



**STANDARD KEMAHIRAN PEKERJAAN
KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)**

**STANDARD PRACTICE & STANDARD CONTENT
FOR**

**HEALTHCARE SUPPORT SERVICE
LEVEL 2**



**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA**

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STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
HEALTHCARE SUPPORT SERVICE
LEVEL 2

1. INTRODUCTION

1.1 Occupation Overview

Healthcare is broadly defined and includes any care, service or supply related to the mental or physical health of an individual. It includes all the crucial steps towards health management including diagnosis, treatment and prevention of and the preservation of the physical and mental wellbeing of a person with the help of medical and allied health professionals. (Health Insurance Portability and Accountability Act (HIPAA). The delivery of health care services from primary care to secondary and tertiary levels of care is the most visible part of any health care system, both to users and the general public (World Health Organization (WHO), 2011.Health Service Delivery).

Healthcare Support Service offer non-clinical services in supporting the roles of qualified personnel such as medical specialist, physician in various areas related to healthcare. The support personnel should be adequate with competencies which cover practicing personal and work area hygiene, health and safety at workplace, carrying out healthcare cleansing, supply decontamination procedure, porter services and customer care support. In some organization, the support services personnel also responsible in storekeeping and clinical instruments preparation support.

The objective of the competencies are to ensure the support services will be carried hygienically and in safe condition, ensure the infected areas are safe for public/customer/staff and also to provide a safe and conducive environment by achieving a high standard of care and complying regulatory/statutory bodies requirements, prevent the transmission of infectious agents through contaminated facilities, equipment, instruments and material, provide excellence assistance in Healthcare Support Service, sustain good affinity, fulfill customer needs/ requirements ethically and ensure the customer gratify with facilities and services throughout their stay/treatments, support movement of customers and records/clinical items during their treatments/stay in. In addition, for some organization that acquire storekeeping and clinical instruments preparation support, the goods will be handled appropriately, kept safely in the store, and goods will be controlled and distributed as per instruction given by personnel in charge, the sterilized instruments are packaged correctly as per set names, so that the services provides to customers are running smoothly and efficiently in accordance with customer service charter, company policy and legislative requirements.

1.2 Justification and Rationale of NOSS Development

These NOSS documents explain competencies of Healthcare Support Service personnel who are categorized as non-clinical/non-medical group. Healthcare Support Service (Level 2) is currently gaining popularity in the health care industry. Their roles are to assist the delivery of healthcare services performed by qualified personnel/medical practitioners of any organization.

Realising that Malaysia has the benefit of a young population/talent pool, strong public-private collaboration and rising healthcare demand, and based on the 10th Malaysian Plan i.e. to increase number of knowledge workers, the needs to create the pool of talented personnel for the health care industry is in high demand. Therefore, initiative by Sime Darby Nursing & Health Sciences College, who are interested to develop personnel who are competent in Healthcare Support Service through skills programme is responded by *Jabatan Pembangunan Kemahiran (JPK). Kementerian Sumber Manusia.*

1.3 Regulatory / statutory body requirements for employment

- None

1.4 Training programme pre requisite

The pre-requisite for the enrolment of this course is as below:

- i. Minimum pass Sijil Penilaian Menengah Rendah (PMR) or,
- ii. Complete Lower Secondary School and/or;
- iii. Minimum of Two (2) years experiences in the Health and Wellness Services/Complementary Therapy and;
- iv. Be able to calculate, read and write in Bahasa Malaysia and/or English and/or other languages will be advantage and
- v. Must be physically, emotionally and mentally fit

2. OCCUPATIONAL STRUCTURE (OS)

Healthcare Support Service (Level 2) personnel come under sub-sector Health and Wellness Services/Alternative Therapy. Figure 1.1 and 1.2 show the structured career path and area of Healthcare Support Service (Level 2) personnel.

SECTOR	MEDICAL & PHARMACEUTICALS					
SUB SECTOR	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY					
AREA	HEALTHCARE SERVICES					
SUB AREA	HEALTHCARE PRODUCT / SERVICES	HEALTHCARE SUPPORT			INTERNATIONAL CUSTOMER CENTRE	HEALTH INFORMATION TECHNOLOGY
		SECONDARY/ TERTIARY HEALTHCARE (CURATIVE)	PRIMARY HEALTHCARE (PREVENTIVE)	NURSING HOME (REHABILITATIVE)		
L5	Healthcare Product / Service Manager	Healthcare Support Manager			International Customer Centre Manager	Data Entry Manager
L4	Healthcare Product / Service Specialist	Healthcare Support Executive			International Customer Centre Executive	Data Entry Executive
L3	Healthcare Product / Service Coordinator	Healthcare Support Supervisor			International Customer Centre Supervisor	Data Entry Coordinator
L2	Healthcare Product / Service Assistant Coordinator	Healthcare Coordinator			International Customer Centre Coordinator	Data Entry Admin Assistant
L1	Healthcare Product / Service Front Liner	Healthcare Assistant Coordinator			International Customer Centre Admin Assistant	Data Entry Clerk

Figure 1.1 Occupational Structures of Healthcare Support Service for Sector Medical & Pharmaceuticals in Malaysia

OCCUPATIONAL AREA STRUCTURE (OAS)

SECTOR	MEDICAL & PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY		
AREA	HEALTHCARE SERVICES		
SUB AREA	HEALTHCARE SUPPORT		
	SECONDARY/ TERTIARY HEALTHCARE (CURATIVE)	PRIMARY HEALTHCARE (PREVENTIVE)	NURSING HOME (REHABILITATIVE)
L5	Healthcare Support Service Management		
L4	Healthcare Support Service Administration		
L3	Healthcare Support Supervision		
L2	Healthcare Support Service		
L1			

Figure 1.2 Occupational Area Structures (OAS) of Healthcare Support Service for Sector Medical & Pharmaceuticals in Malaysia

3. DEFINITION OF COMPETENCY LEVELS

3.1 Level of Competency And Definition Stipulated by JPK

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level) Competent in performing a range of varied work activities, most of which are routine and predictable

Malaysia Skills Certificate Level 2: (Operation and Production Level) Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Malaysia Skills Certificate Level 3: (Supervisory Level) Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

Malaysia Skills Diploma Level 4: (Supervisory Level) Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Malaysia Skills Advanced Diploma Level 5:(Managerial Level) Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILLS CERTIFICATION

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate for Level 2 (Healthcare Support Service).

5. JOB COMPETENCIES

The Healthcare Support Service (Level 2) personnel must be competent in performing the following core competencies:

- Hygiene, Health And Safety Practices
- Healthcare Cleansing Services
- Healthcare Supply Decontamination Services
- Customer/client Care Support
- Healthcare Porter Services

Optionally, the Healthcare Support Service (Level 2) personnel should competent in performing the following elective competencies:-

- Healthcare Storekeeping Support
- Clinical Instruments Preparation Support

6. WORKING CONDITIONS

6.1. Working environment

Generally, the Healthcare Support Service personnel work under similar operating hours as other members of the Health and Wellness Services/Complementary organization/company. However, they may also work in shifts or overtime. Additionally they required to work outside normal working hours to fulfil job or market demand.

Healthcare Support Service personnel either work for an employer or can be self-employed in a variety of environments such as wellness centres, health centres, recreation centres or hospitals. The Healthcare Support Service personnel is accountable and responsible for his/her own work since this will reflect industries image and reputation. They are expected to work within their operational scope and ethics that portray their professionalism. They should keep abreast of new developments technology and global trends in the industry in order to excel in the rapidly changing health and wellness sector.

6.2. Issues Related To Area of Work

Healthcare support service personnel and those in related occupations usually work in clean, pleasant surroundings with good ventilation since the client's comfort is of the utmost importance. Good health and stamina are important because these workers must stand a great deal. Prolonged exposure to some chemicals may be hazardous and cause irritation, so special care must be taken when working with these chemicals. Personnel in this field also required to adhere to safety and security procedures, statutory/regulatory bodies' requirements in order to protect self and public rights as their job scope involve in maintaining human health and wellness.

7. EMPLOYMENT PROSPECTS

7.1 Malaysian Market

Under the 10th Malaysia Plan (2011-2015), the government has identified healthcare services as one of the 12 National Key Economic Areas (NKEA) to generate revenue for the country. Malaysia now has 8 Joint Commission International (JCI) and 24 Malaysia Society for Quality in Health (MSQH) accredited hospitals, with another 31 hospitals and ambulatory care facilities in the process of becoming accredited.

Market drivers such as rising middle and affluent income population, medical tourism, rise in chronic disease and aging and growing population will impact the healthcare services market, according to Frost & Sullivan. Conversely, market constrains such as medical personnel shortage, discrepancy between urban and rural regions and the inability to meet the demand of healthcare services in towns and rural areas will set the market back.

According to the World Bank health statistics, Malaysia's spending on healthcare was estimated at 4.4% of its GDP in 2011. Currently, government expenditure accounts 54.4% of the total expenditure. Private sector services mainly dominate the healthcare industry in Malaysia. Frost & Sullivan estimated the private healthcare sector to generate revenue of MYR 13.8bn in 2015 as compared to MYR 7.5bn in 2011, growing at a CAGR of 16.5% during 2010-2020.

Besides, Malaysia is fast becoming the destination of choice for medical tourists behind Thailand and Singapore, driven by affordable costs, specialized hospitals, high-quality medical care and short waiting times. According to the Malaysian Healthcare Travel Council (MHTC), the number of foreign patients seeking medical treatment in Malaysia surged by 47.2% y/y to 578,403 in 2011, generating revenue of MYR 509.8mn, up 34.5% y/y.

<http://www.businesswire.com/news/home/20120607005632/en/Research-Markets->

Other related occupations related to employment opportunities in this field are:

- Traditional Spa / Aesthetic Coordinator
- Healthcare Product / Service Front Liner
- Healthcare Product / Service Assistant Coordinator
- International Customer Centre Coordinator
- Data Entry Clerk
- Data Entry Admin Assistant
- Fitness Assistance Instructor
- Assistant Personal Coaches
- Health Work Coordinator
- Health and Wellness Art Coordinator
- Wellness Educators
- Wellness Integration Coordinator
- Wellness Program Coordinators

Other related industries related to employment opportunities in this field are:

- Education
- Training Institutions
- Herbal Manufacturing
- Health and Fitness Centres
- Hotel/Resorts
- Hospital
- Recreation Centres
- Home based Services
- Health Insurance
- Health Information Technology
- Nursing Home

7.2 International Market

There is a potential for our personnel to work in overseas by looking at the demands and trends of employment opportunities internationally. Subject to licensing in various countries, there is an opportunity to seek employment abroad. For example, there are 16 Malaysian Medical Mission Clinics with three in Medina and one at the International Jeddah airport which employed non-clinical staffs to assist in registration of customers, body weight height, assist in preparation of procedures, helping feeding customers, assisting to the toilet and cleaning/sponging customers. The staffs also assist in washing, cleaning and sanitizing equipments apparatus after used by the customers, and responsible in cleaning of operating areas and waste disposal.

8. TRAINING, INDUSTRIAL/PROFESSIONAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENT

Candidates are trained in training institutions, both in the public and private sector, with the on-job-training (OJT) at the Healthcare services industry sites. The basic qualifications for the Healthcare Support Service Level 2 are compiled together with some years of working experience. A person who has completed Level 2 and has after years working experiences is eligible to continue to Malaysian Skills Certificate Level 3.

The candidate should be able to demonstrate good communication skills and have a certain amount of empathy skills. As for career advancement, most competent Healthcare Support Service personnel learn their craft on the job. They are trained either via apprenticeship programmes/internship programmes or through On-The Job training in the workplace. They usually begin as the Healthcare Support Service coordinator/Assistant coordinator, and gradually enhance their skills as they gain experience.

Job enlargements and enhancements may increase their chances of career advancement within the organization. Thus with additional informal training/on-going on the job training, certification, mentoring and coaching, this experience competent Healthcare Support Service coordinator/supervisor can be advanced to become Healthcare services Executive and Manager.

Other courses for skills advancement purposes can be developed in the following fields:

- Healthcare Administration
- Training and Human Development
- Fitness and Therapy Consultation

9. SOURCES OF ADDITIONAL INFORMATION

9.1 Local

- Association of Private Hospitals Malaysia (APHM)
No. 43, 2nd Floor
JalanMamanda 9
Ampang Point
68000 Ampang Selangor
Tel: 603-4250 0278
Fax: 603-4251 0278
Email: inquiry@hospitals-malaysia.org
Website: www.hospitals-malaysia.org

- Malaysian Dental Association
 54-2 (2nd Floor) Medan Setia 2
 Plaza Damansara, Bukit Damansara
 50490 Kuala Lumpur
 Tel: 603- 2095 1532 / 2095 1495
 Fax: 603- 2094 4670
 Email: mda@streamyx.com
 Website: www.mda.org.my
- Malaysia Healthcare Travel Council (MHTC)
 Ministry of Health Malaysia
 Unit A-13-8,Level 13,Block A,
 UOA Tower,Bangsar, No.5,
 JalanBangsarUtama,
 59000 Kuala Lumpur Malaysia
 Tel : +603 2283 2003
 Fax : +603 2283 1025
 Email: callcentre@mhtc.org.my
 MHTC Careline : +603 272 68 688
- Malaysia Medical Association (MMA)
 4th Floor, MMA House
 124 Jalan Pahang
 53000 Kuala Lumpur
 Tel: 603-4041 1375
 Fax: 603-4041 8187
 Email: info@mma.org.my
 Website : www.mma.org.my
- Malaysian Association Of Wellness & Spa (MAWSPA)
 23-2, Subang Business Centre,
 Jalan USJ 9/5Q, Subang Jaya,
 47620 Selangor DarulEhsan
 Tel: +603 8023 4528 Fax: +603 8023 0830
 Email: support@mawspa.org
- Institute for Medical Research Malaysia (IMR)
 Jalan Pahang
 50588 Kuala Lumpur
 Tel: 603-2698 6033
 Fax: 603-2693 8306
 Email: webmaster@imr.gov.my
 Website : www.imr.gov.my

- Clinical Research Centre (Under Ministry of Health Malaysia)
Research Management Unit (RMU)
Clinical Research Centre
Level 3 Dermatology Block
Kuala Lumpur Hospital
Jalan Pahang
50586 Kuala Lumpur
Tel : 03-26980310
Fax : 03-26911682
Email: mhelmi@crc.gov.my
Website: www.crc.gov.my
- Malaysian Organisation of Pharmaceuticals Industries (MOPI)
1st Floor, Wisma Yan
No. 17 & 19, Jalan Selangor
46050 Petaling Jaya
Selangor
Tel: 603-7957 3070/1004
Fax: 603-7956 0018
Email: mopi@streamyx.com
Website: www.mopi.org.m
- Ministry of Health (MoH)
Block E1, E6, E7 & E10 Kompleks E
Pusat Pentadbiran Kerajaan Persekutuan
62590 Putrajaya
Tel: 603-8883 3888
Fax: 603-8883 2571
Email: kkm@moh.gov.my
Website: www.moh.gov.my

9.2 International

- International Society for Quality in Health Care
Website: <http://www.isqua.org/>
- International Hospital Federation
Website: <http://www.ihf-fih.org/>

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organizations and individuals who have been involved in developing this standard.

