageing Services
- › 1.6 Develop Action Plans for Enhancing Community Support for Ageing Individuals

• 2 Principles of Community-Based Ageing Services — 6 classes

- › 2.1 Define Community-Based Ageing Services and Their Importance
- › 2.2 Identify Key Principles Guiding Ageing Services in Communities
- › 2.3 Explore Innovative Practices in Community Engagement for Ageing Services
- › 2.4 Assess the Role of Leadership in Implementing Ageing Services
- › 2.5 Evaluate Case Studies of Successful Community-Based Ageing Initiatives
- › 2.6 Develop a Community Action Plan for Enhancing Ageing Services

• 3 Innovative Approaches in Ageing Services Delivery — 6 classes

- › 3.1 Explore Innovative Technologies in Ageing Services Delivery
- › 3.2 Assess the Impact of Community Engagement on Ageing Services
- › 3.3 Identify Best Practices for Person-Centred Care in Ageing
- › 3.4 Create a Strategic Plan for Implementing Innovative Practices
- › 3.5 Evaluate the Role of Interdisciplinary Teams in Ageing Services
- › 3.6 Develop a Case Study on a Successful Ageing Services Initiative

• 4 Leadership Strategies for Implementing Innovative Practices — 6 classes

- › 4.1 Assess Current Leadership Practices in Ageing Services
- › 4.2 Identify Barriers to Innovative Practices in Ageing Services
- › 4.3 Explore Successful Leadership Models in Ageing Communities
- › 4.4 Develop a Strategic Plan for Innovative Leadership
- › 4.5 Engage Stakeholders in Implementing Innovative Practices
- › 4.6 Evaluate the Impact of Innovation on Ageing Services Leadership

• 5 Evaluating and Scaling Community-Based Ageing Innovations — 6 classes

- › 5.1 Assessing the Effectiveness of Community-Based Ageing Innovations
- › 5.2 Identifying Key Metrics for Evaluating Ageing Services
- › 5.3 Gathering and Analyzing Feedback from Stakeholders
- › 5.4 Developing a Framework for Scaling Successful Innovations
- › 5.5 Implementing Best Practices in Community Ageing Programs
- › 5.6 Drafting a Strategic Plan for Widespread Adoption of Innovations

• 1 Understanding ISO 25552: Framework and Principles — 6 classes

- › 1.1 Define the Core Principles of ISO 25552
- › 1.2 Explore the Key Components of the Framework
- › 1.3 Identify Stakeholders in Community-Based Services
- › 1.4 Assess the Needs of Ageing Societies
- › 1.5 Develop Strategies for Implementing ISO 25552
- › 1.6 Evaluate the Impact of ISO 25552 on Community Services

• 2 Key Elements of ISO Standards in Ageing Societies — 6 classes

- › 2.1 Identify Key Components of ISO 25552 Standards
- › 2.2 Analyze the Importance of Community-Based Services
- › 2.3 Evaluate Leadership Roles in Implementing ISO Standards
- › 2.4 Assess Strategies for Engaging Stakeholders in Ageing Societies
- › 2.5 Develop a Plan for Compliance with ISO Standards
- › 2.6 Create a Case Study on Successful ISO Implementation

• 3 Implementation Strategies for ISO 25552 — 6 classes

- › 3.1 Outline Key Principles of ISO 25552 for Community-Based Services
- › 3.2 Identify Stakeholders for Effective ISO 25552 Implementation
- › 3.3 Develop a Step-by-Step Action Plan for Implementation
- › 3.4 Analyze Potential Barriers to ISO 25552 Adoption
- › 3.5 Design Training Programs for Staff on ISO 25552 Compliance
- › 3.6 Evaluate Outcomes and Continuous Improvement in Service Delivery

• 4 Monitoring and Evaluating ISO Compliance — 6 classes

- › 4.1 Understanding ISO 25552: Key Principles of Compliance Monitoring
- › 4.2 Identifying Compliance Indicators: Metrics for Ageing Societies Services
- › 4.3 Developing a Monitoring Framework: Tools and Techniques
- › 4.4 Implementing Evaluation Methods: Data Collection Strategies
- › 4.5 Analysing Compliance Data: Techniques for Interpretation
- › 4.6 Reporting Findings: Best Practices for Communicating Results

