



STANDARD KEMAHIRAN PEKERJAAN
KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

STANDARD PRACTICE & STANDARD CONTENT
FOR

HEALTHCARE SUPPORT SUPERVISION
LEVEL 3



JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

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STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
HEALTHCARE SUPPORT SUPERVISION
LEVEL 3

1. INTRODUCTION

1.1 Occupation Overview

Healthcare organizations require a skilled and competent workforce today as a result of advancement in medical technology and the demand for more sophisticated patient care. Improving health worker performance is critical for strengthening health systems and reducing the enormous burden of preventable morbidity and mortality in developing countries such as Malaysia.

Healthcare Support Supervision offer non-clinical services, including supervising their non-clinical subordinate in various areas related to healthcare. The role of Healthcare Support Supervision personnel are to supervise and provide non-clinical assistance in the delivery of health care needs of individual who are ill, promote the health of the community by performing excellent customer relation services, and serve international guest/customers' needs and health requirements. The services also cover to monitor healthcare statutory and regulatory requirements and regulation, maintain the customers' data security and confidentiality. Therefore, administration and supervision of health care is another sector vital to the delivery of health care services. In particular, the practice of health professionals and operation of health care institutions is typically regulated by national or state/provincial authorities through appropriate regulatory bodies for purposes of quality assurance. Most countries have credentialing staff in regulatory boards or health departments who document the certification or licensing of health workers and their work history.

1.2 Justification and Rationale of NOSS Development

Supervision role is widely recognized as a key support for improving health worker performance (WHO 2006; Bosch- Capblanch and Garner 2008), and trials have found that supervision and specific supervision practices such as audit with feedback can increase health worker adherence to clinical guidelines (Zeitz et al. 1993; Loevinsohn et al. 1995; Trap et al. 2001; Rowe et al. 2005).

This document covers the competency standard of Healthcare Support Supervision (Level 3) that is currently gaining popularity in the health care industry. 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 Supervision 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. SijilKemahiran Malaysia (SKM) Level 2 (Healthcare Support Services) and;
- ii. Minimum of Five (5) years experiences in the Health and Wellness Services/Complementary Therapy and;
- iii. Be able to calculate, read and write in Bahasa Malaysia and/or English and/or other languages will be advantage and
- iv. Must be physically, emotionally and mentally fit

2. OCCUPATIONAL STRUCTURE (OS)

Healthcare Support Supervision (Level 3) 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 Supervision (Level 3) 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 Supervision 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 Services Management		
L4	Healthcare Support Services Administration		
L3	Healthcare Support Supervision		
L2	Healthcare Support Services		
L1			

Figure 1.2 Occupational Area Structures (OAS) of Healthcare Support Supervision 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 SKILL CERTIFICATION

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate for Level 3 (Healthcare Support Supervision).

5. JOBCOMPETENCIES

The Healthcare Support Supervision (Level 3) personnel must be competent in performing the following core competencies:

- Healthcare Customer Relation Services
- International Customer Support
- Customer Information And Records Services
- Non Clinical/Non-Invasive Screening Support
- Healthcare Hospitality And Recreation Services
- Healthcare Safety And Security Support
- Healthcare Facilities Maintenance Support
- Healthcare Support Services Supervision

Optionally, the Healthcare Support Supervision (Level 3) personnel should competent in performing the following elective competencies:-

- Healthcare Product And Services Sale Support

6. WORKING CONDITIONS

6.1. Working environment

Generally, the Healthcare Support Supervision 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 depends on the organization policy. Additionally they required to work outside normal working hours to fulfill job or market demand.

They may work individually or in a group. Healthcare Support Supervision 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 Supervision personnel are accountable and responsible for his/her 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 supervision 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->

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

- Traditional Spa / Aesthetic Supervisor
- Healthcare Product / Service Front Liner
- Healthcare Product / Service Coordinator
- International Customer Centre Supervisor
- Data Entry Coordinator
- 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 Supervision Level 3 are compiled together with some years of working experience. A person who has completed Level 3 and has at few years working experiences is eligible to continue to Diploma in Healthcare Services.

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 Supervision 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 Supervisor, 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 Supervisor can be advanced to become Healthcare Services Executive and Manager. For example, short courses to enhance their competency levels to upgrade the skills level of the personnel in Healthcare Services industry.