10.1 List of Organization Acknowledge

- None

10.2 List of Individual Acknowledge

- Puan Shanaz Mawji,
Chief Executive Officer,
Sime Darby Nursing & Health Sciences College,
Selangor
- Encik Yasser Arafat Ishak,
Chief Executive Officer,
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Jalan Bayam, 15200 Kota Bharu Kelantan
- Puan Dolly Lim,
Senior Manager,
Training & Quality Development
Malaysian Healthcare Travel Council
- SHANAZ F.H. MAWJI
Chief Executive
Sime Darby Nursing and Health Sciences College.

**11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP),
COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND
CURRICULUM OF COMPETENCY UNIT (CoCU)**

HEALTHCARE SUPPORT SERVICE LEVEL 2

PANEL EXPERTS		
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3.	Puan Khatijah Binti Ariffin	Healthcare Practitioner & Ex State Matron Exco & Treasurer (Medical) Malaysian Relief Agency , Perak
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12.	Puan Ropea'ah Binti Md. Shah	Ketua Jururawat Hospital Pakar An-Nur Hasanah Sdn. Bhd. Selangor
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2.	Encik Zulhaidy bin Hassan	Documentor ADZ AQUARIDZ Sdn. Bhd.

12. VALIDATION AND PROFFREAD

This Standard has been proofread by a qualified personnel, named as follow;

Name (IC No.): Encik Abu Musa Mohamad Isa (770723016067)

Qualification: Bach. Of Human Sciences (English Language & Literature),
International Islamic University Malaysia (IIUM)

This Standard has been circulated to the respective industry for two weeks for validation and feedback. The list of company that has been circulated the draft of standard are as follow;

This Standard has been checked by the Standard Technical Evaluation Committee (STEC), DSD and validated by the members of Skills Development Advisory

Committee (SDAC) on The SDAC members as listed bellow have consensus agreed to this standard.

- i. Puan Nordalilah Binti Helmi (Bahagian Pengurusan Latihan), Kementerian Kesihatan Malaysia
- ii. En Patrick Guda Benjamen, Bahagian Sains Kesihatan Bersekutu Kementerian Kesihatan Malaysia
- iii. Pn Siti Sarah Binti Mohamed, Bahagian Sains Kesihatan Bersekutu Kementerian Kesihatan Malaysia
- iv. Pn Zaiton Binti Daud, Bahagian Pemakanan, Jabatan Kesihatan Awam, Kementerian Kesihatan Malaysia
- v. En Sabammoorthy Semenchalam, Head Of Diploma In Medical Assisstant Programme , Sime Darby Nursing & Health Science College
- vi. Puan Loh Ooi Hwa, Manager, Corporate Affairs, Malaysian Healthcare Travel Council

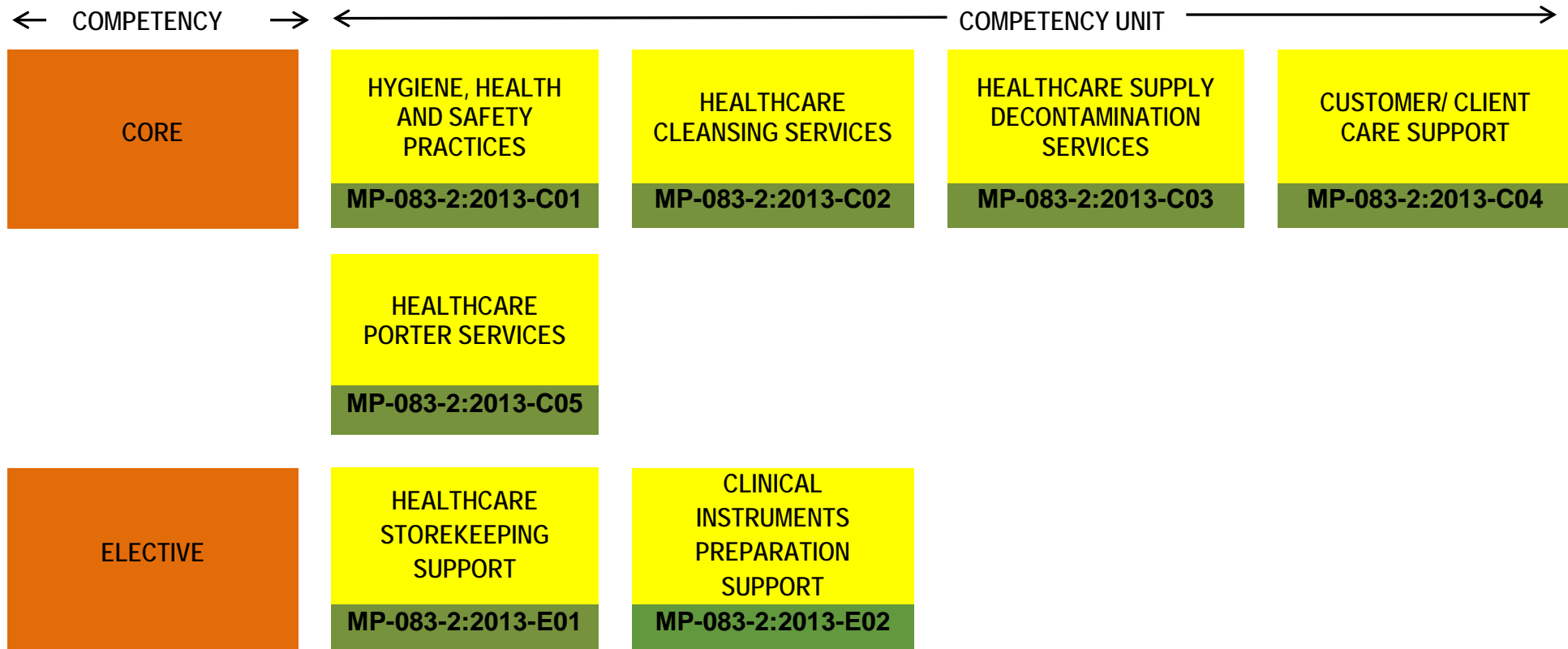
13. ENDORSEMENT

National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on

The Director General of DSD would like to extend his gratitude and thankfulness to the organizations and individuals who has involved in developing this standard.

COMPETENCY PROFILE CHART (CPC)

SECTOR	MEDICAL & PHARMACEUTICALS		
SUB SECTOR	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY		
JOB AREA	HEALTHCARE SERVICES		
NOSS TITLE	HEALTHCARE SUPPORT SERVICE		
JOB LEVEL	TWO (2)	JOB AREA CODE	MP-083-2:2013



