HOSPITALITY TRAINING PROGRAMME

KAIGO-Certification for Hotel Staffs

Elevating Hotel Service for Long-Stay Senior Guests from Japan

Programme Summary

As the senior tourism market grows, hotels and resorts must be prepared to serve older guests whose needs may extend beyond conventional hospitality.

Long-stay senior guests may require greater attention to mobility, safety, dining, communication, comfort, cultural preferences, and emergency preparedness. Japanese senior guests, in particular, may also have distinct expectations regarding dignity, cleanliness, attentiveness, privacy, and service consistency.

This programme introduces participants to the principles of KAIGO, the Japanese approach to caregiving that emphasizes dignity, respect, independence, and person-centered support.

Participants will learn how KAIGO principles can be incorporated into the complete hotel guest journey—from reservation and arrival to accommodation, dining, activities, service recovery, and departure.

The programme is designed for a mixed group of hotel employees. Management, operations, front office, housekeeping, food and beverage, sales, and marketing personnel will learn how their respective departments contribute towards creating a hotel that is safer, more welcoming, and better prepared to receive long-stay elderly guests from Japan.

Mode of Training

- 3-day Hands-on Workshops
- 6-monthly zoom tutorials
- 6-month self-paced learning modules
- KAIGO Assessment + Certification

PROGRAMME FOCUS Applying Japanese KAIGO principles through practical caregiving skills, hospitality simulations, hotel operations, guest safety, and market positioning.

Designed for a mixed hotel audience

- Hotel owners, senior management, and department heads
- Front office, guest relations, concierge, operations, and housekeeping personnel
- Food and beverage, security, recreation, wellness, and activity teams
- Sales, marketing, business development, human resources, and training personnel

TRAINING FEES: RM5,100 per pax (100% HRD-Claimable)

A hands-on pathway towards a safer, more respectful, and more welcoming long-stay experience for elderly guests.

Participants and Learning Outcomes

Target Participants

- Hotel owners and senior management
- General managers and department heads
- Front office and guest relations personnel
- Concierge and bell service teams
- Housekeeping and room operations personnel
- Food and beverage teams
- Security and safety personnel
- Sales, marketing, and business development teams
- Human resources and training personnel
- Recreation, wellness, and activity coordinators

Target Industry

- Hotels and resorts
- Serviced residences
- Retirement resorts and senior living communities
- Wellness and medical tourism establishments
- Long-stay accommodation providers
- Tourism and destination management organisations

Learning Outcomes

Upon completion of the programme, participants will be able to:

1. Explain the fundamental principles of KAIGO and their relevance to hospitality.
2. Recognise the physical, emotional, social, and service needs of senior guests.
3. Communicate respectfully with Japanese senior guests and their family members.
4. Identify mobility, accessibility, and safety risks throughout the hotel.
5. Demonstrate safe non-clinical assistance for standing, walking, seating, wheelchair use, and simple transfers while maintaining guests' dignity and independence.
6. Apply basic caregiving support during dressing, grooming, dining, and room-service situations within appropriate hotel boundaries.
7. Respond more confidently to falls, choking risks, confusion, and other common incidents involving senior guests.
8. Develop a practical departmental action plan for improving senior-friendly services.

Course Contents at a Glance

The programme combines practical hospitality training, guided online learning, self-paced caregiving knowledge, and formal assessment. Together, these components prepare hotel teams to serve long-stay senior guests from Japan with greater safety, confidence, dignity, and service consistency.