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

- Health Insurance Administration
- Training and Human Development
- Fitness and Therapy Consultation
- Healthcare Travel Facilitation

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,
 Jalan Bangsar Utama,
 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
- 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
- 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
- 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 SUPERVISION

LEVEL 3

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1.	Dr. Venkata Samra Rao	Academic Dean Sime Darby Healthcare Educational Service Sdn. Bhd. , Selangor
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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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11.	Puan Siti Badriah Binti Saien	Ketua Jururawat Unit Promosi Dan Pendidikan Kesihatan Hospital Tanjung Karang, Perak
12.	Puan Ropea'ah Binti Md. Shah	Ketua Jururawat Hospital Pakar An-Nur Hasanah Sdn. Bhd. Selangor
13.	Cik Menaga Kumar	Pensyarah Sime Darby Nursing & Health Sciences College, 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;

- i.
- ii.
- iii.

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. Puan Nordalilah Binti Helmi (Bahagian Pengurusan Latihan), Kementerian Kesihatan Malaysia
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- vii. En Sabammoorthy Semenchalam, Head Of Diploma In Medical Assisstant
Programme , Sime Darby Nursing & Health Science College

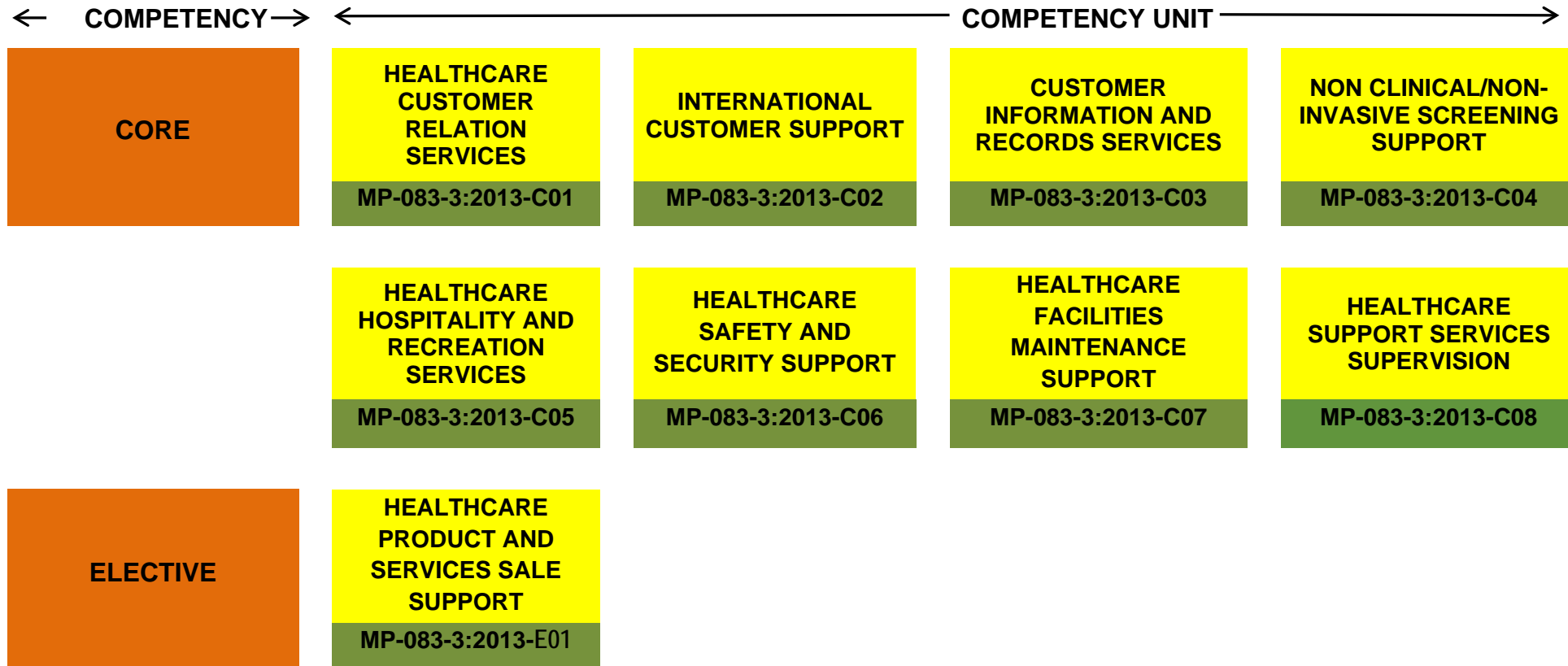
13. ENDORSEMENT

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	PHARMACEUTICAL & MEDICAL		
SUB SECTOR	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY		
JOB AREA	HEALTHCARE SERVICES		
NOSS TITLE	HEALTHCARE SUPPORT SUPERVISION		
JOB LEVEL	THREE (3)	JOB AREA CODE	MP-083-3:2013