COMPETENCY PROFILE (CP)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY			
Job Area	HEALTHCARE SERVICES			
NOSS Title	HEALTHCARE SUPPORT SERVICE			
Level	LEVEL 2			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Hygiene, Health And Safety Practices	MP-083-2:2013-C01	<p>Hygiene, Health and Safety Practices competency unit is an activity to be carried out by healthcare support personnel prior executing any healthcare services. The objective is to ensure the services are carried hygienically and in safe condition in accordance with Regulatory/Statutory bodies requirements and Standard Operating Procedure (SOP).</p> <p>The person who is competent in this competency unit shall be able to identify hygiene, health and safety requirements, practice personal hygiene, implement hygienic, healthy and safe working environment activities, and record hygiene, health and safety implementation.</p>	1. Check hygiene, health and safety requirements	<p>1.1 Personal hygiene, health, workplace safety and environmental standards are interpreted.</p> <p>1.2 Personal Protection Equipment (PPE) applications are identified.</p> <p>1.3 Waste disposal and cleaning procedure are determined in accordance with legislative requirements.</p> <p>1.4 Prohibited area (hazardous, contaminated materials, etc.) are identified.</p> <p>1.5 First aids, fire drills exercise and evacuation procedure is identified.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Carry out personal hygiene and safety practices</p> <p>3. Implement hygienic, healthy and safe working environment practices</p>	<p>2.1 Priority of services/job/ assignment to be handled are determined.</p> <p>2.2 Personal hygiene is practised consistently in accordance with hygiene procedure.</p> <p>2.3 Personal Protection Equipment (PPE) are utilised correctly in accordance to work place requirements.</p> <p>2.4 Personal cleanliness and grooming (public appearance, body odours, etc.) are maintained consistently.</p> <p>2.5 Superior are informed regarding depleted or abnormalities, irregularities malfunctions, broken PPE items.</p> <p>3.1 Hygiene, Health, Safety and Environmental rules and regulation at the work area are followed.</p> <p>3.2 Sign and symptom of injuries are identified, First Aid Procedure are conducted in case of minimal injury or</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Record hygiene, health and safety implementation</p>	<p>reported to superior for further action.</p> <p>3.3 First Aid Kit is maintained.</p> <p>3.4 Emergency procedure are followed and emergency cases (e.g.: needle stick injuries) accident, near-miss incidents and abnormalities are alerted to respective parties (qualified personnel, superior, Emergency Response Team (ERT), regulatory bodies, etc.) in accordance with company policy.</p> <p>4.1 Personal hygienic, health and safety status at work area are determined.</p> <p>4.2 Personal Protective Equipment (PPE)/ personal hygiene related forms (checklist/ check sheet, etc.) are updated and filed.</p> <p>4.3 Health, safety and environmental practices forms are completed in accordance with recording procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Healthcare Cleansing Services	MP-083-2:2013-C02	<p>Healthcare Cleansing Services competency unit are activities carried out in cleansing services at the healthcare services premises/centre. The services include disposing of rubbish, cleaning dirty surfaces, dusting and vacuuming. Some infected areas require disinfection/sterilization process. The objective is to ensure the infected areas are safe for public/customer/staff and also to provide a safe and conducive environment by achieving a high standard of care and complying regulatory/statutory bodies requirements</p> <p>The person who is competent in this competency unit shall be able to identify cleansing requirements, carry out personal and cleansing tools/equipment/materials preparation, perform cleansing activities, perform service area/room arrangement and decoration, carry out waste (clinical/general) disposal and record cleansing activities</p>	<p>1. Check cleansing requirements</p> <p>2. Carry out personal and cleansing tools/equipment/materials preparation</p>	<p>1.1 Service area (operation room, meeting rooms, customer waiting areas, etc.) are identified.</p> <p>1.2 Schedule for cleansing services are obtained.</p> <p>1.3 Standards and procedures of cleansing/ waste disposing are interpreted in accordance with cleansing practise/cleaning standard for particular area.</p> <p>1.4 Scope of cleansing activities (cleaning, tidying, sterilizing, carbonizing, etc.) is identified in accordance with room/areas or facilities functions.</p> <p>1.5 Cleansing tools/equipment and materials are identified.</p> <p>1.6 Documents to record cleansing activities are identified.</p> <p>2.1 Personal Protective Equipment (PPE) such as glove, plastic apron is utilised.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Perform work area/room cleansing	<p>2.2 Cleaning equipment/tools and materials (water, detergents, disinfectants, etc) are selected based on the cleaning requirements and areas.</p> <p>2.3 Tools/Equipment/materials are arranged on the cleansing trolley/vehicles/etc.</p> <p>2.4 Cleansing documents (check sheet /checklist, etc) are obtained and confirmed in accordance with recording procedure.</p> <p>3.1 Location of areas/room for cleansing is confirmed in accordance with schedule.</p> <p>3.2 Soiled linen/cloth are collected, counted and sent to laundry area.</p> <p>3.3 Clinical/general waste to be disposed are collected and handled cautiously in accordance with waste handling procedure.</p> <p>3.4 Cleaning, tidying, disinfection and sterilization activities are</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Perform service area/room arrangement and decoration</p>	<p>executed based on level of decontamination in accordance with decontamination procedure.</p> <p>3.5 Broken items/malfunction /irregularities of facilities are replaced or reported to superior/ responsible department.</p> <p>4.1 Special/customised facilities and furniture for customer (disabled, VIPs, infants, etc.) are identified.</p> <p>4.2 Service area/room facilities and furniture are arranged in accordance with customer requirements/ services packaged plan/services requirements.</p> <p>4.3 Service area/ room condition (ambiance/lighting/odours, etc.) and decoration are confirmed in order according to room setting.</p> <p>4.4 Depleted items/amenities/ consumable materials are replenished based on approved quantity</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Carry out waste (clinical/general)disposal</p> <p>6. Record cleansing status</p>	<p>5.1 Waste to be disposed are categorised (clinical/general) and segregated in accordance with disposal procedure.</p> <p>5.2 Disposal areas are determined.</p> <p>5.3 Waste disposal are executed in accordance with health, safety and environmental requirements and disposal procedure.</p> <p>5.4 Abnormality/irregularities during waste disposal process are recorded and superior are notified.</p> <p>6.1 Completion of work area/room cleansing is confirmed.</p> <p>6.2 Records (checklist, check sheets, etc.) regarding cleansing are confirmed and updated in accordance with documentation procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Healthcare Supply Decontamination Services	MP-083-2:2013-C03	<p>Healthcare Supply Decontamination Services competency unit is a process to clean, disinfection and sterilization the facilities, equipment, instruments and material which are used in providing healthcare services. The process removes or destroys microorganisms to render an object safe for use. The objective of decontamination is to ensure no risk for infection when using the equipment. The choice of the method depends of a number of factors, including type of material of object, number and type of organisms involved and risk of infection to patients or staff. The objectives are to prevent the transmission of infectious agents through contaminated facilities, equipment, instruments and material in accordance with decontamination procedure and legislative requirements.</p> <p>The person who is competent in this competency unit shall be able to identify facilities, equipment, instruments and materials decontamination requirements, prepare contaminated facilities, equipment and instruments, personal and decontamination tools/equipment/materials, perform decontamination procedure, cleansing activities after decontamination procedure and record decontamination</p>	<p>1. Check supply decontamination requirements</p> <p>2. Carry out contaminated facilities, equipment ,instruments and materials preparation</p>	<p>1.1 Scopes of decontamination process (cleaning, disinfection, sterilization) are identified.</p> <p>1.2 Decontamination guidelines and procedure are interpreted in accordance with job requirements.</p> <p>1.3 Contaminated facilities, equipment instruments and materials (linen, bed sheets, pillow cases, etc.) are identified.</p> <p>1.4 Category of decontamination is determined.</p> <p>1.5 Personal protective equipment (PPE), decontamination facilities/equipment /instruments and documents (forms, checklist, check sheet, etc.) are determined.</p> <p>2.1 Contaminated facilities, equipment ,instruments and materials are obtained from service area/room/etc. in accordance with Standard Operating Procedure (SOP)</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		activities.	3. Carry out personal and decontamination tools/equipment/materials preparation	<p>2.2 Contaminated facilities, equipment and instruments are checked, counted and documented upon receiving from related department/personnel.</p> <p>2.3 Facilities, equipment and instruments are arranged and labelled in accordance with decontamination procedure.</p> <p>3.1 Personal health in good condition and required immunisation (e.g.: hepatitis B) are confirmed.</p> <p>3.2 Personal Protective Equipment (PPE)/attire (plastic apron, gloves, eyewear, etc.) are utilised.</p> <p>3.3 Tools, equipment and materials (detergent, disinfectants, etc.) are selected and arranged in accordance with decontamination procedure.</p> <p>3.4 Documents (check sheet /checklist, etc.) to record cleaning status are prepared.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Perform decontaminations procedure</p> <p>5. Perform cleansing activities after decontamination procedure</p>	<p>4.1 Contaminated facilities/equipment/instruments/materials are sorted, cleaned and disinfected in accordance with contamination procedure.</p> <p>4.2 Instruments condition is checked as per specification.</p> <p>4.3 Cleaned instruments sets are assembled, packaged and labelled prior to autoclaving.</p> <p>4.4 Autoclaving are executed in accordance with operation procedure.</p> <p>4.5 Sterilized items are kept and protected against recontamination in accordance with operation manuals.</p> <p>5.1 Decontamination facilities/equipment/ materials condition are checked.</p> <p>5.2 Broken facilities/ equipment are changed/replaced or notified to superior.</p> <p>5.3 Cleaning materials (solution,</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Record decontamination status	<p>detergent, disinfectants, etc) are replenished and records are updated.</p> <p>5.4 Decontamination areas/room cleanliness and tidiness are maintained.</p> <p>6.1 Document (form, checklist, check sheet, etc) comprises of decontamination activities are updated in accordance with recording method.</p> <p>6.2 Updated documents are filed/ submitted to superior for acknowledgement.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Customer/ client Care Support	MP-083-2:2013-C04	<p>Customer/client Care Support competency unit is an activity to assist qualified personnel in handling customer/clients and attend their needs as per instructions and services requirements. The objective of this competency is to provide excellence assistance in Healthcare Support Service. This is to sustain good affinity, fulfil customer/client needs/ requirements ethically and ensure the customer/client gratifies with facilities and services throughout their stay/treatments in accordance with customer/client service charter and company policy.</p> <p>The person who is competent in this competency unit shall be able to identify customer/client care support requirements, prepare customer/client for admission, carry out customer/client room preparation, and perform customer/client care assistance and record customer/client care assistance activities.</p>	<p>1. Check customer/client care support requirements</p> <p>2. Prepare customer/client for admission</p>	<p>1.1 Customer backgrounds and needs is identified.</p> <p>1.2 Customer/client care procedure is interpreted.</p> <p>1.3 Scope of customer/client care assistance is determined.</p> <p>1.4 Condition and physical abilities of customer/client are determined as per instruction by qualified personnel.</p> <p>1.1 Records in customer/client care support are determined based on services and documentation procedure.</p> <p>2.1 Customer/client registrations are assisted.</p> <p>2.2 Customer/clients necessities (height /weight taking, urinal test, blood test, etc.) carried out by qualified personnel are assisted.</p> <p>2.3 Relative of customer/client are accompanied and oriented during customer/client admission.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry out customer/client room preparation</p> <p>4. Perform customer/client care assistance</p>	<p>2.4 Safe keeping of customer/client belongings are addressed in accordance with premises policies.</p> <p>2.5 Customer/clients are assisted to change into treatment attire.</p> <p>2.6 Customer/client personal hygiene is determined in accordance with customer/client condition.</p> <p>3.1 Room requirements for customer/client are determined in accordance with customer/client service requirements.</p> <p>3.2 Instructions on room set up are followed.</p> <p>3.3 Customer/client bed, room, facilities and equipment are prepared as per instruction in accordance with customer/service requirements.</p> <p>4.1 Admitted customer/client necessities (hot water, bedpan urinals, diets, etc.) are served.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Record customer/client care support status</p>	<p>4.2 Customer/client movement are assisted.</p> <p>4.3 Customer/client bathing/cleaning which carried out by qualified personnel are assisted.</p> <p>4.4 Customer/client needs in the recovery and waiting area are provided.</p> <p>5.1 Customer/client care support records are completed in accordance with recording procedure.</p> <p>5.2 Customer/client care support task completion is acknowledged to superior.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Healthcare Porter Services	MP-083-2:2013-C05	<p>Healthcare Porter Services competency unit is the process of transporting customers such as sending and fetching customer on wheelchair or stretcher to X-ray Department, physiotherapy, Eye Clinic, ENT Clinic and dispatching requested items such as documents, specimen as per instruction by qualified personnel. The objective of portering services is to support movement of customers and records/clinical items during their treatments/stay in, so that the customer feel comfortable and gratify with facilities and services provided accordance with customer service charter and company policy.</p> <p>The person who is competent in this competency unit shall be able to check portering services requirements, carry out portering facilities preparation, perform customer transporting services and dispatching services and record portering activities.</p>	<p>1. Check portering services requirements</p> <p>2. Carry out portering facilities preparation</p>	<p>1.1 Scope of portering activities and schedule (clients handling, documents, etc) are identified.</p> <p>1.2 Portering facilities are determined.</p> <p>1.3 Records in portering are determined based on portering services.</p> <p>1.4 Customer handling procedure is interpreted in accordance with customer service charter.</p> <p>1.5 Customer privacy and documents under confidentiality acts are identified in accordance with legislative requirements.</p> <p>2.1 Portering services schedule are confirmed.</p> <p>2.2 Portering facilities condition, functionality and operability are confirmed.</p> <p>2.3 Portering facilities are prepared in accordance with customer requirements (condition, ability, etc).</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Perform customer transporting services</p> <p>4. Perform dispatching services</p>	<p>2.4 Porter special requirements are prepared based on special instructions by qualified personnel.</p> <p>3.1 Customer movement handled by qualified personnel are assisted.</p> <p>3.2 Dead body/corpse are transported to designated area as per instruction.</p> <p>3.3 Document completion of task in accordance with company policy and documentation procedure.</p> <p>4.1 Designated areas to send/fetch documents/item are identified as per instruction.</p> <p>4.2 Facilities for dispatching services are utilised based on type of documents/items.</p> <p>4.3 Dispatching services are executed as per instructions.</p> <p>4.4 Receiver's acknowledgments are obtained in accordance with service requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Record portering status	5.1 Portering activities documents are completed. 5.2 Endorsement on job completion is obtained from superior in accordance with company policy. 5.3 Portering status are notified to superior.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Healthcare Storekeeping Support	MP-083-2:2013-E01	<p>Healthcare Storekeeping Support competency unit is an activity to assist in handling goods receiving, transporting, keeping goods (clinical/non-clinical) in the store. The objective is to ensure the goods are handled appropriately and kept safely in the store. The goods also will be controlled and distributed as per instruction given by personnel in charge.</p> <p>The person who is competent in this competency unit shall be able to identify storekeeping requirements, handle goods receiving and transporting, assist and record store keeping activities in accordance with company policy and Statutory and Regulatory bodies requirements.</p>	<p>1. Check storekeeping requirements</p> <p>2. Handle goods receiving and transporting</p> <p>3. Perform store keeping activities</p>	<p>1.1 Store keeping job requirements are identified.</p> <p>1.2 Storekeeping facilities and equipment are identified.</p> <p>1.3 Storage areas/location is identified.</p> <p>1.4 Inventory system and documentations are determined.</p> <p>1.5 Legislative requirements are identified.</p> <p>2.1 Goods receiving and transporting schedule are confirmed.</p> <p>2.2 Goods conditions are checked upon receiving.</p> <p>2.3 Major equipment is loaded and unloaded in accordance with operating procedure.</p> <p>2.4 Clinical/ non clinical equipment/items are received and lifted to storage area.</p> <p>3.1 Received goods/items are arranged in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Record store keeping</p>	<p>inventory system (First In First out (FIFO)/ Last in First out (LIFO), etc.)</p> <p>3.2 Goods/Items to be distributed to designated areas are indented as per instructions.</p> <p>3.3 Inventory checking are executed as per instructions.</p> <p>3.4 Expiry date of goods/items kept in the store are checked and recorded.</p> <p>4.1 Store keeping documentation are compiled and completeness are assured in accordance with recording procedure.</p> <p>4.2 Completed documents are submitted to superior for endorsement in accordance with company policy.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Clinical Instruments Preparation Support	MP-083-2:2013-E02	<p>Clinical Instruments Preparation Support competency unit is an activity to assist in preparing package/sets of clinical instruments after decontamination services for various purposes such as surgical, operation, birth delivery. The objective is to ensure the sterilized instruments are packaged correctly as per set names, so that the services provides to customers are running smoothly and efficiently.</p> <p>The person who is competent in this competency unit shall be able to identify clinical instruments preparation requirements, carry out personal preparation, perform sterilized clinical instruments packaging, prepare sterilized clinical instruments sets for distribution and record clinical instruments preparation activities in accordance with company policy and Statutory and Regulatory bodies requirements.</p>	<p>1. Check clinical instruments preparation requirements</p> <p>2. Perform clinical instruments sterilization</p>	<p>1.1 Clinical instruments specification are identified</p> <p>1.2 Packaging requirements are determined</p> <p>1.3 Preparation guidelines and procedure are interpreted</p> <p>1.4 Personal health in good condition and required immunisation (e.g.: hepatitis B) are confirmed</p> <p>1.5 Personal Protective Equipment (PPE)/attire (plastic apron, gloves, eyewear, etc.) are determines</p> <p>1.6 Personal cleanliness (dress, nail, etc.) and grooming are practised in accordance with company policy.</p> <p>2.1 Unsterilized clinical instruments are arranged and segregated by category.</p> <p>2.2 Linen sets (operation room, maternity ward, etc.) are grouped and folded in accordance with packaging procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare sterilized clinical instruments sets for distribution</p> <p>4. Record clinical instruments preparation completeness</p>	<p>2.3 Sets of instruments are labelled in accordance with labelling system.</p> <p>2.4 Checklist of packaging is attached.</p> <p>3.1 Designated areas/department to receive the sets is identified.</p> <p>3.2 Packaging/Sets of instruments are arranged as per instructions.</p> <p>3.3 Porter/Dispatch services are liaised as per instruction to distribute the sets.</p> <p>4.1 Documents on clinical instruments preparation are completed in accordance with recording procedure.</p> <p>4.2 Documents on clinical instruments preparation are endorsed by qualified personnel/superior in accordance with recording procedure and company policy.</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	HYGIENE, HEALTH AND SAFETY PRACTICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure the services are carried hygienically and in safe condition in accordance with Regulatory/Statutory bodies requirements and Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check hygiene, health and safety requirements • Carry out personal hygiene and safety practices • Implement hygienic, healthy and safe working environment practices • Record hygiene, health and safety implementation 						
Competency Unit ID	MP-083-2:2013-C01	Level	2	Training Duration	150 Hour	Credit Hours	15.0
Work Activities	Related Knowledge	Related Skills		Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Check hygiene, health and safety requirements	i. Fundamental of hygiene , health, workplace safety and environmental standards such as: <ul style="list-style-type: none"> • Physical hygiene (staff, healthcare provider and 				6	Lecture and discussion	i. Fundamental of hygiene, health and safety standards are defined. ii. Personal hygiene, health, workplace safety

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>customer)</p> <ul style="list-style-type: none"> • Personal Protection Equipment (PPE) applications and maintenance: <ul style="list-style-type: none"> ○ Hand glove ○ Head cap ○ Face mask ○ Plastic apron (Non – infected cases) ○ Boot and Disposable Operating Gown (Infected cases / Waste disposal for clinical and general/ etc) • Personal Hygiene Practices: <ul style="list-style-type: none"> ○ Techniques of hand washing (with soap / hand wash liquid) ○ Techniques of drying the wet 					<p>and environmental standards are stated.</p> <p>iii. Techniques of hands washing are demonstrated</p> <p>iv. Utilization of Personal Protective Equipment (PPE) is confirmed</p> <p>v. Disposable PPE are listed.</p> <p>vi. Types of injuries are specified.</p> <p>vii. Types of waste disposal are categorised.</p> <p>viii. Equipment in the first aid box/ emergency trolley is listed.</p> <p>ix. Alert/ emergency alarm and</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> hands <ul style="list-style-type: none"> ○ Personal Cleanliness ○ Personal Tidiness • Customers' Hygiene: <ul style="list-style-type: none"> ○ Cleanliness ○ Tidiness ○ Infected cases (contiguous diseases) • Workplace safety: <ul style="list-style-type: none"> ○ Mop the wet floor ○ Place necessary signage's to avoid accidents (falling, tripping) ○ Signage of danger area, exit door, emergency floor plan, etc ○ Evacuation area / assembly checkpoint 					<p>evacuation procedure are determined in accordance with company policies and Occupational Safety Health and Environmental Act.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Location of waste disposal station ○ Fire Fighting Equipment (Smoke Detector, Water Hose, Fire Extinguisher) ● Workplace Environment Hygiene: <ul style="list-style-type: none"> ○ Cleanliness of the working area ○ Cleanliness of tools and equipment (eg: washing basin) ○ Sanitized the working environment ○ Tidiness ○ Amenities of waste disposal ii. Physical of Personnel hygiene : 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Well groomed (hair, short nail) • Usage of mask where and when applicable • Body cleanliness (odour, breath) • Tidy attire/uniform <p>iii. Customers condition such as :</p> <ul style="list-style-type: none"> • Level of consciousness • Complete bed rest/ restricted movement • Disability (blind, dumb, deaf) <p>iv. Type of injuries such as:</p> <ul style="list-style-type: none"> • Needle stick injuries • Fracture • Wound/Cut • Burn • Scold <p>v. Type of waste such as:</p>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Clinical - Infectious and non-infectious, • Sharps, • General waste • Biohazard (e.g.: infected soiled linen) <p>vi. Cleaning and waste disposal procedures such as:</p> <ul style="list-style-type: none"> • Usage of disposable personal protective equipment (PPE) • Segregation of soiled and infected linen • Disposal of sharps and used needles <p>vii. Colour codes category for waste disposal:</p> <ul style="list-style-type: none"> • black – general waste • yellow – clinical waste • red – infectious cases 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>viii. Prohibited area such as:</p> <ul style="list-style-type: none"> • Hazardous area, • Contaminated materials store • Operation theatre room • Supplies Sterilized Department • Mortuary <p>ix. First aids, fire drills exercise and evacuation procedure such as:</p> <ul style="list-style-type: none"> • Equipment in the first aid box • Types of trolley (e.g. Emergency, Dressing) • First Aid techniques (Bandaging , arrest haemorrhage, etc) • Fire drills exercises • Evacuation procedure 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>(transferring customer to the evacuation area/ assembly checkpoint)</p> <p>x. Regulatory/Statutory/ Legislative bodies such as:</p> <ul style="list-style-type: none"> • Department of Occupational Safety and Health (DOSH) • Department of Environment (DOE) • Ministry of Health (MOH) • Department of Fire and Rescue (BOMBA) 					
		<p>i. Interpret fundamental of hygiene, health and safety standards</p> <p>ii. Determine personal hygiene , health, workplace safety and environmental</p>		18	<p>Demonstration and Observation</p> <p>Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		standards iii. Identify the techniques of hands washing. iv. Identify Personal Protective Equipment (PPE) and the application /usage/functions v. Identify the disposable personal protective equipment vi. Classify the types of injuries vii. Determine types of waste disposal viii. Determine waste disposal and cleansing procedure ix. Identify prohibited area x. Identify first aids, fire drills exercise and evacuation				

