

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 25553 — 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

Telephone +44 7513 283044

Web lapt.org

Reference HL-AGE-25553 • ISO Health

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

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

CURRICULUM

1

Communication in Care Settings

5 chapters · 30 classes 45 marks

• 1 Fundamentals of Communication in Care Settings — 6 classes

› 1.1 Understand the Importance of Effective Communication in Care Settings

› 1.2 Identify Barriers to Communication in Care Environments

› 1.3 Explore Verbal and Non-Verbal Communication Techniques

› 1.4 Practice Active Listening Skills with Care Recipients

› 1.5 Utilize Technology for Enhanced Communication in Care

› 1.6 Evaluate Communication Strategies for Different Care Scenarios

• 2 Understanding Non-Verbal Communication — 6 classes

› 2.1 Identify the Key Elements of Non-Verbal Communication

› 2.2 Analyze Body Language in Care Interactions

› 2.3 Explore the Role of Facial Expressions in Communication

› 2.4 Interpret Gestures and Their Meanings in Care Settings

› 2.5 Practice Non-Verbal Communication Techniques with Role-Playing

› 2.6 Assess the Impact of Non-Verbal Cues on Patient Relationships

• 3 Cultural Competence in Care Communication — 6 classes

› 3.1 Explore the Importance of Cultural Competence in Care Communication

› 3.2 Identify Key Elements of Effective Communication Across Cultures

› 3.3 Analyze Barriers to Communication in Diverse Care Settings

› 3.4 Develop Active Listening Skills for Cross-Cultural Interactions

› 3.5 Practice Culturally Sensitive Communication Techniques with Scenarios

› 3.6 Evaluate Real-Life Case Studies on Cultural Competence in Care

• 4 Active Listening Techniques for Care Leaders — 6 classes

› 4.1 Understand the Importance of Active Listening in Care Leadership

› 4.2 Identify Key Components of Active Listening Techniques

› 4.3 Practice Reflective Listening to Enhance Communication Skills

› 4.4 Employ Open-Ended Questions to Foster Meaningful Conversations

› 4.5 Develop Non-Verbal Communication Skills to Support Active Listening

› 4.6 Apply Active Listening Techniques in Real-Life Care Scenarios

• 5 Crisis Communication Strategies in Care Settings — 6 classes

› 5.1 Identify Key Components of Crisis Communication

› 5.2 Assess Situational Factors Affecting Crisis Communication

› 5.3 Develop Effective Crisis Messaging for Care Scenarios

› 5.4 Role-Play Crisis Communication Scenarios in Care Settings

› 5.5 Evaluate Communication Tools for Crisis Management

› 5.6 Create a Crisis Communication Plan for Your Care Team

• 1 Understanding Ethical Frameworks in Ageing Care — 12 classes

- › 1.1 Define Ethical Frameworks in Ageing Care
- › 1.1 Define Key Ethical Theories Relevant to Ageing Care
- › 1.2 Identify Key Ethical Principles Relevant to Ageing Care
- › 1.2 Analyze Ethical Dilemmas Faced by Caregivers
- › 1.3 Analyze Case Studies of Ethical Dilemmas in Ageing Care
- › 1.3 Explore Patient Autonomy in Ageing Care Decisions
- › 1.4 Discuss the Role of Autonomy in Ageing Care Decisions
- › 1.4 Evaluate the Role of Beneficence and Non-maleficence
- › 1.5 Evaluate Ethical Decision-Making Models for Caregivers
- › 1.5 Apply Ethical Frameworks to Real-life Ageing Care Scenarios
- › 1.6 Implement Ethical Guidelines in Practical Ageing Care Scenarios
- › 1.6 Reflect on Personal Values and Their Impact on Ageing Care Ethics

• 2 Identifying Common Ethical Dilemmas in Ageing Care — 6 classes

- › 2.1 Explore Ethical Concepts in Ageing Care
- › 2.2 Identify Common Ethical Dilemmas Faced by Care Recipients
- › 2.3 Analyze Ethical Dilemmas Encountered by Caregivers
- › 2.4 Discuss Cultural Influences on Ethical Decision-Making
- › 2.5 Evaluate Case Studies of Ethical Dilemmas in Practice
- › 2.6 Develop Action Plans for Ethical Dilemma Resolution