COMPETENCY PROFILE (CP)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY			
Job Area	HEALTHCARE SERVICES			
NOSS Title	HEALTHCARE SUPPORT SUPERVISION			
Level	LEVEL 3			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Healthcare Customer Relation Services	MP-083-3:2013-C01	<p>Healthcare Customer Relation Services competency unit is the provisions of services to healthcare customer before, during and after purchase of product/enrol services. The customer relation services are a series of activities performed to build up and maintain good relationship, serve new or existing customer by understanding and complying the customers' healthcare requirements and expectations. The objective of this competency is to response customer's requirements ethically and ensures their satisfaction and return for services.</p> <p>The person who is competent in this competency unit shall be able to perform front desk task, coordinate customer appointment, facilitate customer health insurance coverage and payment, carry out concierge services arrangement, carry out healthcare transportation</p>	1. Perform front desk task	<p>1.1 Customers are welcomed and greeted in accordance with Customer Service charter and guidelines.</p> <p>1.2 Customer profile is obtained and confirmed through interview, written form, and identification card/passport in accordance with company documentation procedure.</p> <p>1.3 Customer enquiries (calls,emails,etc.) status is attended</p> <p>1.4 Customer data and request is keyed in to the database system in accordance with company documentation procedure.</p> <p>1.5 Customer payment mode and insurance coverage is</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>arrangement, carry out customer feedback collection, attend customer feedback and prepare customer services performance report based on statutory/regulatory bodies requirements and acts, customer requirement and Standard Operation Procedure (SOP).</p>	<p>2. Coordinate customer appointment</p>	<p>checked in accordance with customer Insurance Policies and Legislative requirements</p> <p>1.6 Healthy lifestyle information is promoted in accordance with Customer Service Charter and company policies.</p> <p>2.1 Customer status (walk in/by appointment) is checked in accordance with company policies.</p> <p>2.2 Appointment is confirmed in accordance with previous customer's visits.</p> <p>2.3 Attending personnel in charge are identified in accordance with customer's requirement and consultation plan.</p> <p>2.4 Customer is instructed/ ushered to the assigned waiting area/ consultation room in accordance with Customer Service charter and guidelines.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Facilitate customer health insurance coverage and payment</p>	<p>3.1 Customer profiles and citizenship are confirmed in accordance with company operation procedures.</p> <p>3.2 Insurance coverage is checked in accordance with customer insurance policies.</p> <p>3.3 Validity of insurance policies is confirmed in accordance with insurance providers' policies.</p> <p>3.4 Guarantee Letter (GL) is requested from insurance provider based on Medical Officers advice in accordance with company operating procedures.</p> <p>3.5 Healthcare services bills are obtained from billing department in accordance with company billing procedure.</p> <p>3.6 Insurance claims are executed in accordance with customer insurance policy and company operation procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out concierge services arrangement</p> <p>5. Carry out healthcare transportation arrangement</p>	<p>4.1 Concierge services acquired by customer are confirmed in accordance with customer's requirement and company's policies.</p> <p>4.2 Customer physical condition is observed closely.</p> <p>4.3 Customer concierge requirements are prepared in accordance with customer's requirement and Standard Operation Procedure (SOP).</p> <p>4.4 Customer's luggage are handled with care and kept safely in accordance with customer requirement and company policies.</p> <p>4.5 Safe keeping of customer's belongings are addressed in accordance with company policies.</p> <p>5.1 Healthcare transportation is identified in accordance with customer needs and statutory/regulatory bodies' guidelines.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Carry out customer feedback collection	<p>5.2 Customer that required to be transported is prepared in accordance with services procedure and transportation guidelines.</p> <p>5.3 Healthcare transportation availability, functionality and operability are assured in accordance with customer condition requirement and company policies.</p> <p>6.1 Customer's background is identified based on customer's profiles and medical records.</p> <p>6.2 Feedback forms are determined.</p> <p>6.3 Feedbacks are sourced via emails, phones, face to face.</p> <p>6.4 Customer survey findings are compiled in accordance with survey analysis guidelines.</p> <p>6.5 Survey results/data such as complaints are escalated to authorised personnel for further action in accordance with Standard</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Attend customer feedback	<p>OperationProcedure (SOP).</p> <p>7.1 Customer feedback categories are confirmed.</p> <p>7.2 Customer complaints and grievances level are collected and assessed through verbally/written form in accordance with company policies.