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		procedure xi. Identify types of trolley xii. Check items in the first aid box and the application /usage/functions	<u>Attitude:</u> i. Meticulous in checking hygiene, health, safety and environmental requirement. ii. Resourceful in sourcing information related to checking hygiene, health, safety and environmental standards. <u>Environmental:</u> i. Aware on rules and regulations regarding environmental requirement.			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out personal hygiene and safety practices	i. Priority of services/job/ assignment to be handled such as: <ul style="list-style-type: none"> • Blood spillage • Body Fluid • Accidents and Emergencies • Fire outbreak • Customers Urgency (Severity, criticality) ii. Personal hygiene procedure and techniques iii. Personal Protective Equipment (PPE) usage iv. Personal cleanliness and tidiness such as: <ul style="list-style-type: none"> • Personal appearance/ image • Body odours • Appropriate service attire v. Depleted/ consumables items such as:			12	Lecture and discussion	i. Priority of services/job/ assignment are listed in accordance with service requirements. ii. Personal hygiene procedures are followed. iii. Personal protective equipment (PPE) are applied. iv. Personal cleanliness and grooming are demonstrated in accordance with Customer service charter and service requirements. v. Depleted or abnormalities, irregularities malfunctions or

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Detergent • Hand soap • Sanitise liquid • Disposable mask vi. Abnormalities, irregularities, malfunctions PPE items such as: <ul style="list-style-type: none"> • Wellington boot • Sterilized gown • Protecting gloves • Face mask 					damage PPE items are reported in accordance with reporting procedure
		i. Determine priority of services/job/ assignment to be handled ii. Practise personal hygiene iii. Apply Personal Protective Equipment (PPE) iv. Practice personal cleanliness and tidiness v. Report to superior		32	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		regarding depleted or abnormalities, irregularities, malfunction PPE items	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Sustain personal appearance/ image ii. Consistent in practising personal hygiene <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirement at all time. <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Environmental preservation in handling waste and chemical waste. 			
3. Implement hygienic, healthy and safe working environment practices	<ul style="list-style-type: none"> i. Hygiene, Health, Safety and Environmental rules and regulation at the work area ii. Sign and symptom of 			18	Lecture and discussion	<ul style="list-style-type: none"> i. Hygiene, Health, Safety and Environmental rules and regulation are complied.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	injuries iii. First Aid Procedure iv. Category of injuries such as: <ul style="list-style-type: none"> • Minor • Major v. First Aid Kit items such as: <ul style="list-style-type: none"> • Antiseptic • Cotton • Gauze • Bandage • Scissor • Forceps • Dressing bowl vi. First Aid Kits maintenance such as: <ul style="list-style-type: none"> • Replenish depleted items • Replace expired/malfunction items • Cleanse and tidy up vii. Type of emergency					ii. Sign and symptom of injuries are determined, listed and explained iii. First Aid Procedure is followed in accordance with First Aid Manual. iv. Category of injuries is determined. v. First Aid Kit items are listed in accordance with First Aid Manual and OSHA vi. First Aid Kits maintenance is executed. vii. Type of emergency cases is determined.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>cases such as:</p> <ul style="list-style-type: none"> • Accidents • Near-miss incidents • Disaster (fire, flood, landslide) • Insurgency • Abnormalities <p>viii. Emergency procedure</p> <p>ix. Checking procedure</p> <p>x. Authorised personnel such as:</p> <ul style="list-style-type: none"> • Qualified personnel, • Superior/supervisor, • Emergency Response Team (ERT), • Regulatory bodies in charge personnel 					<p>viii. Accident, near-miss incidents and abnormalities at work place are explained.</p> <p>ix. Authorised personnel are contacted in accordance with emergency procedure and company policy.</p>
		<p>i. Check compliances of Hygiene, Health, Safety and Environmental rules and regulation at the</p>		42	<p>Demonstration and Observation Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>work area</p> <ul style="list-style-type: none"> ii. Identify sign and symptom of injuries iii. Conduct First Aid procedure in case of minor injury iv. Inform major/unattended injuries to authorized personnel v. Check First Aid items expiry date and content condition vi. Replenish depleted/replace expired First Aid Kit content vii. Assure emergency cases viii. Follow emergency procedure ix. Report accident, near-miss 				

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		incidents and abnormalities to authorised personnel.	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Sustain workplace safety and environmental hygiene ii. Adhere to scope of responsibility and authority/job assignments <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirement at all time. <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Environmental preservation in handling waste and chemical waste. 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Record hygiene, health and safety implementation	i. Personal hygiene, health and safety status at work area. ii. Type of forms such as: <ul style="list-style-type: none"> • Personal Protective Equipment (PPE) checklist • Personal hygiene check sheet • Health, Safety and Environmental practices form iii. Recording format iv. Recording procedure v. Organizational Hierarchy vi. Authorised personnel for endorsement			7	Lecture and discussion	i. Personal hygiene, health and safety status is confirmed. ii. Type of form identified and functions specified iii. Related forms for hygiene, health and safety implementation are completed in accordance with recording format and procedure. iv. Endorsement of record completeness from authorised personnel is obtained in accordance with company policies and organizational hierarchy.
		i. Confirm personal hygiene, health and safety status at work area. ii. Update PPE checklist and Personal hygiene		16	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		check sheet iii. Complete Health, Safety and Environmental practices forms. iv. Follow recording format and procedure v. Notify to authorised personnel for endorsement	<u>Attitude:</u> i. Honest and show integrity in recording hygiene, health and safety implementation			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
02.01 Interpret and follow manuals, instructions and SOP's	3. Interpersonal skills
02.02 Follow telephone/ telecommunication procedures	4. Multitasking and prioritizing
02.03 Communicate clearly	5. Self-discipline
02.04 Prepare brief reports and checklists using standard forms	6. Teamwork
03.01 Apply cultural requirements to the workplace	7. Learning skills
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
06.01 Comply with and follow chain of command	
06.02 Identify and highlight problems	
06.03 Adapt competencies to new situations/systems	
01.04 Analyse information	
03.08 Develop and maintain a cooperation within work group	
04.02 Organize own work activities	
04.03 Set and revise own objectives and goals	
04.04 Organize and maintain own workplace	
04.05 Apply problem solving strategies	
04.06 Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Personal Protective Equipment (PPE)	2. As per requirement
3. First Aid Kit with completed content	3. 1:25
4. Samples of forms	4. 1:1
5. First Aid Manual	5. 1: 1
6. Samples of emergency procedures manual	6. 1:1
7. Samples of recording format	7. 1:1
8. Hygiene, health, workplace safety and environmental standards handbook	8. 1:1
9. Workplace Safety Guidelines	9. 1:1
10. Cleaning and waste disposal procedures	10. 1:1
11. Colour code reference	11. 1:1
12. Prohibited area signage	12. 1:25
13. First aid, fire drills exercise and evacuation procedure	13. 1:1
14. Legislative Bodies Requirement list	14. 1:1
15. Samples Organizational Charts/Hierarchy	15. 1:1
16. Samples of company policy	16. 1:1

References

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	HEALTHCARE CLEANSING SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure the infected areas are safe for public/customer/staff and also to provide a safe and conducive environment by achieving a high standard of care and complying regulatory/statutory bodies requirements.</p> <p>Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check cleansing requirements • Carry out personal and cleansing tools/equipment/ materials preparation • Perform work area/room cleansing • Perform service area/room arrangement and decoration • Carry out waste (clinical/ general) disposal • Record cleansing status 						
Competency Unit ID	MP-083-2:2013-C02	Level	2	Training Duration	100 Hours	Credit Hours	10.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check cleansing requirements	i. Type of service areas such as : <ul style="list-style-type: none"> • Operating room (OR) • Intensive Care Unit 			4	Lecture and Discussion	i. Types of services areas and location are listed and functions are described.	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	(ICU) <ul style="list-style-type: none"> • Restrooms • Labour/ Obstetric room • Isolation room • Oncology areas • Sterilising Processing Departments (SSDs) • Washroom • High dependency area • Wards • Meeting rooms • Administration offices • Customer waiting areas • Main reception/foyer • Corridor • Entry ways • Lobby • Outpatient areas 					<ul style="list-style-type: none"> ii. Scopes of cleansing activities/duties are specified. iii. Timeline to complete cleansing services are determined. iv. Schedule for cleansing services are explained. v. Standard precautions for cleansing/waste are stated in accordance with service and legislative requirements. vi. Cleansing tools/equipment and materials are indicated. vii. Types of

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Elevator/Escalator <ul style="list-style-type: none"> ○ Walls, fittings and Accessories (Hand bar, Wall hanger, Screen railings) • Parking • Loading dock, etc. ii. Duty roster information such as: <ul style="list-style-type: none"> • Routine/ Schedule/ Duty Roster • Special Request / When necessary • Emergency cases/ Urgent matter iii. Job assignment and requirements such as: <ul style="list-style-type: none"> • Cleansing requirement items : <ul style="list-style-type: none"> ○ Cleansing Solutions ○ Water ○ Buckets ○ Toilet/Facial 					<p>cleaning activities records to be completed are listed.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> tissues ○ Plastic trash can liners ○ Cleaning cloths ○ Mop heads ○ Vacuum cleaner ○ Cleaning trolley ● Key elements in cleansing precautions such as: <ul style="list-style-type: none"> ○ Hand hygiene ○ Use of Personal Protection Equipment (PPE): <ul style="list-style-type: none"> - Hand glove - Head cap - Facial protection (eye, nose, mouth) - Plastic apron (Non – infected cases) - Boot and 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Disposable Operating Gown (Infected cases / Waste disposal for clinical and general/ etc)</p> <ul style="list-style-type: none"> ○ Infection control practises in healthcare setting (respiratory hygiene, cough) ○ Prevention of needle, stick and injuries from other sharp instruments ○ Environmental cleaning, ○ Handle, transport and process used linen ○ Waste disposal (general / clinical) ○ Spillage waste 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>handling (Blood , vomitus, Special products/drugs, Spills of laboratory cultures of human pathogens)</p> <ul style="list-style-type: none"> ○ Customer care equipment <p>iv. Scope of cleansing activities/duties such as:</p> <ul style="list-style-type: none"> ● Cleaning (Dusting , Mopping) ● Tiding Up/decorating ● Disinfection ● Sterilization (Sterilizing) ● Floor care ● Garbage and waste disposal ● Miscellaneous duties: 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Sewage system ○ Carpet maintenance ○ Watering/Caring indoor plants <p>v. Maintenance of cleaning equipment , tools and material</p> <p>vi. Types of records on cleansing activities such as:</p> <ul style="list-style-type: none"> ● Cleaning activity log ● Evaluation sheet by supervisor ● Customer satisfaction /feedback forms <p>vii. Legislative bodies and regulatory requirements such as :</p> <ul style="list-style-type: none"> ● Enforcement on public health and personnel qualification ● Ministry of Health 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Health , Safety and Environmental Acts • Department of Safety and Health (DOSH) • Department of Environment (DOE) • Local Council 					
		<ol style="list-style-type: none"> i. Identify type of services areas ii. Obtain duty roster information on cleansing services schedule iii. Determine job assignment and requirements iv. Interpret key elements in cleansing precautions v. Determine scope of cleansing activities vi. Determine cleansing tools/equipment 		6	Demonstration and Observation	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>and materials</p> <p>vii. Determine type of records and checklist</p> <p>Determine documents to record cleansing activities.</p>	<p><u>Attitude:</u></p> <p>i. Meticulous in checking cleansing requirement.</p> <p>ii. Resourceful in sourcing information related to key elements of cleansing precautions.</p> <p><u>Environmental:</u></p> <p>i. Aware on rules and regulations regarding environmental requirement.</p>			
2. Carry out personal and cleansing tools/ equipment/ materials preparation	<p>i. (include personal preparation – refer decontamination)</p> <p>ii. Type of services areas such as:</p> <ul style="list-style-type: none"> • Blood bank • Operation 			4	Lecture and Discussion	<p>i. Services areas and scope of activities described.</p> <p>ii. Personal hygiene, health and safety are</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Theatres/room</p> <ul style="list-style-type: none"> • Procedure/treatment room • Medical Laboratory • Central Supply Sterilised Department • Wards <p>iii. Type of Personal Protective Equipment (PPE):</p> <ul style="list-style-type: none"> • Gloves • Gowns • Plastic aprons • Masks • Eye shields • Goggles • Boot • Handling and disposal of sharps and other contaminated or clinical (infectious) 					<p>practiced.</p> <p>iii. Cleansing equipment/tools and materials are organized in accordance with service area and requirements.</p> <p>iv. Source of the documents/records are determined.</p> <p>v. Cleansing documents are gathered/retrieved in accordance with company documentation procedure.</p> <p>vi. Depleted items are listed.</p> <p>vii. Equipment malfunction/damage are notified to</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>waste</p> <ul style="list-style-type: none"> • Use of aseptic techniques <p>iv. Cleansing Tools/ equipment/materials:</p> <ul style="list-style-type: none"> • Equipment: <ul style="list-style-type: none"> ○ Vacuum cleaner ○ Cleaning trolley • Tools: <ul style="list-style-type: none"> ○ Buckets ○ Mopping set • Materials: <ul style="list-style-type: none"> ○ Disinfectant / antiseptic solution ○ Water ○ Cleansing Solutions ○ Toilet/Facial tissues ○ Plastic trash can liners ○ Cleaning cloths <p>v. Type of cleansing</p>					<p>superior /authorised personnel for replacement approval.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>document / records</p> <p>vi. Source of documents / records such as:</p> <ul style="list-style-type: none"> • Cleansing service department • General Store • Pharmacy • Laundry department 					
		<p>i. Determine services areas.</p> <p>ii. Determine scope of activities</p> <p>iii. Implement personal hygiene and health practices</p> <p>iv. Wear Personal Protective Equipment (PPE)</p> <p>v. Prepare appropriate cleaning equipment/tools and materials</p> <p>vi. Collect cleansing documents/records</p>		6	<p>Demonstration and Observation</p> <p>Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		vii. Report depleted items, equipment malfunction/ damage to superior/ responsible department for replacement approval	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to preparation guidelines ii. Precise in determining related equipment tools and materials with the scope of activities/ service area iii. Ethical and precise in preparing equipment tools and materials <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirement at all time. 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Perform work area/room cleansing	<ul style="list-style-type: none"> i. Location of areas/room for cleansing services ii. Contaminated items (Room/service area, facilities/ equipment, linen, waste, etc) iii. Contamination/infection risk level (High /medium/ low) iv. Source of soiled linen (utilities room, maternity room, operation room, etc) v. Collecting, sorting and sending procedure of soiled linen such as: <ul style="list-style-type: none"> • Colour code: <ul style="list-style-type: none"> ○ Red – High Risk ○ Green – Operation room ○ White – General • Weigh for laundry • Sending to designated area (laundry, biohazard area) 			12	Lecture and Discussion	<ul style="list-style-type: none"> i. Location of areas/room for cleansing services is determined in accordance with services schedule. ix. Contaminated items determined and specified ii. Contamination level determined iii. Soiled linen are segregated in accordance with contamination level. iv. Soiled linen is transported to laundry areas. v. Waste disposal are executed in accordance with disposal

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	vi. Type of soiled linen such as: <ul style="list-style-type: none"> • Bed sheet • Draw sheet • Pillow cases • Towel • Blanket • Attire (customers, staff, etc) vii. Waste disposal procedure such as: <ul style="list-style-type: none"> • Assembling waste in colour code container: <ul style="list-style-type: none"> ○ Yellow – Clinical waste/ Sharp bins ○ Red – Infected materials ○ Black -General • Weigh the waste • Send Clinical Waste for Incineration • General Waste 					procedure. vi. Cleansing services are executed in accordance with cleansing procedure and legislative requirements. vii. Abnormalities/ irregularities of facilities are reported to superior/ responsible department for approval. viii. Rectification /replacement on Abnormalities/ irregularities of facilities are executed in accordance with superior consent/approval