1. Three-Day Physical and Experiential Training

Dates	1st – 3rd December 2026 (Tuesday – Thursdays)
Time	9AM – 5PM Daily
Venue	Ancasa Resort Port Dickson by Ancasa Hotels & Resorts

Participants will develop practical skills for supporting senior guests within a hospitality environment. The training covers:

- KAIGO principles, senior-guest observation and respectful communication
- Safe walking assistance, sit-to-stand support, transfers and wheelchair handling
- Senior-friendly room preparation, grooming support and dining assistance
- Hotel safety and accessibility assessments
- Incident response and support for guests experiencing confusion or cognitive changes
- Long-stay guest-journey planning and departmental action planning

2. Six Monthly Online Tutorials

Dates	2nd Tuesdays of Every Month, From December 2026 to May 2027
Time	To be Confirmed
Venue	Zoom

Each 1.5-hour tutorial strengthens participants' understanding of senior hospitality and supports the application of KAIGO principles within their respective departments. Topics include:

- Understanding ageing and the needs of senior travellers
- KAIGO principles and person-centred hospitality
- Cultural awareness when serving Japanese senior guests
- Communication, emotional support and service recovery
- Senior-guest safety, risk awareness and emergency preparedness
- Developing a coordinated KAIGO-ready long-stay guest experience

3. Six-Month Self-Paced Learning

Dates	1st December 2026 – 31st May 2027
Time	Anytime
Venue	Google Classroom Platform

Participants will receive access to structured online modules covering essential knowledge and common caregiving techniques, including:

- Principles of caregiving and creating a safe environment
- Mental and physiological health of older persons
- Meals, nutrition and dining assistance
- Movement, mobility and wheelchair support
- Dressing, grooming, showering and toileting
- Common illnesses and accident response
- Dementia care and communication
- Basic hospice and end-of-life care awareness

4. KAIGO Assessment and Certification

Participants will complete an assessment of their KAIGO knowledge and its application within hospitality settings. Eligible hotel staff who fulfil the programme requirements will receive KAIGO certification under the CARETURN Rongsutei Programme.

Appendix A: 3-Day Physical, Experiential

DURATION	DAILY TIME	FORMAT
3 Days	9:00 AM–5:00 PM	Physical Training

General Information:

- Exact Dates : 1st – 3rd December 2026 (Tuesday – Thursdays)
- Venue : Ancasa Resort Port Dickson by Ancasa Hotels & Resorts

*Lunch & Tea Provided Daily

Day 1

Understanding KAIGO and the Senior Guest

Module 1: KAIGO Essentials for Senior Hospitality

- Characteristics and common concerns of long-stay senior guests
- Dignity, respect, independence, and person-centred support
- The difference between assisting, over-assisting, and neglecting
- Recognising what a senior guest can do independently
- Appropriate boundaries between hospitality assistance and clinical care

Module 2: Observing Senior Guests and Identifying Support Needs

- Recognising changes in strength, balance, vision, hearing, and mobility
- Observing posture, walking patterns, fatigue, anxiety, and discomfort
- Identifying when a guest may need assistance without making assumptions
- Practical observation exercise using hotel guest scenarios

Module 3: Respectful Communication with Japanese Senior Guests

- Respectful verbal and non-verbal communication
- Communicating with guests who have hearing or visual limitations
- Giving clear directions and allowing sufficient response time
- Handling language barriers and misunderstandings
- Communicating with family members while respecting the senior guest
- Practical role-play: offering help, explaining assistance, and responding to refusal

Module 4: Practical Foundations of Safe Assistance

- Basic body mechanics and safe working posture for hotel staff
- How to approach, position, and support a senior guest safely
- Assisting a guest to sit down and stand up from a chair
- Offering guided walking support without pulling or rushing
- Basic wheelchair handling, braking, footrest, and guest positioning
- Guided practice and peer feedback

Day 1 Schedule

Time	Session
9:00 AM–10:30 AM	Module 1: KAIGO Essentials for Senior Hospitality
10:30 AM–10:45 AM	Morning Tea Break
10:45 AM–12:30 PM	Modules 2 and 3: Observation and Communication Practice
12:30 PM–1:30 PM	Lunch Break
1:30 PM–3:15 PM	Module 4: Safe Assistance Demonstration and Guided Practice
3:15 PM–3:30 PM	Afternoon Tea Break
3:30 PM–5:00 PM	Practical Rotation: Sit-to-Stand, Guided Walking, Wheelchair Handling, and Role-Play

DAY 1 PRACTICAL ELEMENTS Observation exercises, communication role-play, safe body positioning, sit-to-stand assistance, guided walking, and basic wheelchair handling.