</p> <p>7.3 Number of complaints are listed and documented in accordance with the documentation procedures.</p> <p>7.4 Customer complaints and grievances are verified and prioritized based on the criticality of the matter in accordance with Customer Service charter and guidelines.</p> <p>7.5 Solution on customer complaints and grievances are proposed to superior in accordance with company policies.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Prepare customer services performance report	<p>8.1 Customer's profiles and information are updated in accordance with company's policies and Standard operation procedures / guidelines.</p> <p>8.2 Reporting format are determined.</p> <p>8.3 Customer services performance / recommendation are conveyed to superior/ designated department for further action.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. International Customer Support	MP-083-3:2013 - C02	<p>International Customer Support competency unit is an activity to serve international guest/customers who seek treatment and medical specialties in our country. The customers' travels abroad specifically for health treatment and leisure. The objective of this competency is to provide excellence healthcare services to international customers, sustain good affinity, fulfil their needs/requirements ethically and ensure the customer gratify with facilities and services provided throughout their stay in accordance with International Health Regulation 2005(IHR) and Malaysian law private healthcare facilities and services.</p> <p>The person who is competent in this competency unit shall be able to study international customer requirements, prepare healthcare facilities for customers, arrange customer admission, carry out concierge service arrangement, monitor customer care, comfort and hospitality and provide after care services to ensure customers condition after discharge.</p>	<p>1. Study international customer requirements</p> <p>2. Prepare healthcare facilities for customers</p>	<p>1.1 Customer's request on treatment of any specific needs, pre- and post-treatment are checked in accordance with company Standard Operation Procedure (SOP) and Legislative requirements.</p> <p>1.2 Customer name, gender and country origin and accompanying travellers are identified.</p> <p>1.3 Culture, religion and language requirements are interpreted.</p> <p>1.4 Customer profile and requests are checked in accordance with company policies and service package plan.</p> <p>1.5 Customer requirements are listed and documented in accordance with guidelines documentation procedures.</p> <p>2.1 Customer records are obtained and requirements are confirmed in accordance with service package plan and</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>agreed services.</p> <p>2.2 Customer stay-in facilities (F&B accommodation, transportation, etc.) needs is interpreted and costs are estimated in accordance with legislative requirements and approved plan.</p> <p>2.3 Arrangements with third party vendors or partners should follow the agreed set guidelines between the Company and the service provider.</p> <p>2.4 Transportation and lodging for customer and family is booked in accordance with customer requirements and budget.</p> <p>2.5 Customer family members /escort necessities are attended in accordance with Customer Service charter and guidelines.</p> <p>2.6 Comfortable stay-in room and suitable decoration is assured in accordance with customer condition and treatment requirement.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Arrange customer admission	<p>2.7 Arrangements for local sightseeing and tour are confirmed in accordance with customer requirement and itinerary plan.</p> <p>3.1 Customer details are registered in the system in accordance with filing procedures.</p> <p>3.2 Customer country origin is confirmed in accordance with legislative bodies requirements.</p> <p>3.3 Entry requirement and documentation validity are verified in accordance with legislative bodies requirements.</p> <p>3.4 Validity of travelling procedures (visa /passport) is checked in accordance with legislative bodies requirements.</p> <p>3.5 Customer's payment mode and insurance coverage is confirmed in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Monitor customer care, comfort and hospitality</p>	<p>customer requirements and services packaged plan.</p> <p>3.6 Customer is prepared for admission in accordance with service requirements.</p> <p>4.1 Customer's condition and conveniences are observed closely in accordance with Customer Service charter and guidelines.</p> <p>4.2 Customer care and treatment procedure are assured in accordance with international standards and customer needs.</p> <p>4.3 Customer care and treatment are executed based on customer's diet, language and religious needs.</p> <p>4.4 Customer privacy and comfort are assured.</p> <p>4.5 Customer's constructive feedback during the stay are collected and documented in accordance with documentation procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Provide after care services	<p>5.1 Details of the appointment for follow up services are discussed and recorded in accordance with company policies.</p> <p>5.2 Requirements for follow up services are listed and confirmed in accordance with customer requirement and service packaged plan.