• 3 The Role of Stakeholders in Ethical Decision Making — 6 classes

- › 3.1 Identify Key Stakeholders in Ageing Care Decision Making
- › 3.2 Explore Ethical Principles Guiding Stakeholder Involvement
- › 3.3 Analyze Real-World Scenarios Involving Stakeholder Conflicts
- › 3.4 Discuss the Impact of Cultural Context on Ethical Decisions
- › 3.5 Evaluate Stakeholder Perspectives in Care Dilemmas
- › 3.6 Develop Strategies for Collaborative Ethical Decision Making

• 4 Cultural Sensitivity and Ethics in Ageing Care — 6 classes

- › 4.1 Identify Cultural Dimensions Affecting Ageing Care
- › 4.2 Explore Ethical Frameworks in Diverse Ageing Contexts
- › 4.3 Analyze Case Studies on Cultural Sensitivity in Care
- › 4.4 Discuss the Role of Personal Bias in Ageing Care Decisions
- › 4.5 Develop Strategies for Culturally Sensitive Care Plans
- › 4.6 Reflect on Personal Experiences to Enhance Ethical Practice

• 5 Future Challenges and Innovations in Ethical Ageing Care — 6 classes

- › 5.1 Analyze Emerging Ethical Issues in Ageing Care
- › 5.2 Evaluate Innovative Technologies Influencing Care Practices
- › 5.3 Discuss the Role of Policy in Shaping Ethical Ageing Care
- › 5.4 Assess the Impact of Cultural Perspectives on Ageing Ethics
- › 5.5 Explore Collaborative Approaches to Resolve Ethical Dilemmas
- › 5.6 Design Ethical Frameworks for Future Ageing Care Solutions

• 1 Understanding Ageing Societies and Their Challenges — 6 classes

- › 1.1 Explore the Demographics of Ageing Societies
- › 1.2 Identify Key Challenges in Ageing Populations
- › 1.3 Analyze the Impact of Social Isolation on Elders
- › 1.4 Investigate Innovative Care Models for Ageing Adults
- › 1.5 Evaluate Technology's Role in Enhancing Elder Care
- › 1.6 Develop a Community Action Plan for Supporting Ageing Individuals

• 2 Innovative Care Models in Ageing Services — 6 classes

- › 2.1 Explore Collaborative Care Models in Ageing Services
- › 2.2 Analyze Technology-Driven Innovations in Elder Care
- › 2.3 Implement Person-Centered Care Approaches for Seniors
- › 2.4 Design Community-Based Support Systems for Ageing Adults
- › 2.5 Evaluate the Role of Multidisciplinary Teams in Care Delivery
- › 2.6 Create Action Plans for Adopting Innovative Practices in Ageing Services

• 3 Leadership Strategies in Ageing Services — 6 classes

- › 3.1 Assess Leadership Styles in Ageing Care Settings
- › 3.2 Foster Collaborative Communication Among Care Teams
- › 3.3 Implement Innovative Problem-Solving Techniques in Ageing Services
- › 3.4 Develop Empathy-Centric Leadership Approaches
- › 3.5 Encourage Continuous Professional Development for Care Leaders
- › 3.6 Evaluate the Impact of Leadership on Care Recipient Outcomes

• 4 Enhancing Quality of Life through Innovation — 6 classes

- › 4.1 Identify Key Factors for Enhancing Quality of Life in Ageing Services
- › 4.2 Analyze Innovative Technologies Impacting Ageing Care
- › 4.3 Explore Person-Centered Approaches in Ageing Services
- › 4.4 Develop Strategies for Integrating Innovation in Care Practices
- › 4.5 Evaluate Case Studies of Successful Innovations in Ageing Care
- › 4.6 Design an Action Plan for Implementing Innovative Practices