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Dispose</p> <p>viii. Waste category such as:</p> <ul style="list-style-type: none"> • Clinical (consumables materials with body fluids) • General waste • Approval/Consent acquisition procedure 					
		<ol style="list-style-type: none"> i. Identify location of areas/room for cleansing ii. Identify contaminated category iii. Check contamination level iv. Collect soiled linen v. Sort soiled linen vi. Count soiled linen vii. Record soiled linen to be sent to designated area 		28	<p>Demonstration and Observation</p> <p>Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li data-bbox="846 296 1176 403">viii. Send soiled linen/cloth to designated area <li data-bbox="846 419 1176 563">ix. Handle waste disposal according to waste disposal procedure <li data-bbox="846 579 1176 842">x. Execute cleaning, tiding up, disinfection, and sterilization activities based on level of decontamination. <li data-bbox="846 858 1176 1201">xi. Report abnormalities/irregularities of facilities to superior/responsible department for replacement approval <li data-bbox="846 1217 1176 1369">xii. Rectify / Replace damage items/malfunction /irregularities of 				

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		facilities xiii. Rectify / Replace damage items/malfunction /irregularities of equipment	<u>Attitude:</u> i. Efficient in performing cleansing procedure ii. Responsible in ensuring the cleanliness and tidiness of service area <u>Safety:</u> i. Handle all equipment tools and materials with care during cleansing activities. ii. Adhere to safety rules and regulation iii. Practice on personal safety while during service			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			iv. Avoid handling contaminated materials with bare hand v. Wear appropriate PPE while handling contaminated areas and materials <u>Environmental:</u> i. Environmental preservation in handling waste and chemical waste			
4. Perform service area/room arrangement and decoration	i. Types of special needs/requirements of services such as: <ul style="list-style-type: none"> • Special equipment for customer care support • Security pathway for VVIPs 			6	Lecture and Discussion	i. Special/customised facilities and furniture for customers with special needs are defined. ii. Service areas/room

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Special facilities for disabled customers <p>ii. Special/customised facilities and furniture for customer such as:</p> <ul style="list-style-type: none"> • Disabled customers • Very Important Person (VVIPs) • Infants – Courts • Elderly • Pregnant women • Bed ridden patient <p>iii. Service areas/room facilities and furniture</p> <p>iv. Seasonal Themes such as:</p> <ul style="list-style-type: none"> • Festive Celebration • Special Day Celebration • Campaigns Day (World Diabetic Day, World breastfeeding week) <p>v. Service areas/ rooms condition and decoration</p>					<p>facilities and furniture readiness are confirmed in accordance with special Requirements.</p> <p>iii. Service areas/room are decorated, facilities and furniture are arranged in accordance customer requirements and company policy.</p> <p>iv. Depleted items/amenities/ consumable materials are replenished based on approved quantity.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	room setting such as: <ul style="list-style-type: none"> • Ambience • Lighting • Odour • Temperature • Audio Visual vi. Depleted items/amenities/ consumable materials					
		i. Determine special/customised facilities and furniture for customers with special needs. ii. Organize service areas/room facilities and furniture iii. Prepare service areas/ room. iv. Decorate service area/ room v. Replenish depleted items/amenities/		14	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		consumable materials based on approved quantity	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Efficient and creatively in decorating service area/room ii. Responsible in ensuring customers comfort and service delivery as per instruction <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Handle all equipment tools and materials with care during decoration activities 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environmental:</u> i. Aware on rules and regulations regarding environmental requirement			
5. Carry out waste (clinical/general) disposal	i. Waste segregation procedures ii. Disposal area iii. Waste disposal with health, safety and environmental requirements and disposal procedures such as: <ul style="list-style-type: none"> • Infection Control Acts. • Infection Control manual • Department of Safety and Health (DOSH) • Department of Environment (DOE) iv. Abnormality/irregularities during waste disposal			6	Lecture and Discussion	i. Waste to be disposed (clinical/general) are listed. ii. Waste are transferred at the designated area in accordance with disposal procedure. iii. Waste disposal are documented and disseminated in accordance documentation.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	process and superior are notified such as: <ul style="list-style-type: none"> • Torn gloves • Carrying over weight waste product • Damage waste disposal bag 					
		i. Segregate waste to be disposed ii. Dispose waste at the designated area iii. Execute waste disposal iv. Record abnormality/irregularities during waste disposal process v. Notify superior/authorised personnel of abnormality/irregularities	<u>Attitude:</u> i. Efficiently in decorating service area /room ii. Responsible in ensuring customers comfort and service delivery as per instruction.	9	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Safety:</u></p> <p>i. Handle all safely in accordance with rules and regulations.</p> <p><u>Environmental:</u></p> <p>i. Aware on rules and regulations regarding environmental requirement.</p>			
6. Record cleansing status	<p>i. Work area/room cleansing completion status</p> <p>ii. Type of records such as:</p> <ul style="list-style-type: none"> • Personal Protective Equipment (PPE) checklist • Cleaning check sheet • Supplies checklist • Waste disposal 			2	Lecture and Discussion	<p>i. Work area/room cleansing completion status is confirmed.</p> <p>ii. Related forms for cleansing services are completed in accordance with recording format and procedure.</p> <p>iii. Record keeping /</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> checklist iii. Recording format iv. Recording procedure v. Organizational Hierarchy 					<ul style="list-style-type: none"> Filing system are followed in accordance with company policy. iv. Endorsements of record completeness from authorised personnel for are obtained in accordance with company policies and organizational hierarchy.
		<ul style="list-style-type: none"> i. Confirm personal hygienic, health and safety status at work area. ii. Update cleansing records iii. Follow recording format and procedure iv. Acknowledge authorised personnel for endorsement 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Efficiently in recording waste disposal information 	4	<ul style="list-style-type: none"> Demonstration and Observation Hands on 	

Employability Skills

Core Abilities		Social Skills
01.01	Identify and gather information	1. Communication skills
02.01	Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02	Communicate clearly	3. Interpersonal skills
02.03	Prepare brief reports and checklists using standard forms	4. Multitasking and prioritizing
02.04	Read/interpret flowcharts and pictorial information	5. Self-discipline
03.01	Apply cultural requirements to the workplace	6. Teamwork
03.02	Demonstrate integrity and apply ethical practices	7. Learning skills
03.03	Accept responsibility for own work and work area	
03.04	Seek and act constructively upon feedback about performance	
03.05	Demonstrate safety skills	
03.06	Respond appropriately to people and situations	
03.07	Resolve interpersonal conflicts	
06.01	Comply with and follow chain of command	
06.02	Identify and highlight problems	
06.03	Adapt competencies to new situations/systems	
01.04	Analyse information	
03.08	Develop and maintain a cooperation within work group	
04.02	Organize own work activities	
04.03	Set and revise own objectives and goals	
04.04	Organize and maintain own workplace	
04.05	Apply problem solving strategies	
04.06	Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Samples of duty roster	1. 1:1
2. Samples of job assignment	2. 1:1
3. Personal Protective Equipment (PPE) (gloves, gowns, plastic aprons, masks, etc)	3. As per required
4. Samples of forms	4. 1: 1
5. Samples of recording format	5. 1:1
6. Samples of seasonal theme	6. 1:1
7. Hygiene, health, workplace safety and environmental standards handbook	7. 1:20
8. Soiled linen (bed sheet, draw sheet, pillow cases, towel, blanket, attire (customers, staff, etc.)	8. As per requirements
9. Cleansing equipment (Vacuum cleaner, cleaning trolley, etc)	9. 1:10
10. Cleansing tools (Buckets, mopping set)	10. 1:1
11. Cleansing materials (disinfectant/antiseptic solution, cleansing solutions, toilet/facial tissues, plastic trash can liners, cleaning cloths, etc)	11. 1:1
12. Cleaning and waste disposal procedures	12. 1:1
13. Colour code reference	13. 1:1
14. Sample of Prohibited area signage	14. 1:1
15. Legislative Bodies Requirement list	15. 1:1
16. Sample of recording format	16. 1:1
17. Sample of recording procedure	17. 1:1
18. Sample of Organizational Hierarchy	18. 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	HEALTHCARE SUPPLY DECONTAMINATION SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure no risk for infection when using the equipment. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check supply decontamination requirements • Carry out contaminated facilities, equipment ,instruments and materials preparation • Carry out personal and decontamination tools/ equipment/ materials preparation • Perform decontaminations procedure • Perform cleansing activities after decontamination procedure • Record decontamination status 						
Competency Unit ID	MP-083-2:2013-C03	Level	2	Training Duration	200 Hours	Credit Hours	20.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check supply decontamination requirements	i. Fundamental of scope of decontamination process (cleaning, disinfection, sterilization, etc) ii. Decontamination requirements such as :			6	Lecture and Discussion	i. Scope of decontamination is determined and process is described ii. Decontamination guidelines and	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Surgical instruments/ sets • Autoclave • Process areas • Storage areas/dirty/clean and sterile • Work process <p>iii. Decontamination guidelines and procedure</p> <p>iv. Contaminated facilities, equipment ,instruments and materials such as:</p> <ul style="list-style-type: none"> • Surgical instruments/ sets • Soiled linen (bed sheets, pillow cases, treatment attire) • Bed • Machineries/ equipment/tools <p>v. Category of decontamination such as:</p>					<p>procedure are interpreted in accordance with job requirements.</p> <p>iii. Contaminated facilities, equipment, instruments and materials are listed and functions are described</p> <p>iv. Decontamination level is determined and category is explained</p> <p>v. Personal Protective Equipment (PPE), decontamination facilities/ equipment /instruments and documents are listed and</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • clinical - Infectious and non-infectious • general waste • biohazard (e.g.: infected soiled linen) vi. Type of records/forms such as: <ul style="list-style-type: none"> • Personal Protective Equipment (PPE), decontamination facilities/equipment /instruments and documents (forms, checklist, check sheet, etc.) • Infection control manual procedure • Standard Operating Procedure (SOP) 					functions are explained.
		i. Identify scope of decontamination process ii. Interpret decontamination guidelines and procedure in	<u>Attitude:</u> i. Meticulous in checking decontamination requirement. ii. Resourceful in sourcing	14	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>accordance with job requirements</p> <p>iii. Identify contaminated facilities, equipment, instruments and materials</p> <p>iv. Identify category of decontamination.</p> <p>v. Identify Personal Protective Equipment (PPE), decontamination facilities/equipment /instruments and documents</p>	<p>information related to key elements of cleansing precautions.</p>			
2. Carry out contaminated facilities, equipment, instruments and materials preparation	i. Source of contaminated facilities, equipment , instruments and materials (service areas, treatment room, operation room, labour room, etc)			12	Lecture and Discussion	i. Contaminated facilities, equipment, instruments and materials from service area/room/etc are obtained.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ii. Preparation workflow/process iii. Inventory list iv. Documentation procedure v. Type of packaging such as: <ul style="list-style-type: none"> • Primary packaging: <ul style="list-style-type: none"> ○ 2 layers of paper, ○ 2 layers of non-woven sheets, ○ single or double laminated film pouch, ○ paper bag or container with adequate filter(s) • Secondary packaging <ul style="list-style-type: none"> ○ plastic wrapper, ○ bag, ○ cardboard box ○ container • Transporting 					<ul style="list-style-type: none"> ii. Contaminated facilities, equipment and instruments are checked upon receiving from related department/ personnel. iii. Contaminated facilities, equipment and instruments are counted. iv. Contaminated facilities, equipment and instruments are documented. v. Contaminated equipment and instruments are arranged. vi. Contaminated equipment and instruments are packed.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	packaging: <ul style="list-style-type: none"> ○ strong cardboard box, ○ cradle, ○ closed trolley ○ container vi. Packaging methods such as: <ul style="list-style-type: none"> • Textile packs • Small quantities of textile and/or bandages/swabs • Instrument sets in trays/baskets • Individual instruments • Bowls and trays (small) • Bowls and trays (large) • Catheters, tubing, hoses • Scopes 					vii. Package of contaminated equipment and instruments are labelled.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Fine surgical instruments (individual as well as in sets) • Mammal prosthesis vii. Packaging materials: <ul style="list-style-type: none"> ○ Soft/flexible packaging material ○ Textile sheets: cotton or line ○ Paper sheets ○ Paper sterilization bags ○ Non-woven sheets ○ Laminated film pouches ○ Rigid packaging systems ○ Sterilizing drums ○ Sterilizing containers ○ Indicator tape ○ Trays and 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	baskets <ul style="list-style-type: none"> ○ Protection materials ○ Dust covers ○ Workstation for packaging viii. Packaging techniques ix. Labelling method					
		i. Obtain contaminated facilities, equipment ,instruments ii. Check contaminated facilities, equipment and instruments upon receiving from related department/ personnel iii. Count contaminated facilities, equipment and instruments iv. Document contaminated facilities, equipment and instrument		28	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> v. Arrange contaminated equipment and instruments vi. Package contaminated equipment and instruments vii. Label packaged of contaminated equipment and instruments 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to preparation guidelines ii. Precise in determining related contaminated facilities, equipment ,instruments and materials <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirement at all time. ii. Discipline and ethical in applying Personal Protective Equipment (PPE) 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out personal and decontamination tools/ equipment/ materials preparation	i. Personal health condition ii. Required immunisation (e.g.: hepatitis B, typhoid) iii. Utilization of Personal Protective Equipment (PPE)/attire (gloves, mask, head cap, plastic apron, eyewear/goggles, etc) iv. Type of tools, equipment and material (autoclave, detergent, disinfectants, etc) v. Documents (check sheet /checklist, etc.) to record cleaning status: <ul style="list-style-type: none"> • Check list work process • Evaluation forms 			8	Lecture and discussion	i. Personal health in good condition and required immunisation are confirmed. ii. Personal Protective Equipment (PPE) is utilised. iii. Tools, equipment and materials are selected and arranged. iv. Documents for cleaning status recording are prepared.
		i. Assure personal health in good condition and required immunisation		22	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> ii. Check utilization of personal Protective Equipment (PPE) iii. Select and arrange tools, equipment and materials iv. Prepare documents to record cleaning status 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to preparation guidelines ii. Precise in determining related decontamination tools/ equipments/ materials <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirement at all time. ii. Discipline and ethical in applying Personal Protective Equipment (PPE) 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Perform decontamination procedure	i. Contaminated facilities/equipment/instruments decontamination procedure such as: <ul style="list-style-type: none"> • Sorting • Clean • Disinfection • Sterilization ii. Instruments condition and functionalities iii. Decontamination documentations such as: <ul style="list-style-type: none"> • Instruments specification sheets • Infection control manual • Equipment check list • Bin card • Equipment maintenance checklist • Electronic system (e.g. barcode) 			15	Lecture and discussion	i. Contaminated facilities/ equipment /instruments are sorted. ii. Contaminated facilities/ equipment/ instruments are cleaned. iii. Contaminated facilities/ equipment /instruments are disinfected. iv. Facilities/ equipment /instruments condition are checked. v. Cleaned equipment / instruments sets assembled. vi. Cleaned equipment /instruments sets