• 5 Future Trends and Challenges in ISO 25552 Implementation — 6 classes

- › 5.1 Evaluate Current Practices in Community-Based Services for Ageing Societies
- › 5.2 Identify Key Future Trends Impacting ISO 25552 Implementation
- › 5.3 Analyze Challenges in Adopting ISO Standards for Ageing Populations
- › 5.4 Develop Strategies for Enhancing Community Engagement in Implementation
- › 5.5 Create Action Plans to Address Identified Challenges in ISO 25552
- › 5.6 Assess the Impact of Innovations on Future ISO 25552 Practices

• 1 Understanding Performance Measurement in Community-Based Services — 6 classes

- › 1.1 Define Key Concepts in Performance Measurement
- › 1.2 Explore the Importance of Performance Measurement in Community-Based Services
- › 1.3 Identify Stakeholders in Performance Evaluation Processes
- › 1.4 Examine Different Performance Measurement Frameworks
- › 1.5 Assess Data Collection Methods for Effective Evaluation
- › 1.6 Apply Performance Metrics to Real-World Community Service Scenarios

• 2 Frameworks and Standards for Performance Evaluation — 6 classes

- › 2.1 Define Key Performance Indicators for Community-Based Services
- › 2.2 Analyze the ISO 25552 Standards for Performance Evaluation
- › 2.3 Compare Different Frameworks for Evaluating Aging Services
- › 2.4 Develop a Logic Model for Performance Measurement
- › 2.5 Assess Data Collection Methods for Performance Evaluation
- › 2.6 Create an Action Plan for Implementing Performance Evaluations

• 3 Data Collection Methods for Performance Measurement — 6 classes

- › 3.1 Identify Key Performance Indicators for Data Collection
- › 3.2 Explore Qualitative Data Collection Techniques
- › 3.3 Analyze Quantitative Data Collection Methods
- › 3.4 Evaluate Data Sources for Reliability and Validity
- › 3.5 Compare Different Tools for Data Collection
- › 3.6 Develop a Data Collection Plan for Performance Measurement

• 4 Analyzing Performance Data for Continuous Improvement — 6 classes

- › 4.1 Identify Key Performance Indicators for Community-Based Services
- › 4.2 Collect and Organize Performance Data Effectively
- › 4.3 Analyze Performance Trends to Identify Areas for Improvement
- › 4.4 Utilize Data Visualization Techniques to Communicate Findings
- › 4.5 Develop Actionable Recommendations Based on Data Analysis
- › 4.6 Implement Continuous Improvement Strategies in Service Delivery

• 5 Communicating Evaluation Outcomes to Stakeholders — 6 classes

- › 5.1 Identify Key Stakeholders for Evaluation Outcomes
- › 5.2 Articulate the Importance of Evaluation Communication
- › 5.3 Select Appropriate Communication Channels for Outcomes
- › 5.4 Develop Clear and Concise Evaluation Messages
- › 5.5 Utilize Data Visualizations to Enhance Understanding
- › 5.6 Create a Stakeholder Feedback Mechanism for Continuous Improvement

• 1 Understanding the Context of Ageing Societies — 6 classes

- › 1.1 Analyze the Demographics of Ageing Societies
- › 1.2 Explore the Social Impacts of Ageing Populations
- › 1.3 Examine the Economic Challenges in Ageing Services
- › 1.4 Assess the Role of Community-Based Services in Supporting Ageing
- › 1.5 Develop Strategic Approaches to Leadership in Ageing Services
- › 1.6 Implement Best Practices for Engaging Ageing Communities

• 2 Strategic Frameworks for Community-Based Ageing Services — 6 classes

- › 2.1 Analyze Current Strategic Frameworks for Ageing Services
- › 2.2 Identify Key Stakeholders in Community-Based Ageing Initiatives
- › 2.3 Develop Goals for Effective Ageing Services Leadership
- › 2.4 Design Collaborative Approaches for Service Delivery
- › 2.5 Evaluate the Impact of Community-Based Services on Ageing Populations
- › 2.6 Implement Action Plans for Strategic Improvement in Ageing Services