• 5 Evaluating and Scaling Innovative Practices — 6 classes

- › 5.1 Identify Key Metrics for Evaluating Innovative Practices in Ageing Services
- › 5.2 Analyze Case Studies of Successful Ageing Service Innovations
- › 5.3 Assess Stakeholder Feedback on Innovative Ageing Practices
- › 5.4 Design a Framework for Scaling Successful Ageing Innovations
- › 5.5 Develop a Strategic Plan for Implementing Innovative Practices
- › 5.6 Present Evaluation Findings to Stakeholders for Buy-In and Support

• 1 Foundations of Leadership in Health Care for Ageing Societies —

6 classes

- › 1.1 Define Leadership Principles in Health Care for Ageing Societies
- › 1.2 Explore the Role of Emotional Intelligence in Health Leadership
- › 1.3 Identify Key Challenges Facing Leaders in Ageing Health Care Settings
- › 1.4 Assess the Impact of Communication Styles on Team Dynamics
- › 1.5 Develop Strategies for Empowering Carers in Health Care Leadership
- › 1.6 Implement Leadership Models to Enhance Patient-Centre Care for the Elderly

• 2 Understanding Ageing: Challenges and Opportunities for Care Management —

6 classes

- › 2.1 Identify Key Challenges Faced by Ageing Populations
- › 2.2 Analyze the Impact of Ageing on Healthcare Systems
- › 2.3 Explore Opportunities for Enhancing Care Management
- › 2.4 Develop Leadership Skills for Effective Ageing Care
- › 2.5 Implement Strategies for Supporting Care Recipients
- › 2.6 Evaluate Best Practices in Ageing Societies Care Management

• 3 Stakeholder Engagement and Communication in Ageing Care Settings —

6 classes

- › 3.1 Identify Key Stakeholders in Ageing Care Settings
- › 3.2 Analyse Communication Barriers in Caregiver-Recipient Interactions
- › 3.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 3.4 Employ Active Listening Techniques in Leadership Roles
- › 3.5 Facilitate Collaborative Meetings with Care Recipients and Their Families
- › 3.6 Evaluate the Impact of Stakeholder Communication on Care Outcomes

• 4 Developing and Implementing Innovative Leadership Strategies for Care Recipients —

6 classes

- › 4.1 Identify Key Characteristics of Effective Leadership in Care Settings
- › 4.2 Analyze Innovative Leadership Strategies in Ageing Societies
- › 4.3 Assess the Role of Communication in Leadership Effectiveness
- › 4.4 Design Leadership Models for Empowering Care Recipients
- › 4.5 Implement Collaborative Approaches to Enhance Team Leadership
- › 4.6 Evaluate Outcomes of Leadership Strategies on Care Quality

• 5 Evaluating Leadership Impact and Continuous Improvement in Ageing Care —

6 classes

- › 5.1 Analyze Leadership Styles in Ageing Care
- › 5.2 Assess the Impact of Leadership on Care Quality
- › 5.3 Identify Key Performance Indicators for Improvement
- › 5.4 Develop a Framework for Continuous Improvement
- › 5.5 Implement Feedback Mechanisms in Care Teams
- › 5.6 Design Action Plans to Enhance Leadership Effectiveness

• 1 Foundations of Ageing Care Policy —

6 classes

- › 1.1 Explore the Historical Context of Ageing Care Policies
- › 1.2 Identify Key Regulations Governing Ageing Care Services
- › 1.3 Analyze the Impact of Demographic Changes on Care Policies
- › 1.4 Review Stakeholder Roles in Formulating Ageing Care Policies
- › 1.5 Evaluate Best Practices in Ageing Care Policy Implementation
- › 1.6 Create a Proposed Framework for Future Ageing Care Policies

• 2 Current Regulations in Ageing Care —

6 classes

- › 2.1 Analyze Key Regulations Impacting Ageing Care
- › 2.2 Examine the Role of Regulatory Bodies in Care Standards
- › 2.3 Identify Compliance Requirements for Care Providers
- › 2.4 Assess the Implications of Non-Compliance in Ageing Care
- › 2.5 Investigate Recent Reforms in Ageing Care Legislation
- › 2.6 Develop Best Practice Guidelines for Meeting Regulatory Standards