Day 2

Delivering a Safe and Dignified Guest Experience

Module 5: Creating a KAIGO-Ready Hotel Environment

- Identifying common hazards for elderly guests
- Reviewing entrances, walkways, lifts, corridors, and public areas
- Senior-friendly room layout and furniture placement
- Bathroom and toilet safety
- Lighting, signage, flooring, and accessibility considerations
- Balancing safety with comfort, privacy, and hotel aesthetics
- Conducting a basic hotel safety and accessibility assessment

Module 6: Practical Mobility and Transfer Assistance

- Review of safe body mechanics and appropriate ways to offer assistance
- Supporting walking through corridors, lifts, and uneven surfaces
- Assisting a guest to reposition safely in a chair
- Basic chair-to-wheelchair and wheelchair-to-chair transfer principles
- Wheelchair manoeuvring through doors, lifts, ramps, and dining areas
- Practical stations with trainer observation and correction

Module 7: Practical Daily-Living Support in a Hotel Setting

- Preparing guestrooms for elderly and long-stay guests
- Safe placement of luggage, footwear, walking aids, and personal belongings
- Supporting simple dressing and grooming tasks while preserving privacy
- Assisting with room-service setup and reachable placement of items
- Making the bed or room safer without disrupting the guest's routine
- Recognising tasks that require family, caregiver, nursing, or medical support
- Scenario practice: responding to a guest who requests personal assistance

Module 8: Practical Dining and Meal Assistance

- Common changes in appetite, taste, chewing, and swallowing
- Safe seating, table positioning, and pacing for senior guests
- Setting up meals so guests can eat as independently as possible
- Appropriate non-clinical meal assistance and respectful prompting
- Recognising coughing, choking risks, and signs that require escalation
- Communicating dietary requests accurately between guests, service teams, and kitchens
- Practical dining setup and assisted-meal simulation

Day 2 Schedule

Time	Session
9:00 AM–10:30 AM	Module 5: Hotel Room Safety Walkthrough and Accessibility Assessment
10:30 AM–10:45 AM	Morning Tea Break
10:45 AM–12:30 PM	Module 6: Mobility, Repositioning, and Transfer Practice
12:30 PM–1:30 PM	Lunch Break
1:30 PM–3:15 PM	Module 7: Dressing, Grooming, Room-Service, and Housekeeping Scenarios
3:15 PM–3:30 PM	Afternoon Tea Break
3:30 PM–5:00 PM	Module 8: Senior-Friendly Dining Setup and Meal Assistance Simulation

DAY 2 PRACTICAL ELEMENTS Hotel room safety audit, mobility and transfer stations, wheelchair manoeuvring, dressing and grooming support, room-service scenarios, and meal assistance practice.

Day 3

Hotel-Wide Readiness and Market Positioning

Module 9: Practical Response to Common Senior Guest Incidents

- Responding to falls and near-fall situations without moving the guest unsafely
- Recognising dizziness, weakness, breathing difficulty, and choking risks
- Making the area safe, reassuring the guest, and activating hotel procedures
- Knowing when to assist, escalate, or seek medical help
- Protecting dignity and privacy during an incident
- Practical simulations: bathroom fall, dining incident, and sudden weakness
- Internal communication, handover, and incident reporting practice

Module 10: Practical Support for Guests with Cognitive Changes

- Recognising possible signs of confusion, memory loss, or disorientation
- Communicating calmly and avoiding arguments or confrontation
- Using simple cues, reassurance, and familiar information
- Responding when a guest is lost, wandering, or unable to identify their room
- Working with family members, tour leaders, and emergency contacts
- Role-play: assisting a confused guest while maintaining dignity and safety

Module 11: Designing the Long-Stay Senior Guest Journey

- Pre-arrival information and reservation requirements
- Airport transfer and arrival arrangements
- Check-in procedures for elderly guests
- Room allocation and personalised service preferences
- Dining, housekeeping, recreation, and wellness coordination
- Managing medication-related requests within appropriate hotel boundaries
- Service recovery for elderly guests
- Departure assistance and post-stay engagement