• 3 Innovative Practices in Ageing Service Delivery — 6 classes

- › 3.1 Identify Key Trends in Innovative Ageing Service Delivery
- › 3.2 Analyze Successful Case Studies of Community-Based Ageing Services
- › 3.3 Explore Technological Advancements Enhancing Ageing Services
- › 3.4 Develop Collaborative Models for Community Engagement
- › 3.5 Formulate Strategies for Implementing Innovative Ageing Practices
- › 3.6 Evaluate the Impact of Innovative Practices on Ageing Populations

• 4 Leadership Skills for Effective Ageing Service Management — 6 classes

- › 4.1 Identify Key Leadership Qualities for Ageing Services
- › 4.2 Analyze the Role of Emotional Intelligence in Leadership
- › 4.3 Develop Communication Strategies for Diverse Stakeholders
- › 4.4 Implement Decision-Making Techniques in Ageing Services
- › 4.5 Foster Collaborative Team Dynamics in Care Settings
- › 4.6 Evaluate Leadership Impact on Community-Based Ageing Services

• 5 Evaluating Impact and Sustainability of Ageing Services — 6 classes

- › 5.1 Define Key Metrics for Evaluating Ageing Services
- › 5.2 Analyze Data Collection Methods for Sustainability Assessments
- › 5.3 Assess Stakeholder Engagement in Service Evaluations
- › 5.4 Identify Best Practices for Measuring Community Impact
- › 5.5 Develop Frameworks for Long-term Sustainability of Services
- › 5.6 Create Action Plans for Implementing Evaluation Findings

• 1 Understanding ISO 25552 Standards in Ageing Societies — 6

classes

- › 1.1 Explore the Principles of ISO 25552 in Ageing Societies
- › 1.2 Analyze Key Components of Community-Based Services in Compliance with ISO 25552
- › 1.3 Identify Stakeholder Roles and Responsibilities in Implementing ISO 25552 Standards
- › 1.4 Develop Strategies for Effective Leadership in Compliance with ISO 25552
- › 1.5 Evaluate Case Studies of Successful ISO 25552 Implementations in Ageing Services
- › 1.6 Create an Action Plan for Integrating ISO 25552 Standards in Your Organisation

• 2 Framework for Community-Based Ageing Services — 6 classes

- › 2.1 Define Key Concepts of Community-Based Ageing Services
- › 2.2 Explore the Principles of ISO 25552 Compliance
- › 2.3 Identify Stakeholders in Community-Based Ageing Services
- › 2.4 Assess Best Practices for Service Delivery
- › 2.5 Develop Action Plans for Enhanced Community Engagement
- › 2.6 Evaluate Outcomes and Measure Success in Ageing Services

• 3 Leadership Skills for Effective Ageing Services Management — 6

classes

- › 3.1 Understand the Foundations of Leadership in Ageing Services
- › 3.2 Identify Key Competencies for Effective Leadership
- › 3.3 Develop Communication Skills for Community Engagement
- › 3.4 Implement Team-Building Strategies for Diverse Workforces
- › 3.5 Assessing and Adapting Leadership Styles for Ageing Services
- › 3.6 Create Action Plans for Effective Service Delivery

• 4 Training and Development Strategies for Compliance — 6 classes

- › 4.1 Identify Key Compliance Standards in Ageing Societies
- › 4.2 Analyze the Role of Community-Based Services in Compliance
- › 4.3 Develop Effective Training Strategies for Compliance Awareness
- › 4.4 Implement Interactive Learning Tools for Compliance Training
- › 4.5 Evaluate the Impact of Training on Compliance Outcomes
- › 4.6 Create Action Plans for Continuous Improvement in Compliance Training

• 5 Assessment and Improvement of Community-Based Ageing Services — 6 classes

- › 5.1 Assess Community Needs for Ageing Services
- › 5.2 Evaluate Current Service Delivery Models
- › 5.3 Identify Key Performance Indicators for Improvement
- › 5.4 Develop Action Plans for Service Enhancement
- › 5.5 Implement Feedback Mechanisms from Stakeholders
- › 5.6 Monitor and Review Service Effectiveness Regularly