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>iv. Type of instruments sets for autoclaving such as:</p> <ul style="list-style-type: none"> • Dressing sets • Surgical sets • Operation sets <p>v. Arrangement technique prior to autoclaving</p> <p>vi. Autoclaving procedure such as:</p> <ul style="list-style-type: none"> • Assemble cleaned instruments set • Package assembled sets • Label with colour indicator <p>vii. Sterilized sets protection requirements such as:</p> <ul style="list-style-type: none"> • Conducive storage area (temperature, lighting, humidity) • Storing system (First In First Out, stacking, individual) 					<p>packed.</p> <p>vii. Cleaned equipment / instruments sets are labelled prior to autoclaving.</p> <p>viii. Autoclaving procedure is executed.</p> <p>ix. Protections on sterilized items against recontamination are executed in accordance with operation manuals.</p> <p>x. Related decontamination s records/forms completed.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Transporting method 					
		<ul style="list-style-type: none"> i. Sort contaminated facilities/equipment /instruments ii. Clean contaminated facilities/equipment/ instruments iii. Disinfect cleaned facilities/equipment /instruments iv. Check facilities/equipment /instruments condition v. Assemble cleaned equipment / instruments sets vi. Package cleaned equipment /instruments sets vii. Label cleaned equipment / instruments sets 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Careful in handling contaminated facilities/equipm ent/instruments ii. Focus in performing decontamination procedure <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Safety cautious in handling contaminate facilities/equipm ent/instruments ii. Wear PPE where and when applicable <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Adhere to 	35	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>prior to autoclaving</p> <p>viii. Execute autoclaving procedure</p> <p>ix. Protect sterilized items against recontamination</p> <p>x. Complete related decontaminations records/forms</p>	<p>environmental acts regarding chemical/hazardous waste</p>			
<p>5. Perform cleansing activities after decontamination procedure</p>	<p>i. Decontamination facilities/equipment/materials condition</p> <p>ii. Broken facilities/equipment remedial action/corrective action/reporting procedure</p> <p>iii. Type of cleaning materials such as:</p> <ul style="list-style-type: none"> • Solution, • Detergent • disinfectants <p>iv. Cleansing service</p>			15	Lecture and discussion	<p>i. Decontamination facilities/equipment/materials condition are checked.</p> <p>ii. Broken facilities/equipment are changed or replaced.</p> <p>iii. Broken facilities/equipment are notified to superior.</p> <p>iv. Cleaning</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	records such as: <ul style="list-style-type: none"> • Storekeeping • Inventory/Record • Materials requisition form v. Decontamination areas/room cleanliness and tidiness requirements <ul style="list-style-type: none"> • Infection control manual vi. Cleansing services procedure					materials records are updated. v. Infection control is performed. vi. Cleansing services are confirmed. vii. Maintain Infection control manual is confirmed. viii. Decontamination areas/room is cleansed. ix. Cleanliness and tidiness are confirmed.
		i. Check decontamination facilities/ equipment/ materials condition ii. Change/replace or notify broken facilities/ equipment to superior iii. Replenish cleaning materials		35	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iv. Update cleansing services records v. Follow infection control procedure vi. Cleanse decontamination areas/room vii. Assure areas/room cleanliness and tidiness 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Careful in handling decontaminated facilities/equipment/instruments ii. Focus in performing cleansing activities after decontamination procedure <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Safety cautious in performing cleansing activities after decontamination procedure ii. Wear PPE at where and when applicable 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environmental:</u> i. Adhere to environmental acts regarding chemical/hazardous waste			
6. Record decontamination status	i. Decontamination services completion status ii. Type of decontamination records such as: <ul style="list-style-type: none"> • Personal Protective Equipment (PPE) checklist • Cleansing materials check sheet • Inventory checklist • Supplies checklist • Waste disposal checklist iii. Recording format iv. Recording procedure v. Record keeping / Filing system such as:			4	Lecture and discussion	i. Decontamination status is confirmed ii. Type of decontamination records listed and related forms for decontamination activities are completed in accordance with recording format and procedure. iii. Record keeping/filing systems are followed in accordance with company policy.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Electronically • Manually vi. Organizational chart/hierarchy vii. Authorised personnel for endorsement					iv. Endorsements of record completeness from authorised personnel are obtained in accordance with company policies and organizational hierarchy.
		i. Check decontamination status ii. Update cleansing services records iii. Follow recording format and procedure iv. Acknowledge authorised personnel for endorsement	<u>Attitude:</u> i. Precise and details in recording decontamination information ii. Adhere to recording procedure	6	Demonstration and Observation Hands on	

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
02.01 Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02 Communicate clearly	3. Interpersonal skills
02.03 Prepare brief reports and checklists using standard forms	4. Multitasking and prioritizing
02.04 Read/interpret flowcharts and pictorial information	5. Self-discipline
03.01 Apply cultural requirements to the workplace	6. Teamwork
03.02 Demonstrate integrity and apply ethical practices	7. Learning skills
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
06.01 Understand systems	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations/systems	
01.04 Analyse information	
03.08 Develop and maintain a cooperation within work group	
04.02 Organize own work activities	
04.03 Set and revise own objectives and goals	
04.04 Organize and maintain own workplace	
04.05 Apply problem solving strategies	
04.06 Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Sample of Standard Operating Procedure (SOP)	1. 1:1
2. Decontamination guidelines and procedure	2. 1:1
3. Contaminated instruments sets (surgical, dressing, operation, etc), soiled linen (bed sheets, pillow cases, treatment attire), bed, machineries/equipment/tools)	3. 1:1
4. Autoclave	4. 1:25
5. Primary packaging items (2 layers of paper, 2 layers of non-woven sheets, single or double laminated film pouch, paper bag or container with adequate filter(s), etc)	5. As per requirements
6. Secondary packaging items (plastic wrapper, bag, cardboard box, container	6. As per requirements
7. Transporting packaging items (strong cardboard box, cradle, closed trolley ,container, etc)	7. As per requirements
8. Small quantities of textile and/or bandages/swabs	8. As per requirements
9. Instrument sets in trays/baskets	9. As per requirements
10. Individual instruments	10. As per requirements
11. Bowls and trays (small)	11. As per requirements
12. Bowls and trays (large)	12. As per requirements
13. Catheters, tubing, hoses	13. As per requirements
14. Scopes	14. As per requirements
15. Fine surgical instruments (individual as well as in sets)	15. As per requirements
16. Mammal prosthesis	16. As per requirements
17. Paper sterilization bags	17. As per requirements
18. Sterilizing drums	18. As per requirements
19. Sterilizing containers	19. As per requirements
20. Indicator tape	20. As per requirements
21. Trays and baskets	21. As per requirements

22. Protection materials	22. As per requirements
23. Dust covers	23. As per requirements
24. Workstation for packaging	24. As per requirements
25. Sample of records/forms /checklist, check sheet, etc	25. 1:1
26. Various types of procedure and manual	26. 1:1
27. Preparation workflow/process	27. 1:1
28. Personal Protective Equipment (PPE) (gloves, gowns, plastic aprons, masks, etc)	28. As per requirements
29. Cleaning materials (solution, detergent, disinfectants, etc)	29. As per requirements

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	CUSTOMER/CLIENT CARE SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to provide excellence assistance in healthcare support services. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check customer care support requirements • Prepare customer for admission • Carry out customer room preparation • Perform customer/client care assistance • Record customer care support status 						
Competency Unit ID	MP-083-2:2013-C04	Level	2	Training Duration	150 Hours	Credit Hours	15.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check customer/client care support requirements	i. Customer/client backgrounds such as: <ul style="list-style-type: none"> • Customer/client profiles • Customer/client condition/physical ability (e.g. stroke, bed ridden, handicap 			4	Lecture and Discussion	i. Customer/client background and requirements are specified. ii. Customer/client care procedures are defined. iii. Scopes of	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	ii. Customer/client needs such as : <ul style="list-style-type: none"> • Accompanying members • Stay in room /accommodation (e.g. isolation room) • Food and Beverages • Facilities / amenities iii. Customer/client care procedure iv. Scope of customer/client care assistance such as: <ul style="list-style-type: none"> • Feeding customer/client • Bed making • Bed bathing v. Type of records in customer/client care support such as: <ul style="list-style-type: none"> • Electronic, • Manual (check sheet, 					customer/client care assistance are listed. iv. Condition and physical abilities of customer/client are described. v. Records in customer/client care support are listed in accordance with the services and documentation procedure.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	customer/client treatment cards)					
		<ul style="list-style-type: none"> i. Identify customer/client backgrounds and needs ii. Interpret customer/client care procedure iii. Identify scope of customer/client care assistance. iv. Identify condition and physical abilities of customer/client as per instruction by qualified personnel v. Identify records in customer/client care support based on services and documentation procedure 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Resourceful in gathering customer/client information ii. Meticulous in checking customer/client care support requirements. 	12	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare customer/client for admission	<p>i. Customer/client admission procedure such as:</p> <ul style="list-style-type: none"> • Registration • Customer/client personal cleanliness and tidiness (clean, proper attire) <p>ii. Customer/client personal hygiene and condition such as:</p> <ul style="list-style-type: none"> • Wounds • Burns • Stroke • Level of consciousness <p>iii. Customer/clients lab test necessities such as:</p> <ul style="list-style-type: none"> • Height /weight taking • Urinal test • Blood test <p>iv. Relatives of customer/client during</p>			4	Lecture and Discussion	<p>i. Assistance in customer/client registration is executed in accordance with Standard Operating Procedure.</p> <p>ii. Customer/client personal hygiene is assured in accordance with Hygiene, Health, Safety requirements.</p> <p>iii. Assistance in necessity lab test is executed in accordance with Standard Operating Procedure.</p> <p>iv. Supported relatives of customer/client are attended during the</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>customer/client admission</p> <p>v. Safe keeping of customer/client belongings</p> <p>vi. Mode of transfer patient such as:</p> <ul style="list-style-type: none"> • Wheelchair • Patient trolley • Stretcher <p>vii. Treatment attire changing technique</p>					<p>customer/client admission.</p> <p>v. Admitted customer/client belonging safety are kept according with Standard Operating Procedure.</p> <p>vi. Type of mode of transfer of patient are determined and demonstrated in accordance to customer/client's condition.</p> <p>vii. Techniques of treatment attire changing technique are applied in accordance with service requirements.</p>
		<p>i. Assist customer/client registration.</p> <p>ii. Assure customer/client personal hygiene and condition</p> <p>iii. Assist customer/clients lab test necessities carried out by qualified personnel</p> <p>iv. Accompany and</p>		12	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>attend relative of customer/client during customer/client admission</p> <p>v. Address safe keeping of customer/client belongings with premises policies</p> <p>vi. Identify type of mode of transfer based on customer/client's condition</p> <p>vii. Assist customer/client to change into treatment attire</p>	<p><u>Attitude:</u></p> <p>i. Honest in handling customer/clients belongings</p> <p>ii. Respect customer/client/ personal boundaries</p> <p>iii. Careful in preparing client for treatments</p> <p>iv. Client modesty maintained at all times</p> <p><u>Safety:</u></p> <p>i. Handle customer/clients with care</p> <p>ii. Wear PPE when and where applicable</p>			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out customer/client room preparation	i. Types of room such as: <ul style="list-style-type: none"> • Class of room – single • Double • 4 in a room • Dormitory ii. Requirements and instructions on room set up such as: <ul style="list-style-type: none"> • Oxygen support • Emergency alert button • Lightings • Facilities/equipment iii. Customer/client bed, room facilities and equipment arrangement			6	Lecture and Discussion	i. Type of room requirement is listed in accordance to customer/client requirement. ii. Room setup instruction is interpreted in accordance to the requirement of customer/client. iii. Customer/client bed, room, facilities and equipment are prepared in accordance to the instruction from customer/client service requirement.
		i. Identify types of room ii. Follow requirements and instructions on room set up.		10	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		iii. Prepare customer/client bed, room, facilities and equipment as per instruction.	<u>Attitude:</u> i. Sensitive to client needs and requirements ii. Pro active in preparing customer/client room as per instruction <u>Safety:</u> i. Adhere to safety requirement at all time. ii. Wear PPE when and where applicable			
4. Perform customer/client care assistance	i. Admitted customer/client necessities such as: <ul style="list-style-type: none"> • Hot water • Bedpan urinals • Food and beverages /diets ii. Customer/client movement assistance			26	Lecture and Discussion	i. Admitted customer/client necessities are obtained and usage/application is demonstrated ii. Assistance in customer/client movement is

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	procedure iii. Type of customer/client assistance such as: iv. Customer/client assistance v. Customer/client needs in the recovery and waiting area					executed as per instructions. iii. Assistance in customer/client bathing/cleaning is executed in accordance with bathing/cleaning procedure.
		i. Provide necessities to admitted customer/client. ii. Assist customer/client movement iii. Assist qualified personnel in bathing/cleaning .customer /client iv. Provide customer/client needs in the recovery and waiting area.	<u>Attitude:</u> i. Careful and focus in assisting customer/clients . ii. Client modesty maintained at all times. iii. Sensitive to client needs and condition. iv. Being able to make customer/client comfortable during care.	66	Demonstration and Observation Hands on	iv. Customer/client needs in the recovery and waiting area are provided in accordance with customer/client service charter.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Wear PPE when and where applicable ii. Adhere to safety rules and regulations at all times. iii. Ergonomics applied during handling to avoid self-injury			
5. Record customer/client care support status	i. Customer/client care support status ii. Customer/client care records iii. Recording format iv. Recording procedure v. Organizational Hierarchy vi. Authorised personnel for endorsement			4	Lecture and Discussion	i. Customer/client care support status is determined ii. Related forms for customer/client care support are completed in accordance with recording format

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Obtain customer/client care support status ii. Update customer/client care support records iii. Follow recording format and procedure iv. Acknowledge authorised personnel for endorsement 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Honest and show integrity in recording customer/client care status 	6	Demonstration and Observation Hands On	<ul style="list-style-type: none"> and procedure. iii. Endorsement of record completeness from authorised personnel for are obtained in accordance with company policies and organizational hierarchy.