Module 12: Converting KAIGO Readiness into a Clear Market Proposition

- Developing long-stay senior-friendly packages around verified hotel capabilities
- Communicating accessibility and support services accurately
- Avoiding exaggerated medical or caregiving claims
- Building trust through clarity, consistency, and service assurance
- Working with travel agencies, senior organisations, and local partners
- Short group activity: translating operational improvements into an honest guest proposition

IMPORTANT NOTE Module 9 provides hospitality-focused awareness and response guidance. It does not replace certified first-aid or medical training.

Day 3 Schedule and Final Workshop

Time	Session
9:00 AM–10:30 AM	Module 9: Incident-Response Demonstration and Practical Simulations
10:30 AM–10:45 AM	Morning Tea Break
10:45 AM–12:30 PM	Module 10: Cognitive-Support Role-Play and Scenario Practice
12:30 PM–1:30 PM	Lunch Break
1:30 PM–3:15 PM	Modules 11 and 12: Guest-Journey Simulation and Market Proposition
3:15 PM–3:30 PM	Afternoon Tea Break
3:30 PM–5:00 PM	Practical Assessment, Action Plan Presentation, and Programme Conclusion

Appendix B: 6-Monthly Zoom Tutorials

DURATION	TUTORIAL TIME	FORMAT
6 Occurrence, 6 Months	**10:00 AM – 11:30 AM**	**Online Zoom Tutorials**

General Information:

- Dates: Every 2nd Tuesdays, from December 2026 to May 2027
- Zoom details will be sent to all participants a day prior to class time

Content Overview:

Online Lesson 1: Understanding Ageing and the Senior Traveller

This module introduces the physical, psychological, and social changes commonly associated with ageing. Participants will explore how reduced mobility, changes in vision and hearing, fatigue, anxiety, and health concerns may influence an elderly guest's travel experience.

The lesson will also address common misconceptions about older persons and encourage hotel staff to view senior guests as individuals with different abilities, preferences, and levels of independence.

Online Lesson 2: KAIGO Principles and Person-Centred Hospitality

Participants will learn the fundamental KAIGO principles of dignity, respect, independence, autonomy, and person-centred support. The module explains how these principles can be applied in a hospitality setting without turning hotel staff into clinical caregivers.

Participants will examine the difference between appropriate assistance, over-assistance, and neglect. They will also learn why staff should involve senior guests in decisions instead of automatically making decisions on their behalf.

Online Lesson 3: Understanding Japanese Senior Guests

This module introduces the cultural values and service expectations that may influence Japanese senior travellers. Topics include respect for privacy, cleanliness, punctuality, personal space, attentive service, and indirect communication.

Participants will learn how cultural awareness can help hotel employees avoid misunderstandings and provide more thoughtful service. The module will also emphasise that cultural knowledge should guide service without stereotyping every Japanese guest.

Online Lesson 4: Communication, Emotional Support and Service Recovery

Participants will learn how to communicate clearly and respectfully with senior guests, including those experiencing hearing difficulties, visual limitations, anxiety, confusion, or slower information processing.

The lesson will cover tone of voice, body language, active listening, giving simple instructions, and obtaining consent before assisting. Participants will also examine how complaints and service failures may affect elderly guests differently and how to resolve such situations calmly while preserving their dignity.

Online Lesson 5: Senior Guest Safety, Risk Awareness and Emergency Preparedness

This module focuses on the common risks elderly guests may face in guestrooms, bathrooms, restaurants, corridors, lifts, recreational areas, and other hotel facilities.

Participants will learn about fall risks, dehydration, fatigue, choking concerns, medication-related requests, wandering, and sudden changes in a guest's condition. The lesson will clarify what hotel staff should observe, document, report, and escalate, as well as the boundaries between hospitality assistance, first aid, and professional medical care.