• 3 Policy Analysis and Development Processes —

6 classes

- › 3.1 Identify Key Stakeholders in Ageing Care Policy
- › 3.2 Analyze Current Regulations Impacting Ageing Societies
- › 3.3 Assess Policy Development Frameworks for Ageing Care
- › 3.4 Evaluate the Effectiveness of Existing Ageing Care Policies
- › 3.5 Develop Recommendations for Policy Improvements in Ageing Care
- › 3.6 Present Findings and Proposals for Future Ageing Care Policies

• 4 Ethical Considerations in Ageing Care Policy —

6 classes

- › 4.1 Define Ethical Principles in Ageing Care Policy
- › 4.2 Analyze Case Studies of Ethical Dilemmas in Ageing Care
- › 4.3 Evaluate Stakeholder Perspectives on Ageing Care Ethics
- › 4.4 Discuss the Role of Consent in Ethical Ageing Care Practices
- › 4.5 Identify Regulatory Frameworks Supporting Ethical Ageing Care
- › 4.6 Develop a Personal Ethical Action Plan for Ageing Care Leadership

• 5 Future Trends and Innovations in Ageing Care Regulation —

6 classes

- › 5.1 Identify Key Regulatory Changes Shaping Ageing Care
- › 5.2 Analyze the Impact of Technology on Ageing Care Regulations
- › 5.3 Explore Innovative Models of Care Delivery for Ageing Populations
- › 5.4 Evaluate Best Practices in Global Ageing Care Policies
- › 5.5 Design a Regulatory Framework for Future Ageing Care Strategies
- › 5.6 Implement Collaborative Approaches Among Stakeholders in Ageing Care

• 1 Understanding Quality Improvement in Ageing Care — 6 classes

- › 1.1 Define Quality Improvement in Ageing Care Contexts
- › 1.2 Identify Key Quality Indicators for Ageing Services
- › 1.3 Analyze Common Challenges in Implementing Quality Improvement Strategies
- › 1.4 Explore Evidence-Based Practices for Enhancing Care Quality
- › 1.5 Develop a Quality Improvement Plan for Ageing Services
- › 1.6 Evaluate the Impact of Quality Improvement Initiatives in Ageing Care

• 2 Identifying Key Performance Indicators (KPIs) for Care Services

— 6 classes

- › 2.1 Define Key Performance Indicators for Care Services
- › 2.2 Understand the Importance of Measuring KPIs in Care
- › 2.3 Identify Common KPIs Used in Ageing Societies Care
- › 2.4 Analyze Data Collection Methods for KPI Measurement
- › 2.5 Develop a KPI Dashboard for Monitoring Care Performance
- › 2.6 Implement Continuous Improvement Strategies Through KPI Analysis

• 3 Implementing Quality Improvement Frameworks — 6 classes

- › 3.1 Identify Key Components of Quality Improvement Frameworks
- › 3.2 Analyze Best Practices in Ageing Societies Care
- › 3.3 Develop Measurable Quality Improvement Objectives
- › 3.4 Implement Stakeholder Engagement Strategies
- › 3.5 Evaluate the Impact of Quality Improvement Initiatives
- › 3.6 Create a Sustainable Quality Improvement Action Plan

• 4 Engaging Stakeholders in Quality Improvement Processes — 6 classes

- › 4.1 Identify Key Stakeholders in Quality Improvement
- › 4.2 Analyze Stakeholder Interests and Concerns
- › 4.3 Develop Communication Strategies for Engagement
- › 4.4 Facilitate Collaborative Workshops with Stakeholders
- › 4.5 Evaluate Stakeholder Feedback for Continuous Improvement
- › 4.6 Implement Action Plans Based on Stakeholder Input

• 5 Evaluating and Sustaining Quality Improvement Initiatives — 6 classes

- › 5.1 Assessing Current Quality Improvement Initiatives
- › 5.2 Identifying Key Performance Indicators for Evaluation
- › 5.3 Implementing Data Collection Methods for Quality Assessment
- › 5.4 Analyzing Results to Drive Decision Making
- › 5.5 Developing Strategies for Sustainable Quality Improvement
- › 5.6 Engaging Stakeholders in Continuous Quality Enhancement