

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 26000AGEM — Social Responsibility in Ageing Society Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-AGEM-26000AGEM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-AGEM-26000AGEM
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Ethics in Ageing Society Services

5 chapters · 30 classes 45 marks

• 1 Understanding Ethical Frameworks in Ageing Services — 6 classes

› 1.1 Identify Key Ethical Principles in Ageing Services

› 1.2 Analyze Ethical Dilemmas Faced by Ageing Service Providers

› 1.3 Explore Ethical Frameworks Relevant to Ageing Services

› 1.4 Evaluate Case Studies of Ethical Decision-Making

› 1.5 Develop Strategies for Ethical Practice in Ageing Services

› 1.6 Implement Ethical Guidelines in Ageing Service Settings

• 2 Identifying Ethical Challenges in Ageing Care — 6 classes

› 2.1 Define Ethical Principles in Ageing Care

› 2.2 Analyze Common Ethical Dilemmas in Ageing Services

› 2.3 Explore the Impact of Cultural Differences on Ethical Decisions

› 2.4 Examine Legal Frameworks Supporting Ethical Ageing Care

› 2.5 Develop Strategies for Addressing Ethical Challenges in Practice

› 2.6 Evaluate Case Studies on Ethical Issues in Ageing Care

• 3 Implementing Ethical Decision-Making Models — 6 classes

› 3.1 Identify Common Ethical Decision-Making Models in Ageing Services

› 3.2 Analyze the Impact of Ethical Decisions on Stakeholders in Ageing Services

› 3.3 Evaluate Case Studies to Explore Ethical Dilemmas in Ageing Society

› 3.4 Apply Ethical Decision-Making Models to Real-Life Scenarios in Ageing

› 3.5 Develop Action Plans for Implementing Ethical Decisions in Ageing Services

› 3.6 Reflect on Personal Values and Their Influence on Ethical Decision-Making

• 4 Cultural Competence and Ethics in Ageing — 6 classes

› 4.1 Understand Cultural Competence in Ageing Services

› 4.2 Explore Ethical Principles in Ageing

› 4.3 Analyze Case Studies on Cultural Sensitivity

› 4.4 Evaluate the Role of Leadership in Promoting Ethics

› 4.5 Implement Strategies for Enhancing Cultural Competence

› 4.6 Assess Impact of Ethics on Ageing Society Outcomes

• 5 Promoting Ethical Leadership in Ageing Services — 6 classes

› 5.1 Define Ethical Leadership in Ageing Services

› 5.2 Identify Key Principles of ISO 26000 in Ageing Care

› 5.3 Explore Case Studies of Ethical Leadership Challenges

› 5.4 Analyze the Role of Stakeholders in Promoting Ethics

› 5.5 Develop a Personal Action Plan for Ethical Leadership

› 5.6 Implement Strategies for Ethical Decision-Making in Practice

• 1 Understanding Evaluation Frameworks in Ageing Society

Services — 6 classes

- › 1.1 Define Key Concepts in Evaluation Frameworks for Ageing Services
- › 1.2 Identify Essential Components of Evaluation Frameworks
- › 1.3 Analyze Different Evaluation Models Relevant to Ageing Services
- › 1.4 Assess Stakeholder Engagement in Evaluation Processes
- › 1.5 Develop a Tailored Evaluation Framework for Specific Services
- › 1.6 Implement Strategies for Measuring Impact in Ageing Society Services

• 2 Identifying Key Performance Indicators for Ageing Services — 6

classes

- › 2.1 Understand Key Performance Indicators in Ageing Services
- › 2.2 Identify Stakeholder Needs for Effective KPIs
- › 2.3 Develop Specific, Measurable KPIs for Ageing Services
- › 2.4 Align KPIs with Strategic Goals of Ageing Services
- › 2.5 Analyze Data Sources for KPI Tracking in Ageing Services
- › 2.6 Evaluate the Impact of KPIs on Service Quality Improvement

• 3 Gathering and Analyzing Data for Impact Assessment — 6 classes

- › 3.1 Identify Key Data Sources for Impact Assessment
- › 3.2 Develop Data Collection Methods Suitable for Ageing Services
- › 3.3 Implement Techniques for Gathering Qualitative Data
- › 3.4 Employ Quantitative Analysis to Measure Effectiveness
- › 3.5 Analyze Data to Identify Trends and Patterns in Ageing Services
- › 3.6 Present Findings and Recommendations for Improvement

• 4 Stakeholder Engagement in Evaluation Processes — 6 classes

- › 4.1 Identify Key Stakeholders in Ageing Services
- › 4.2 Analyze Stakeholder Roles and Interests
- › 4.3 Develop Effective Communication Strategies
- › 4.4 Facilitate Stakeholder Meetings for Input
- › 4.5 Collect and Synthesize Stakeholder Feedback
- › 4.6 Evaluate Impact of Stakeholder Engagement on Outcomes