</p> <p>5.3 Appointment card, medical records and reports, medication, post-treatment care sheet, referral letter for the continuation of care at home countries are assured received by customer.</p> <p>5.4 Follow up issues are briefed to customers.</p> <p>5.5 Follow up on customer condition after discharged/services are conducted through calls, emails, letter, etc. in accordance with company policies.</p> <p>5.6 Contact for any emergencies</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>or any queries are notified to customer.</p> <p>5.7 Customer satisfaction feedbacks during home care are collected in accordance with customer service charter.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Customer Information and Records Services	MP-083-3:2013-C03	<p>Customer Information and Records Services competency unit is the process of consolidating and handling customer information (contact details, customer valuation data, etc.) from all available sources through various interactions. The customers' information is stored in electronic system such as Health Management Information System (HMIS). The services comprises of data validation and authentication, search and retrieval of customer data, and adherence to healthcare data handling procedure and company's policies. The objective of this competency unit is to ensure that all relevant departments in the company have updated database to the most current and complete view of customer information.</p> <p>The person who is competent in this competency unit shall be able to check customer information, carry out customer information consolidation, carry out healthcare data and maintain customer database in accordance with companies' policies , Standard Operating Procedures, International Health Regulation 2005 (IHR), Malaysian Law Private Healthcare</p>	<p>1. Check customer information</p> <p>2. Carry out customer information consolidation</p>	<p>1.1 Customer's profile and services requirements in the system are checked in accordance with Legislative Requirements.</p> <p>1.2 Customer's profile and services acquired are retrieved and categorized in accordance with company documentation procedures.</p> <p>1.3 Data accuracy and validity is compared.</p> <p>1.4 Incomplete Customer's records /data are reported for further action in accordance with company Standard Operation Procedure.</p> <p>2.1 Customer's background registered into company's information system is accessed in accordance with data management procedure.</p> <p>2.2 Customer services/treatment plan are reviewed and payment mode (cash/company sponsored/insurance covered)</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		Facilities And Services Act 1998 and code of ethic and confidentiality on customer's information.	3. Carry out healthcare data transaction	<p>is ensured.</p> <p>2.3 Company/Third party sponsorship and insurance coverage validity is confirmed in accordance with company SOP, customer sponsorship and insurance company policies.</p> <p>2.4 Customer information details and services requirements are consolidated in accordance with documentation procedure</p> <p>3.1 Customer's records completeness and data validity are verified according to data management procedure.</p> <p>3.2 Data request from any responsible person in charge/department is attended in accordance with company policies.</p> <p>3.3 Customer's data confidentiality and code of ethics is practiced in accordance with Legislative requirement.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Maintain customer database	<p>3.4 Customer's data transaction status is reported to superior in accordance with company policies.</p> <p>4.1 Customer's data are archived based on data maintenance schedule which is periodically in accordance with data maintenance procedure.</p> <p>4.2 Customer's data backup are executed in regular basis manually / automatically based on criticality of the data in accordance with company policies and data backup procedure.</p> <p>4.3 System failures / data corruption is reported to superior and personnel/department in charge.</p> <p>4.4 Customer's records which are updated in hard copy are kept safely in document storage area in accordance with company Standard Operation Procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry out non-clinical/ non-invasive diagnostic procedure</p>	<p>organized in accordance with healthcare screening and safety procedure.</p> <p>2.4 Hygiene and safety requirements are compiled in accordance with Statutory and Regulatory bodies requirements.</p> <p>3.1 Functionality of non-clinical/ non-invasive diagnostic tools is identified and operability confirmed in accordance with manuals.</p> <p>3.2 Non-clinical/ non-invasive diagnostic tools selected in accordance with company operation procedure.</p> <p>3.3 Procedures of handling non-clinical/ non-invasive diagnostic tools are followed in accordance with services procedures.</p> <p>3.4 Healthcare screening is executed in accordance with standard guideline, standard operation procedure and manuals.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Monitor cleansing services after non-clinical/ non-invasive diagnostic procedure</p>	<p>3.5 Hygiene and cleanliness of customer during healthcare screening processes are assured.</p> <p>3.6 Healthcare screening results are compiled and prepared for distribution to authorised personnel/department in accordance with documentation procedure.