Employability Skills

Core Abilities		Social Skills
01.01	Identify and gather information	1. Communication skills
02.01	Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02	Follow telephone/ telecommunication procedures	3. Interpersonal skills
02.03	Communicate clearly	4. Multitasking and prioritizing
02.04	Prepare brief reports and checklists using standard forms	5. Self-discipline
02.05	Read/interpret flowcharts and pictorial information	6. Teamwork
03.01	Apply cultural requirements to the workplace	7. Learning skills
03.02	Demonstrate integrity and apply ethical practices	
03.03	Accept responsibility for own work and work area	
03.04	Seek and act constructively upon feedback about performance	
03.05	Demonstrate safety skills	
03.06	Respond appropriately to people and situations	
03.07	Resolve interpersonal conflicts	
06.01	Understand systems	
06.02	Comply with and follow chain of command	
06.03	Identify and highlight problems	
06.04	Adapt competencies to new situations/systems	
01.04	Analyse information	
03.08	Develop and maintain a cooperation within work group	
04.02	Organize own work activities	
04.03	Set and revise own objectives and goals	
04.04	Organize and maintain own workplace	
04.06	Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Sample of customer/client care record	1. 1:1
2. Checklist of customer/client bed preparation	2. 1:1
3. Sample of instructions on room set up	3. 1:1
4. Customer/client movement assistance procedure	4. 1:1
5. Sample of treatment attire	5. 1:10
6. Customer/client necessities (bedpan urinal, hot water)	6. 1:10
7. Bathing accessories (shower, various bowl, sponge, etc)	7. 1:1
8. Sample of recording format	8. 1:1
9. Sample of recording procedure	9. 1:1
10. Sample of Organizational Hierarchy	10. 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	HEALTHCARE PORTER SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to support movement of customers and records/clinical items during their treatments/stay in, so that the customer feel comfortable and gratify with facilities and services provided accordance with customer service charter and company policy. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check portering services requirements • Carry out portering facilities preparation • Perform customer transporting services • Perform dispatching services • Record portering status 						
Competency Unit ID	MP-083-2:2013-C05	Level	2	Training Duration	200 Hours	Credit Hours	20.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check portering services requirements	i. Fundamental of Scope of decontamination process such: <ul style="list-style-type: none"> • Customers movement (inter/intra) 			8	Lecture and Discussion	i. Portering services instructions are specified and defined ii. Scope of	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Clients handling • Documents handling • Specimen delivery ii. Portering schedule details (designated area/location, date, time, etc) iii. Portering facilities such as: <ul style="list-style-type: none"> • Trolleys (e.g. patient trolley, transport trolley) • Wheelchair • Ambulance • Oxygen tank • Drip stand • Transport monitor iv. Type of records (before & after procedure, customer/ client record, bills and invoices, etc) v. Customer handling procedure vi. Regulatory/Statutory/ legislative requirements					portering activities are listed and categorised in accordance with company policies. iii. Portering facilities are listed and functions are explained in accordance service requirements. iv. Types of records are listed and functions explained v. Customer handling procedure is defined in accordance with customer service charter. vi. Customer privacy

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	such as: <ul style="list-style-type: none"> • Customer privacy and confidentiality Acts • Documents under confidentiality Acts 					and documents confidentiality acts are defined in accordance with company policies.
		<ol style="list-style-type: none"> i. Interpret portering services instructions ii. Identify scope of portering activities iii. Identify portering schedule iv. Identify portering facilities v. Identify record for portering services. vi. Interpret customer handling procedure vii. Interpret customer privacy and documents confidentiality acts compliance 	<u>Attitude:</u> <ol style="list-style-type: none"> i. Thorough and details in checking portering services requirements 	16	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out portering facilities preparation	<ul style="list-style-type: none"> i. Portering services schedule ii. Portering facilities condition, functionality and operability iii. Customer requirements (support facilities, accompany-family members, etc) iv. Customer condition/ability (stroke, handicap,bed ridden, etc) v. Facilities preparation procedure vi. Portering special requirements (transport portable, monitor and ventilator, defibrillator, splint, etc) 			8	Lecture and Discussion	<ul style="list-style-type: none"> i. Pottering services is assured in accordance to the schedule. ii. Portering facilities condition, functionality and operability are assured in accordance with checklist. iii. Portering facilities preparation procedure are explained in accordance with service requirements.
		<ul style="list-style-type: none"> i. Check portering services schedule ii. Check portering facilities condition, functionality and operability 	<u>Attitude:</u> <ul style="list-style-type: none"> i. Sensitive on customer physical condition/ability 	16	Demonstration and Observation Hands on	<ul style="list-style-type: none"> iv. Portering special requirements are attended based on special instructions by qualified

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		iii. Check customer requirement iv. Follow facilities preparation procedure v. Prepare portering special requirements	ii. Resourceful in preparing portering facilities <u>Safety:</u> i. Adhere to safety requirements.			personnel and operating procedure.
3. Perform customer transporting services	i. Customer transferring method (pushing wheel chair, using stretcher, etc) ii. Qualified personnel to handle customer (Physio therapist, Nurses, Medical Doctors, etc) iii. Designated area (Treatment room, Mortuary, Operation Room, Recovery room / wards / rest area, etc) iv. Transporting dead body/corpse procedure v. Documentation			16	Lecture and Discussion	i. Customer movement assistance are performed in accordance with customer condition, movement method and company policies. ii. Designated area to transport customer are specified. iii. Assistance in transporting dead

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	procedure such as: <ul style="list-style-type: none"> • Obtain customer information • Fill in registration forms • Submit completed forms 					body to designated area is performed.
		i. Assist customer movement which is handled by qualified personnel ii. Transport dead body/corpse to mortuary/ designated area as per instruction iii. Handle customers movement during admission period	<u>Attitude:</u> <ul style="list-style-type: none"> i. Sensitive on customer physical condition/ability ii. Careful in transporting customer to designated area iii. Helpful and friendly manner with customers <u>Safety:</u> <ul style="list-style-type: none"> i. Adhere to safety requirements. ii. Ergonomics applied during 	40	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			handling to avoid self injury			
4. Perform dispatching services	<p>i. Designated areas details (address, hazardous area/ non-hazardous area, disinfection, etc)</p> <p>ii. Type of documents/items such as:</p> <ul style="list-style-type: none"> • Customer records • Bill • Specimens results • Surgical sets • Blood samples • Facilities of premises (e.g. table/chair, computer) • Equipment/tools <p>iii. Facilities for dispatching services (trolley, specimen box,</p>			24	Lecture and Discussion	<p>i. Designated areas details are described in accordance with service requirements and instructions by qualified personnel.</p> <p>ii. Facilities for dispatching services are listed based on type of documents/items.</p> <p>iii. Dispatching services procedure and method are explained as per instruction.</p> <p>iv. Records of receivers</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	hijack,etc) iv. Dispatching services procedure and method v. Record of receivers acknowledgment /endorsement format					acceptance are acknowledged/endorsed in accordance with record format.
		i. Identify designated areas to send/fetch documents/item ii. Identify facilities for dispatching services iii. Execute dispatching services as per instructions iv. Obtain receivers acknowledgment/endorsement	<u>Attitude:</u> i. Confidentiality of documents maintained at all time ii. Careful in performing dispatching services	60	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Adhere to safety requirements ii. Ergonomics applied during handling to avoid self injury			
5. Record portering status	i. Portering services status ii. Type of portering services records such as: <ul style="list-style-type: none"> • Receivers acceptance form • Customer transporting checklist • Dispatch notes/logbook iii. Recording format iv. Recording procedure v. Record keeping / Filing system such as:			4	Lecture and Discussion	i. Portering services status is assured. ii. Related forms for portering services are completed in accordance with recording format and procedure. iii. Record keeping/ filing system are followed in accordance with company policy. iv. Endorsement of record

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Electronically • Manually vi. Organizational Hierarchy vii. Authorised personnel for endorsement					completeness from authorised personnel for are obtained in accordance with company policies and organizational hierarchy.
		i. Check portering services status ii. Update portering services records iii. Follow recording format and procedure iv. Acknowledge authorised personnel for endorsement	<u>Attitude:</u> i. Honest and show integrity in recording portering status ii. Adhere to company recording procedure	8	Demonstration and Observation Hands on	

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
02.01 Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02 Follow telephone/ telecommunication procedures	3. Interpersonal skills
02.03 Communicate clearly	4. Multitasking and prioritizing
02.04 Prepare brief reports and checklists using standard forms	5. Self-discipline
03.01 Apply cultural requirements to the workplace	6. Teamwork
03.02 Demonstrate integrity and apply ethical practices	7. Learning skills
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
06.01 Comply with and follow chain of command	
06.02 Identify and highlight problems	
06.03 Adapt competencies to new situations/systems	
03.08 Develop and maintain a cooperation within work group	
04.02 Organize own work activities	
04.03 Set and revise own objectives and goals	
04.04 Organize and maintain own workplace	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Portering facilities (trolleys, wheelchair, ambulance, oxygen tank, drip stand, transport monitor, etc.)	1. As per required
2. Sample of records (before & after procedure, customer/client record, bills and invoices, etc)	2. 1:1
3. Sample of customer handling procedure	3. 1:1
4. Sample of portering services schedule	4. 1:1
5. Sample of facilities preparation procedure	5. 1:1
6. Portering special requirements list	6. 1:1
7. Sample of documents/items (customer/client records, bills, specimens results, surgical sets, blood samples, facilities, equipment, etc.)	7. 1:1
8. Sample of dispatching services procedure and method	8. 1:1
9. Sample of organizational hierarchy	9. 1:1
10. Type of portering services records (receivers acceptance form, customer transporting checklist, dispatch notes/logbook, etc)	10. 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	HEALTHCARE STOREKEEPING SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to to ensure the goods are handled appropriately and kept safely in the store. The goods also will be controlled and distributed as per instruction given by personnel in charge. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check storekeeping requirements • Handle goods receiving and transporting • Perform store keeping activities • Record store keeping 						
Competency Unit ID	MP-083-2:2013-E01	Level	2	Training Duration	100 Hours	Credit Hours	10.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check storekeeping requirements	i. Storage items category such as: <ul style="list-style-type: none"> • Domestic/Utilities: <ul style="list-style-type: none"> ○ Amenities and toiletries (soap, shampoo, detergent, etc.) ○ Cleaning utilities ○ Cleansing 			8	Lecture and Discussion	i. Storage items are listed and classified in accordance with category. ii. Name of facilities/ equipment is	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> agents (detergent, disinfectant, deodorant, etc.) ○ Waste paper basket ● Clinical/Medical items: <ul style="list-style-type: none"> ○ Surgical instruments (forceps, scissors, dissecting forceps, etc.) ○ Sterilised sets (dressing sets, delivery sets, procedure sets, catheterisation sets, etc.) ○ Disposable sets (Intravenous Infusion (IV) sets, ryes tube, syringes, gloves, needles, urinary bag, etc.) 					<ul style="list-style-type: none"> determined iii. Facilities /equipment functionality and operability is assured in accordance with machine manuals. iv. Product lifespan/expiry date is determined in accordance with product manufacturing specification. v. Storage areas/location and inventory system is defined in accordance with room condition and storage functionality/

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Wheelchair / Walker ○ Invasive solution (normal saline, dextrose 5%, dextrose 10%, vaccine, etc.) ○ Non-invasive (oral medication-tablet, capsule, local application-cream, lotion, etc.) ○ Monitoring equipment (Thermometer oral/ rectal, Blood pressure (BP) sets, ● Non clinical/Non-medical items: <ul style="list-style-type: none"> ○ Stationeries (pen, paper, files, etc.) ○ Measuring jug 					<p>operability.</p> <p>vi. Regulatory/ statutory/ legislative requirements are defined</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Utensil (feeding sets, medication tray, etc.) ○ Linen (towel, bed sheet, trousers, blankets, mattress protector, etc.) ○ Furniture (tables, chairs, etc.) <p>ii. Type of facilities/equipment such as:</p> <ul style="list-style-type: none"> ● Refrigerators (cold chain for vaccine, medication, domestic kitchen, etc.) ● Shelves/ Stairs ● Transport Trolley ● Locker <p>iii. Condition of facilities/equipment (faulty, missing parts, malfunction, broken/chip)</p>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iv. Product lifespan/expiry date v. Storage areas/location such as: <ul style="list-style-type: none"> • Medical & Non-medical store • Treatment room • Linen Room • Utilities • Kitchen • Special Areas (Operation Theatre, Intensive care unit, Central Supply Sterilized Department (CSSD), Accident & Emergency Department) vi. Room condition (ventilation, odour, humidity, temperature) vii. Inventory method such as: <ul style="list-style-type: none"> • Last in Last Out 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>(LILO)</p> <ul style="list-style-type: none"> • First in First Out (FIFO) <p>viii. Storage documentation such as:</p> <ul style="list-style-type: none"> • Electronic (e.g. Hospital Information Medical System) • Manual: <ul style="list-style-type: none"> ○ Medical – Inventory card ○ Checklist ○ Record book <p>ix. Regulatory/statutory/ legislative requirements such as:</p> <ul style="list-style-type: none"> • International Health Regulation 2005 (IHR), World Health Organization (WHO) • Malaysian Law Private Healthcare Facilities and Services Act 1998 • Prevention and 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Control of Infectious Diseases Act 1988 <ul style="list-style-type: none"> • Health, Safety and Environmental Act • Poisons Act 1952 (Revised - 1989) • Dangerous Drugs Acts 1952(Revised 1980) 					
		i. Identify storage items category ii. Identify types of facilities/equipment and condition iii. Confirm facilities/equipment functionality and operability iv. Detect product lifespan/expiry date v. Identify storage areas/location, room condition and storage functionality/ operability	<u>Attitude:</u> i. Thorough in checking storekeeping requirements	12	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		vi. Identify inventory system vii. Identify store keeping documentation viii. Interpret regulatory/statutory/legislative requirements				
2. Handle goods receiving and transporting	i. Type of goods such as: <ul style="list-style-type: none"> • Clinical/medical • Non-clinical/non-medical ii. Major equipment/ items such as: <ul style="list-style-type: none"> • Machineries (Ultra Sounds, Scanner, etc.) • Electronic equipment (Oxy meter, Ventilators, Suction machines, etc.) • Computers and IT 			8	Lecture and Discussion	i. Types of received goods are classified in accordance with goods indent list. ii. Major equipments/ items is sorted in accordance with equipment specification. iii. Transporting schedule is assured based on operation

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>devices</p> <p>iii. Type of equipment/ tool for transportation such as:</p> <ul style="list-style-type: none"> • Lorry/Forklift • Multipurpose trolley <p>iv. Transportation schedule</p> <p>v. Designated areas to deliver of requested items such as:</p> <ul style="list-style-type: none"> • Pharmacy (medication items, disinfectant, etc.) • Laboratory (containers, tubes, etc.) • Laundry area <p>vi. Types of store keeping records such as:</p> <ul style="list-style-type: none"> • Delivery order form • Requisition form • Collection form • Goods/Items checklist 					<p>schedule.</p> <p>iv. Goods/items conditions is assured in accordance with goods/items specification , service requirements and legislative requirements.</p> <p>v. Goods/items are delivered in accordance with service requirements, transporting operation and legislative requirements.</p> <p>vi. Goods/items collection records are updated.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	vii. Transporting Operation Procedure					
		<ul style="list-style-type: none"> i. Categorise types of goods (clinical/non clinical) to be received ii. Recognise of major equipments/items iii. Review transporting schedule iv. Determine transporting equipment/tools v. Check condition of goods/items vi. Complete goods/items collection records vii. Transport goods to designated areas/location viii. Follow transportating operation procedure 		16	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Goods are handled carefully and kept safely at the designated area ii. Adhere to Transporting Operating Procedure iii. Trust and honesty/ integrity in handling control items <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Handle all control item and hazardous materials ethically ii. Adhered to safety rules and regulations 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Perform store keeping activities	i. Type of received goods/items such as: <ul style="list-style-type: none"> • Clinical/medical • Non-clinical/non-medical • Domestic • Stationeries ii. Storage area readiness such as: <ul style="list-style-type: none"> • Free of dust/fungus • Tidiness • Cleanliness • Sanitized surface areas iii. Allocated areas/space: <ul style="list-style-type: none"> • Domestic (kitchen store, drawers, shelves, etc) • Medicine cupboard/locker/refrigerator • Utilities locker iv. Type of indent form such as:			16	Lecture and Discussion	i. Received items are classified in accordance with good/items delivery order form. ii. Goods/items are stacked in accordance with group/category. iii. Goods/items are distributed as per order in accordance with indenting procedure. iv. Inventory are executed and checklist updated in accordance with inventory system. v. Goods/items expiry date are assured in accordance