• 5 Reporting Findings and Continuous Improvement Strategies — 6 classes

- › 5.1 Analyze Reporting Standards for Social Responsibility in Ageing Services
- › 5.2 Identify Key Performance Indicators for Effective Evaluation
- › 5.3 Develop Data Collection Methods for Impact Assessment
- › 5.4 Interpret Findings to Inform Continuous Improvement Strategies
- › 5.5 Design a Report Framework to Communicate Evaluation Results
- › 5.6 Implement Feedback Loops for Ongoing Enhancement of Services

• 1 Understanding Social Responsibility in Ageing Services — 6

classes

- › 1.1 Define Social Responsibility in Ageing Services
- › 1.2 Explore the Principles of ISO 26000AGM
- › 1.3 Identify Stakeholders in Ageing Services
- › 1.4 Assess the Impact of Ageing Services on Community Wellbeing
- › 1.5 Analyze Ethical Dilemmas in Ageing Care
- › 1.6 Develop a Social Responsibility Action Plan for Ageing Services

• 2 ISO 26000: The Framework of Social Responsibility — 6 classes

- › 2.1 Define Key Concepts of Social Responsibility in Ageing Services
- › 2.2 Explore the Principles of ISO 26000
- › 2.3 Identify Stakeholders in Ageing Society Services
- › 2.4 Assess Current Practices Against ISO 26000 Standards
- › 2.5 Develop Strategies for Implementing Social Responsibility
- › 2.6 Evaluate the Impact of Social Responsibility Initiatives

• 3 Stakeholder Engagement in Ageing Services — 6 classes

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

• 4 Ethical Practices and Compliance in Ageing Services — 6 classes

- › 4.1 Define Ethical Practices in Ageing Services
- › 4.2 Identify Compliance Standards for Ageing Services
- › 4.3 Evaluate the Impact of Ethical Practices on Service Delivery
- › 4.4 Analyze Case Studies of Ethical Compliance in Ageing Services
- › 4.5 Develop a Framework for Ethical Decision-Making
- › 4.6 Create an Action Plan for Enhancing Compliance in Ageing Organizations

• 5 Assessing Impact and Continuous Improvement — 6 classes

- › 5.1 Identify Key Metrics for Assessing Social Responsibility
- › 5.2 Analyze Stakeholder Feedback for Continuous Improvement
- › 5.3 Evaluate the Effectiveness of Existing Ageing Services
- › 5.4 Develop Strategies for Enhancing Service Impact
- › 5.5 Formulate Action Plans for Continuous Improvement
- › 5.6 Present Findings and Recommendations for Stakeholder Engagement

• 1 Understanding ISO 26000: Framework for Social Responsibility in Ageing Society Services — 6 classes

- › 1.1 Explore the ISO 26000 Framework for Social Responsibility
- › 1.2 Identify Key Principles of ISO 26000 Relevant to Ageing Services
- › 1.3 Analyze Stakeholder Engagement in Ageing Society Context
- › 1.4 Assess the Impact of Social Responsibility in Ageing Services
- › 1.5 Develop Strategies for Implementing ISO 26000 Principles
- › 1.6 Create an Action Plan for Enhancing Social Responsibility in Services for Older Adults

• 2 Core Principles of ISO 26000: A Deep Dive — 6 classes

- › 2.1 Explore the Foundation: Understanding ISO 26000 Principles
- › 2.2 Identify Key Stakeholders in Ageing Society Services
- › 2.3 Analyze the Importance of Accountability in Social Responsibility
- › 2.4 Evaluate the Role of Transparency in Service Delivery
- › 2.5 Discuss Integration of Ethical Behaviour in Ageing Services
- › 2.6 Apply ISO 26000 Principles to Develop Action Plans for Improvement

• 3 Stakeholder Identification and Engagement Strategies — 6 classes

- › 3.1 Define Key Stakeholders in Ageing Society Services
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Identify Barriers to Stakeholder Participation
- › 3.5 Implement Stakeholder Engagement Techniques
- › 3.6 Evaluate the Impact of Engagement Strategies on Outcomes

• 4 Implementing ISO 26000: Policies and Practices for Ageing Services — 6 classes

- › 4.1 Identify Key ISO 26000 Principles Relevant to Ageing Services
- › 4.2 Analyze Current Policies in Relation to ISO 26000 Guidelines
- › 4.3 Develop Inclusive Practices that Promote Social Responsibility
- › 4.4 Create an Action Plan for Implementing ISO 26000 in Ageing Services
- › 4.5 Evaluate Stakeholder Engagement Strategies for Ageing Services
- › 4.6 Monitor and Assess the Impact of ISO 26000 Implementation

• 5 Measuring Impact and Continuous Improvement in Ageing Society Services — 6 classes

- › 5.1 Define Key Metrics for Measuring Social Responsibility in Ageing Services
- › 5.2 Assess Current Impact of Ageing Society Services Using Defined Metrics
- › 5.3 Collect Data to Evaluate Effectiveness of Ageing Services Initiatives
- › 5.4 Analyze Data to Identify Areas for Improvement in Ageing Services
- › 5.5 Develop Action Plans for Continuous Improvement in Service Delivery
- › 5.6 Implement Feedback Mechanisms to Sustain Social Responsibility Efforts