Online Lesson 6: Developing a KAIGO-Ready Long-Stay Guest Experience

This module brings together the different departments involved in serving long-stay senior guests. Participants will examine the entire guest journey, including reservation, pre-arrival preparation, transportation, check-in, room allocation, housekeeping, dining, activities, service recovery, and departure.

Management and operational teams will learn how to coordinate responsibilities across departments. Sales and marketing personnel will explore how to communicate the hotel's senior-friendly capabilities accurately, develop suitable long-stay packages, and avoid making unsupported medical or caregiving claims.

Appendix C: 6-Month Self-Paced Learning Modules

DURATION	DAILY TIME	FORMAT
6 Months	**Anytime**	**Self-Paced E-Learning**

General Information:

- Exact Dates : 8th October 2026 – 31st March 2027
- Platform : Google Classroom

Content Overview:

Stage 1: Essential Knowledge in Elderly Care

Module 1: Principles of Caregiving

- What, why, who, when, where and how to do caregiving
- Caregiving in job, family and societal settings
- Principles of Caregiving
- Caring for the Caregiver

Module 2: Safe and Clean Environment for Elders

- The importance of safety and cleanliness
- Steps in housekeeping management
- Safety hazards in handling elders
- How to prevent common domestic accidents

Module 3: Mental Health of Elders

- Understanding elders' psychological needs
- Behavioral traits and their underlying factors
- Learning essential care communication skills

Module 4: Physiological Health of Elders

- Understand human anatomy and the process of growing old
- Common healthcare needs of elders
- Checking vital signs of elders

Stage 2: Common Techniques in Elderly Care

Module 5: Daily Caregiving for Meals and Dining

- Nutrition and elders
- Factors behind elders' dining habits and common feeding problems
- Individuals' needs and special dietary needs
- Techniques for feeding elders

Module 6: Daily Caregiving for Movement

- Changing the postures of independent and dependent elders
- Helping elders to move without crutches
- Helping elders to move with crutches
- Helping elders to move with wheelchairs

Module 7: Daily Caregiving for Dressing, Grooming and Shower

- The importance of hygiene and general techniques in grooming
- Techniques of changing clothes: blouse, pants, socks
- Grooming elders: how to aid elders in washing face, cutting nails, combing hair and oral cleaning
- Bath and shower, hand bath, foot bath and hair wash in various positions

Module 8: Daily Caregiving in Toilet

- Guidelines of the use of adult diapers
- Using common types of toilets
- Using portable and plug-in toilets
- Emergency handling in toilet

Stage 3: Special Skills in Elderly Care

Module 9: Handling Seniors with Various Illnesses

- Elders with depression
- Paralysis and stroke
- Bone or joint lesions and constipation
- Parkinson's disease
- Treating bedsores of elders

Module 10: Accident and Emergency Handling

- Falling and Its Prevention
- Choking and food poisoning
- Heart attack, dizziness, fainting, breathing difficulty and epilepsy
- Use of bandage and cardiopulmonary resuscitation (CPR)

Module 11: Dementia Care

- Types of dementia and their symptoms
- Taking care of elders with dementia
- Risk factors and prevention of dementia
- How to communicate and interact with elders with dementia

Module 12: Hospice Care

- Giving comfort at the last stage of life
- Understanding the goals, methods and principles of hospice care
- Pain relief for terminally ill elders
- Addressing the final physical, psychological, social and spiritual needs of elders

Appendix D: KAIGO Assessment & Certification

KAIGO Physical Assessment will be made on the last day of the Three-Day Physical and Experiential Training. Additional KAIGO Online Assessment will be given along the 6-month self-paced learning lessons, at the end of each modules. KAIGO Certificate will only be issued upon the completion of the full course.

Appendix E: Eligibility for CARETURN Rongsutei Programme

Hotels will be eligible to participate in the CARETURN Rongsutei Programme upon programme registration and full payment or approval of HRDCorp (whichever applicable), subject to meeting the minimum number of staff who have signed up for certification, based on the table below:

Hotel Workforce	Min. number of KAIGO Staffs
1-20	2
21-50	3
51-100	4
101-200	5
201-300	6
300++	7