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Domestic • Clinical/Medical • Non-clinical/Non-medical • Linen • Stationeries v. Inventory system such as: <ul style="list-style-type: none"> • Electronically (e.g. U B System) • Manually vi. Product lifespan/expiry date information					good/items specification.
		i. Categorise received goods/items ii. Confirm storage area readiness iii. Place good/items at allocated area/space iv. Determine goods/items to be distributed v. Assist goods/items distribution based		32	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>on indent form</p> <p>vi. Assist inventory checking</p> <p>vii. Confirm goods/items expiry date</p>	<p><u>Attitude:</u></p> <p>i. Sensitive on customer physical condition/ability</p> <p>ii. Careful in transporting customer to designated area</p> <p>iii. Helpful and friendly manner with customers</p> <p><u>Safety:</u></p> <p>i. Adhere to safety requirements.</p> <p>ii. Ergonomics applied during handling to avoid self injury</p>			
4. Record store keeping	<p>i. Storekeeping documentation such as:</p> <ul style="list-style-type: none"> • Electronically (e.g. Hospital Information Medical System) 			2	Lecture and Discussion	<p>i. Storekeeping documents are collected /retrieved in accordance with company</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Manually : <ul style="list-style-type: none"> ○ Medical – Inventory card ○ Domestic/Non-medical card ○ Checklist ○ Record book ii. Recording procedure iii. Hierarchy/Authorised personnel iv. Company policies 					<p>policies.</p> <p>ii. Documents are updated and segregated in accordance with documentation procedure.</p> <p>iii. Document completeness are assured.</p> <p>iv. Endorsement from superior are obtained in accordance with company policies.</p>
		<ol style="list-style-type: none"> i. Determine storekeeping documentation ii. Compile documents by category iii. Update storekeeping records iv. Confirm document completeness v. Acknowledge authorised personnel for endorsement 	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> i. Honest and show integrity in recording storekeeping status ii. Adhere to company recording procedure 	6	<p>Demonstration and Observation</p> <p>Hands on</p>	

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
02.01 Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02 Follow telephone/ telecommunication procedures	3. Interpersonal skills
02.03 Communicate clearly	4. Multitasking and prioritizing
02.04 Prepare brief reports and checklists using standard forms	5. Self-discipline
03.01 Apply cultural requirements to the workplace	6. Teamwork
03.02 Demonstrate integrity and apply ethical practices	7. Learning skills
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
06.01 Understand systems	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations/systems	
01.04 Analyse information	
03.08 Develop and maintain a cooperation within work group	
04.02 Organize own work activities	
04.03 Set and revise own objectives and goals	
04.04 Organize and maintain own workplace	
04.05 Apply problem solving strategies	
04.06 Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Domestic/Utilities (amenities and toiletries, cleaning utilities, cleansing agents, waste paper basket, rtc)	1. As per requirement
2. Surgical instruments (forceps, scissors, dissecting forceps, etc.)	2. 1:1
3. Sterilised sets (dressing sets, delivery sets, procedure sets, catheterisation sets, etc.)	3. 1:5
4. Disposable sets (Intravenous Infusion (IV) sets, ryes tube, syringes, gloves, needles, urinary bag, etc.)	4. 1:5
5. Stationeries (pen, paper, files, etc.)	5. 1:25
6. Measuring jug	6. 1:1
7. Utensil (feeding sets, medication tray, etc.)	7. 1:1
8. Linen (towel, bed sheet, trousers, blankets, mattress protector, etc.)	8. 1:1
9. Furniture (tables, chairs, etc.)	9. As per required
10. Refrigerators (cold chain for vaccine, medication, domestic kitchen, etc.)	10. 1:25
11. Shelves/ Stairs	11. 1:25
12. Transport Trolley	12. 1:25
13. Locker	13. 1:25
14. Facilities/equipment list	14. 1:1
15. Regulatory/statutory/legislative requirements list	15. 1:1
16. Equipment/tool for transportation	16. 1:1
17. Sample of transportation schedule	17. 1:1
18. Sample of store keeping records/forms	18. 1:1
19. Transporting operation procedure manual	19. 1:1
20. Personal Protective Equipment (PPE) (hand gloves, mask, etc)	20. As per requirement

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SERVICE						
Competency Unit Title	CLINICAL INSTRUMENTS PREPARATION SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure the sterilized instruments are packaged correctly as per set names, so that the services provides to customers are running smoothly and efficiently. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check clinical instruments preparation requirements • Perform clinical instruments sterilization • Prepare sterilized clinical instruments sets for distribution • Record clinical instruments preparation completeness 						
Competency Unit ID	MP-083-2:2013-E02	Level	2	Training Duration	100 Hours	Credit Hours	10.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check clinical instruments preparation requirements	i. Clinical instruments packaging requirements such as: <ul style="list-style-type: none"> • Specification (type, usage) • Validation of packaging system • Product integrity and 			4	Lecture and Discussion	i. Packaging requirements are specified in accordance with packaging specification and manuals.	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>customers safety</p> <ul style="list-style-type: none"> • Indication on preparation status (sterilised/ non sterilised) <p>ii. Type of packaging such as:</p> <ul style="list-style-type: none"> • Primary packaging: <ul style="list-style-type: none"> ○ 2 layers of paper ○ 2 layers of non-woven sheets ○ single or double laminated film pouch ○ paper bag or container with adequate filter(s) • Secondary packaging: <ul style="list-style-type: none"> ○ plastic wrapper ○ bag ○ cardboard box ○ container • Transporting 					<p>ii. Types of clinical instruments are listed and usages are explained in accordance with service requirements.</p> <p>iii. Personal health in good condition is determined in accordance with service requirements.</p> <p>iv. Required immunisation is specified in accordance with service requirements.</p> <p>v. Personal Protective Equipment (PPE) is listed in accordance with Hygiene, Health and Safety standards.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	packaging: <ul style="list-style-type: none"> ○ strong cardboard box ○ cradle ○ closed trolley ○ container iii. Packaging methods such as: <ul style="list-style-type: none"> ● Textile packs ● Small quantities of textile and/or bandages/swabs ● Instrument sets in trays/baskets ● Individual instruments: <ul style="list-style-type: none"> ○ Bowls and trays (small) ○ Bowls and trays (large) ○ Catheters, tubing, hoses ○ Scopes ● Fine surgical instruments 					vi. Personal cleanliness, tidiness and proper attire are determined in accordance with company policies and service requirements.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Packaging materials: <ul style="list-style-type: none"> ○ Soft/flexible packaging materials ○ Textile sheets: cotton or linen ○ Paper sheets ○ Paper sterilization bags ○ Non-woven sheets ○ Laminated film pouches ○ Rigid packaging systems ○ Sterilizing drums ○ Sterilizing containers ○ Indicator tape ○ Trays and baskets ○ Protection materials ○ Dust covers 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Workstation for packaging iv. Packaging techniques v. Preparation guidelines and procedure <ul style="list-style-type: none"> • Packaging guidelines • Standard Operating Procedure • Manuals vi. Personal health in good condition and required immunisation such as: <ul style="list-style-type: none"> • Health screening • Hepatitis B • Typhoid vii. Personal Protective Equipment (PPE) such as: <ul style="list-style-type: none"> • Mask • Gloves • Attire/ Apron • Goggle 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	viii. Personal cleanliness and grooming requirements such as: <ul style="list-style-type: none"> • Dress code • Short nail • Short hair 					
		i. Identify packaging requirements ii. Identify clinical instruments specification iii. Interpret preparation guidelines and procedure iv. Identify personal health in good condition v. Identify required immunisation vi. Identify personal Protective Equipment vii. Identify personal cleanliness and tidiness to be	<u>Attitude:</u> i. Meticulous in checking clinical instruments preparation ii. Adhere to dress code and regulation	6	Demonstration and Observation Hands On	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		practiced Adapt attire to current situation and condition				
2. Perform clinical instruments sterilization	i. Categorization of unsterilized clinical instruments such as: <ul style="list-style-type: none"> • Types • Usages /functionality ii. Source of unsterilized clinical instruments iii. Type of unsterilized clinical instruments such as: <ul style="list-style-type: none"> • Linen sets (operation room, ward, maternity ward, etc) • Dress • Operation sets iv. Procedures in preparing sets of instruments for sterilization such as: <ul style="list-style-type: none"> • Categorize by 			14	Lecture and Discussion	i. Types of unsterilized clinical instruments are listed and functionality are explained ii. Source of unsterilized clinical instruments is determined iii. Type of unsterilized clinical instruments is listed. iv. Procedures in packaging sets of instruments are followed. v. Checklist of

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	category according to type and usage of sets <ul style="list-style-type: none"> • Label as per Standard Operating Procedure v. Packaging sets checklist					packaging sets is displayed and attached based on type of sets in accordance with service requirements and Standard Operation Procedure
		i. Determine category of unsterilized clinical instruments ii. Obtain unsterilized clinical instruments iii. Sort unsterilized clinical instruments iv. Categorize unsterilized clinical instruments v. Pack unsterilized clinical instruments vi. Label packaging of sets of instruments vii. Attach checklist of packaging	<u>Attitude:</u> i. Meticulous in performing unsterilized clinical instruments preparation	32	Demonstration and Observation Hands On	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Wear PPE when and where applicable ii. Adhere to safety regulations at all time			
3. Prepare sterilized clinical instruments sets for distribution	i. Designated areas/department to receive the sets such as: <ul style="list-style-type: none"> • Operation Theatre (OT) • Labour room • Wards • Procedure/ Treatment room • Emergency room ii. Sets of instruments for distribution preparation method iii. Porter/dispatch services personnel in charge to distribute the sets			12	Lecture and Discussion	i. Designated areas/ department to receive the sets are stated in accordance with service requirements. ii. Method of packaging sets for distribution is described. iii. Sets are sorted according to type of set iv. Sets are arranged according to type of set

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Identify designated areas/department to receive the sets ii. Sort packaged/sets of instruments as per instructions iii. Arrange packaged/sets of instruments as per instructions iv. Prioritize the arrangement of sets for distribution v. Follow instruction in liaising with Porter/Dispatch services procedure 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in preparing sterilized clinical instruments sets for distribution <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear PPE when and where applicable ii. Adhere to safety regulations at all time 	24	Demonstration and Observation Hands on	<ul style="list-style-type: none"> v. Communication with Porter/Dispatch personnel in charge to distribute sets instruments package are demonstrated in accordance with distribution procedure.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Record clinical instruments preparation completeness	i. Clinical instruments preparation documentation such as: <ul style="list-style-type: none"> • Electronic (e.g. Hospital Information Medical System) • Manual (instrument checklist) ii. Recording procedure iii. Organizational chart/hierarchy iv. Company policies			3	Lecture and Discussion	i. Clinical instruments preparation documents are collected /retrieved in accordance with company policies. ii. Documents are updated and segregated in accordance with documentation procedure.
		i. Compile documents by category ii. Update documentation iii. Confirm document completeness iv. Acquire endorsement from superior v. Acquire endorsement from superior	<u>Attitude:</u> i. Precise and details in recording clinical instruments preparation	6	Demonstration and Observation Hands on	iii. Document completeness is assured. iv. Endorsement from superior are obtained in accordance with company policies.

Employability Skills

Core Abilities		Social Skills
01.01	Identify and gather information	1. Communication skills
02.01	Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.02	Follow telephone/ telecommunication procedures	3. Interpersonal skills
02.03	Communicate clearly	4. Multitasking and prioritizing
02.04	Prepare brief reports and checklists using standard forms	5. Self-discipline
02.05	Read/interpret flowcharts and pictorial information	6. Teamwork
03.01	Apply cultural requirements to the workplace	7. Learning skills
03.02	Demonstrate integrity and apply ethical practices	
03.03	Accept responsibility for own work and work area	
03.04	Seek and act constructively upon feedback about performance	
03.05	Demonstrate safety skills	
03.06	Respond appropriately to people and situations	
03.07	Resolve interpersonal conflicts	
06.01	Comply with and follow chain of command	
06.02	Identify and highlight problems	
06.03	Adapt competencies to new situations/systems	
03.08	Develop and maintain a cooperation within work group	
04.02	Organize own work activities	
04.03	Set and revise own objectives and goals	
04.04	Organize and maintain own workplace	
04.05	Apply problem solving strategies	
04.06	Demonstrate initiative and flexibility	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Clinical instruments packaging requirements list	1. 1:1
2. Unsterilized items - operation sets, dress, linen sets (operation room, ward, maternity ward, etc)	2. As per requirements
3. Primary packaging items (2 layers of paper, 2 layers of non-woven sheets, single or double laminated film pouch, paper bag or container with adequate filter(s), etc)	3. 1:1
4. Secondary packaging items (plastic wrapper, bag, cardboard box, container, etc)	4. 1:1
5. Transporting packaging items (strong cardboard box, cradle, closed trolley ,container, etc)	5. 1:1
6. Small quantities of textile and/or bandages/swabs	6. As per requirements
7. Instrument sets in trays/baskets	7. As per requirements
8. Individual instruments	8. As per requirements
9. Bowls and trays (small)	9. As per requirements
10. Bowls and trays (large)	10. As per requirements
11. Catheters, tubing, hoses	11. As per requirements
12. Scopes	12. As per requirements
13. Fine surgical instruments (individual as well as in sets)	13. As per requirements
14. Paper sterilization bags	14. As per requirements
15. Sterilizing drums	15. As per requirements
16. Sterilizing containers	16. As per requirements
17. Indicator tape	17. As per requirements
18. Trays and baskets	18. As per requirements
19. Protection materials	19. As per requirements
20. Dust covers	20. As per requirements
21. Workstation for packaging	21. 1:25
22. Sample of preparation guidelines and procedure	22. 1:1
23. Personal Protective Equipment (PPE) (hand gloves, mask, hair cap,	23. 1:1

etc)	
24. Sample of procedures in preparing sets of instruments	24. 1:1
25. Sample of checklist of packaging sets	25. 1:1
26. Sample of Clinical instruments preparation procedure/manuals	26. 1:1
27. Sample of recording procedure	27. 1:1
28. Sample of organizational chart/hierarchy	28. 1:1
29. Sample of company policies	29. 1:1

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Training Hour Summary

SECTOR : MEDICAL & PHARMACEUTICALS		
SUB SECTOR : HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY		
JOB AREA : HEALTHCARE SERVICES		
NOSS TITLE : HEALTHCARE SUPPORT SERVICE		
JOB LEVEL : LEVEL2		
CU ID	Competency Unit	Training Hour
MP-083-2:2013-C01	Hygiene, Health And Safety Practices	150
MP-083-2:2013-C02	Healthcare Cleansing Services	100
MP-083-2:2013-C03	Healthcare Supply Decontamination Services	200
MP-083-2:2013-C04	Customer/Client Care Support	150
MP-083-2:2013-C05	Healthcare Porter Services	200
Total Training Program Hours		800
MP-083-2:2013-E01	Healthcare Storekeeping Support	100
MP-083-2:2013-E02	Clinical Instruments Preparation Support	100
Total Training Program Hours		200