• 1 Understanding Change Management in Ageing Society Services — 6 classes

- › 1.1 Define Change Management Principles in Ageing Services
- › 1.2 Identify Key Drivers of Change in Ageing Societies
- › 1.3 Analyze Stakeholder Perspectives in Change Initiatives
- › 1.4 Develop a Change Management Strategy for Ageing Services
- › 1.5 Implement Communication Plans for Successful Change
- › 1.6 Evaluate the Impact of Change on Ageing Population Services

• 2 Assessing Current Practices and Identifying Areas for Improvement — 6 classes

- › 2.1 Evaluate Existing Practices in Ageing Services
- › 2.2 Identify Key Areas for Improvement in Service Delivery
- › 2.3 Engage Stakeholders for Comprehensive Assessment
- › 2.4 Utilize SWOT Analysis to Drive Change
- › 2.5 Develop a Feedback Loop for Continuous Improvement
- › 2.6 Create an Action Plan for Implementing Changes

• 3 Engaging Stakeholders in the Change Process — 6 classes

- › 3.1 Identify Key Stakeholders in the Ageing Services Environment
- › 3.2 Analyze Stakeholder Needs and Expectations for Effective Engagement
- › 3.3 Develop Communication Strategies for Stakeholder Interaction
- › 3.4 Facilitate Collaborative Workshops to Foster Stakeholder Input
- › 3.5 Implement Feedback Mechanisms to Improve Engagement Practices
- › 3.6 Evaluate Stakeholder Engagement Strategies for Continuous Improvement

• 4 Implementing Change: Strategies and Best Practices — 6 classes

- › 4.1 Assess Current Organizational Readiness for Change
- › 4.2 Identify Key Stakeholders and Their Roles in Change Initiatives
- › 4.3 Develop a Comprehensive Change Communication Plan
- › 4.4 Implement Training and Support Mechanisms for Staff Adaptation
- › 4.5 Monitor and Evaluate Change Implementation Effectiveness
- › 4.6 Foster a Culture of Continuous Improvement Post-Change

• 5 Evaluating Change Outcomes and Ensuring Sustainability — 6 classes

- › 5.1 Define Metrics for Evaluating Change Outcomes
- › 5.2 Analyze Stakeholder Feedback to Assess Change Impact
- › 5.3 Identify Key Indicators of Sustainability in Change Initiatives
- › 5.4 Develop Action Plans for Continuous Improvement
- › 5.5 Foster a Culture of Accountability in Change Management
- › 5.6 Implement Strategies for Long-term Sustainability of Change

• 1 Understanding ISO 26000: Principles of Social Responsibility — 6 classes

- › 1.1 Define Key Concepts of Social Responsibility
- › 1.2 Examine the Seven Principles of ISO 26000
- › 1.3 Analyze Stakeholder Engagement in Ageing Services
- › 1.4 Explore the Impact of Social Responsibility on Ageing Populations
- › 1.5 Develop a Framework for Implementing ISO 26000 Principles
- › 1.6 Create an Action Plan for Enhancing Leadership in Social Responsibility

• 2 Mapping Stakeholder Engagement in Ageing Services — 6 classes

- › 2.1 Identify Key Stakeholders in Ageing Services
- › 2.2 Analyze Stakeholder Needs and Expectations
- › 2.3 Map Stakeholder Influence on Ageing Services
- › 2.4 Develop Strategies for Engaging Stakeholders
- › 2.5 Implement Stakeholder Engagement Techniques
- › 2.6 Evaluate the Effectiveness of Stakeholder Engagement

• 3 Developing Strategic Frameworks for Social Responsibility — 6 classes

- › 3.1 Identify Key Components of Social Responsibility Frameworks
- › 3.2 Analyze Stakeholder Engagement Strategies for Ageing Services
- › 3.3 Develop Metrics for Measuring Social Responsibility Impact
- › 3.4 Create Collaborative Partnerships for Effective Implementation
- › 3.5 Assess Risk Management Approaches in Social Responsibility
- › 3.6 Design Action Plans for Enhancing Community Engagement

• 4 Implementing Best Practices in Ageing Society Services — 6 classes

- › 4.1 Assess Current Practices in Ageing Services for Improvement
- › 4.2 Identify Key Stakeholders in Ageing Society Services
- › 4.3 Analyze Best Practices in Social Responsibility Frameworks
- › 4.4 Develop Action Plans for Strategic Implementation
- › 4.5 Evaluate the Effectiveness of Implemented Practices
- › 4.6 Foster Continuous Improvement through Feedback Mechanisms

• 5 Measuring Impact and Continuous Improvement — 6 classes

- › 5.1 Assessing Current Impact Metrics for Ageing Society Services
- › 5.2 Identifying Key Performance Indicators (KPIs) for Social Responsibility
- › 5.3 Utilizing Data Collection Methods for Continuous Improvement
- › 5.4 Analyzing Stakeholder Feedback to Measure Service Effectiveness
- › 5.5 Implementing Iterative Strategies for Sustainable Improvement
- › 5.6 Communicating Impact and Improvement to Stakeholders