</p> <p>4.1 Environments, work area and equipment tidiness and cleanliness are checked before, during and after customer interventions in accordance with Legislative requirements</p> <p>4.2 Environments, work area and equipment tidiness and cleanliness are checked before, during and after customer interventions in accordance with legislative requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Organize healthcare screening documentation for submission</p>	<p>4.3 Respective designated/screening form completeness is assured.</p> <p>5.1 Healthcare screening records are arranged based on services requirements.</p> <p>5.2 Documents to be handover are compiled in accordance with company policies.</p> <p>5.3 Third party /person in charged for hardcopy delivery is assigned in accordance with company policies.</p> <p>5.4 Acceptances of screening records are documented in accordance with documentation procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Healthcare Hospitality And Recreation Services	MP-083-3:2013-C05	<p>Healthcare Hospitality And Recreation Services competency unit is an activity to provide customers with various services such as concierge, Food & Beverages, organize customers' amenities and facilities, and assist customer during their recreation/fitness activities. This will result customer to have the fullest comfort during their stay and engage into recreation/fitness activities. The objective of this competency is to provide excellent services for customer's better and quick recovery.</p> <p>The person who is competent in this competency unit shall be able to check customer needs, organize customer portering services, prepare customer for admission, organize customer accommodation, arrange value add concierge services such as hearse services, flower bouquet arrangement and event greetings, organise stay-in customer food & beverage according to food culture and diet requirement, arrange customer fitness and therapeutic recreation activities under supervision of qualified personnel and</p>	<p>1. Check customer needs</p> <p>2. Organise customer portering services</p>	<p>1.1 Customer profiles and status are obtained and interpreted in accordance with company policies.</p> <p>1.2 Customer requirements on hospitality and recreation services are identified in accordance with customer service charter.</p> <p>1.3 Hospitalities services and recreational activities availability are confirmed from facilities departments.</p> <p>1.4 Procedure, rules and regulation regarding recreational programs are identified in accordance with Standard Operation Procedure.</p> <p>2.1 Venue of customer is confirmed in accordance with portering services requirements</p> <p>2.2 Portering equipment/tools utilisation is monitored in accordance with customer</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>report on hospitality and recreation services performance in accordance with Customer Service Charter, Standard Operation Procedure.</p>	<p>3. Prepare customer for admission</p>	<p>condition and requirements.</p> <p>2.3 Porter services are arranged in accordance with Customer Service charter and guidelines.</p> <p>2.4 Method and techniques of transferring customer in needs are monitored in accordance with company policies.</p> <p>3.1 Stay-in term and conditions are explained to customer in accordance with company policies.</p> <p>3.2 Customer admission form/reports are obtained in accordance with stay-in admission procedures.</p> <p>3.3 Ward/lodging readiness is confirmed in accordance with customer requirements and service package plan.</p> <p>3.4 Customer readiness for admission is assured in accordance with company policies and services requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Organise customer accommodation	<p>4.1 Customer accommodation request is obtained in accordance with company operation procedures.</p> <p>4.2 Room eligibility is confirmed in accordance with insurance coverage policies, company sponsorship limits or customer requirements.</p> <p>4.3 Accommodation facilities preparation is arranged.</p> <p>4.4 Housekeeping services are monitored in accordance with company operation procedures.</p> <p>4.5 Facilities /equipment/furniture tidiness and cleanliness are assured in accordance with hygiene and safety standards.</p> <p>4.6 Room arrangement and decoration (ambiances, odours, lighting, etc.) are assured in accordance with services requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Arrange customer fitness and therapeutic recreation activities</p>	<p>6.3 Customer's enteral feeding procedures are followed in accordance with Customer Service charter and guidelines.</p> <p>6.4 Hygiene and cleanliness during the arrangement of food & beverages to customer is assured in accordance with company policies and Food Hygiene Regulation 2009.</p> <p>7.1 Recreational program and fitness activities are identified in accordance with customers' requirements and services plan.</p> <p>7.2 Recreation facilities (therapeutic and non-therapeutic) setup (availabilities and functionality) requirements are checked in accordance customer services requirements.</p> <p>7.3 Assistance on fitness/therapeutic recreation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>8. Prepare hospitality and recreation services performance report</p>	<p>programme is provided based on qualified personnel advice and customer's condition.