

Framework curriculum: Vocational education for care home directors

Module 1: The structures of elderly/long-term care

- Demographic development and its social and individual effects
- Social policy
- Life and living forms in old age
- Structure and organization of elderly care in Europe
- Traditional and alternative forms of care
- European comparison of elderly care

Module 2: Business and financial management

- Accounting and the legal obligation to keep records
- Accounting basics
- Accounting organization
- The principles of orderly accounting
- Amortisation
- Types of companies
- Marketing
- Data processing
- Budgeting

Module 3: The legal bases for care home management

- General principles of national law
- Regulations regarding residents
- Business/care home regulations
- Regulations regarding employees/labour law

Module 4: Quality management for services in elderly care

- Comparison of quality management systems
- Systems and concepts, methods, measures and legal regulations
- The implementation of quality management systems (customer satisfaction, complaint management, process optimisation)
- E-Qalin®, a European sector-specific quality management system

Module 5: Human resources administration

- Human resources policy
- Determining manpower needs
- Human resources marketing
- Personnel planning
- Working time models
- Advanced training and continuing education

Module 6: Human resources management and communication

- Leadership philosophies
- Managers' understanding of leadership

- Communication and discussion skills
- Team building
- Conflict management

Module 7: Professional ethics

- Reflecting on work life
- Value orientation and responsibility in residential long-term/ elderly care
- The E.D.E. code of conduct

Module 8: Strategic management

- Visions, defining objectives and strategy development
- Change management
- Management control, analysis of organisational and planning processes
- Company philosophy, principles and orientation
- Planning and controlling instruments
- Success factors in company management
- Project management
- Fundraising
- Marketing/public relations

Module 9: Sector-specific topics

- Housekeeping and nutrition
- Facility management
- Geriatrics and gerontological psychiatry
- Work with family members