</p> <p>8.1 Customer feedback (appreciation, complaints, suggestions, etc.) on hospitality and recreation services are compiled in accordance with Customer Service charter and guidelines.</p> <p>8.2 Performances of hospitality and recreation services are identified in accordance with company policies and services goals.</p> <p>8.3 Reporting format are identified.</p> <p>8.4 Hospitality and recreation services status are reported to superior in accordance with company policies and services goals.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Healthcare Safety And Security Support	MP-083-3:2013-C06	<p>Healthcare Safety and Security Support competency unit is an activity to create safe, secure environments to protect customer, employee and sensitive customer records. This will result in minimizing disruptions to customer care and healthcare operations, protects them from safety-related losses and comply with relevant standards and regulations. The objective of this competency is to provide secure place for customer and companion to visit and safe working place for employee and as well increase customer, visitor and employee satisfaction at the work place.</p> <p>The person who is competent in this competency unit shall be able to check customer safety and security requirement, monitor personnel hygiene, health, safety and security compliances, participate in emergency and fire drill practices and report stakeholder safety and security practices in accordance with Patient Safety and Quality Improvement Act of 2005 (PSQIA) and The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules.</p>	1. Check customer safety and security requirement	<p>1.1 Customer profile (country origin, designation, etc.) and health status are identified in accordance with company policies.</p> <p>1.2 Customer profile (country origin, designation, etc.) and health status are identified in accordance with company policies.</p> <p>1.3 Customer safety and security requirement and company availability are confirmed in accordance with Customer Service charter and guidelines.</p> <p>1.4 Customer safety and security special requirement such as private walk away and security personnel are assured in accordance with Health, Safety and Environment requirements and company policy.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Monitor personnel hygiene, health, safety and security compliances</p>	<p>2.1 Categories of healthcare stakeholder (internal staff, customer, etc.) are identified.</p> <p>2.2 Risks to health of microbiological and chemical hazards within the working environment identified in accordance with the Legislative requirements.</p> <p>2.3 Personal Protective Equipment (PPE) is identified and PPE compliances are assured in accordance with Legislative requirements.</p> <p>2.4 Personnel /materials/ equipment / tools /workplace are sanitized / sterilized in accordance with legislative requirements.</p> <p>2.5 Health, safety and environment procedure and policies compliances are assured in accordance with legislative requirement</p> <p>2.6 Safety and security equipment availability and maintenance is confirmed in</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Participate in emergency and fire drill practices</p>	<p>accordance with company policies.</p> <p>3.1 Emergency drill plan (schedule, venue, evacuation area, et.) are identified in accordance with risk management plan.</p> <p>3.2 Emergency contact procedures are followed in accordance with emergency response plan.</p> <p>3.3 Emergency and fire drill practices are exercised in accordance with fire and emergency procedure.</p> <p>3.4 Emergency and fire drill plans are followed in accordance with company policies and statutory/regulatory bodies requirements.</p> <p>3.5 Incident during emergency drill practices are reported to superior in accordance with company policies.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Prepare safety and security practices performance report</p>	<p>4.1 Emergency and incidents are identified in accordance with company safety and security guidelines.</p> <p>4.2 Responsible department/ statutory and regulatory bodies in case of emergency are confirmed base on updated contact details and emergency guidelines.</p> <p>4.3 Report on safety and security practices are produced in accordance with reporting format and procedures</p> <p>4.4 Safety and security practices status are notified to superior for further action in accordance with company policy.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Healthcare Facilities Maintenance Support	MP-083-3:2013-C07	<p>Healthcare Facilities Maintenance Support competency unit is an exercise to maintain, conserve and improve amenities along with indoor and outdoor environmental conditions in healthcare setting. It also focuses on the store keeping activities to assure that healthcare equipment and goods are keeping safe, pure and effective. The objective of this competency is to provide welcoming, caring, comfort environment to customers, by reassuring maintenance of healthcare facilities, equipment and goods supplies are in a safe and well-kept condition, coordinated and recorded correctly into company information system (manually/electronically).</p> <p>The person who is competent in this competency shall be able to check facilities maintenance requirements, monitor healthcare facilities maintenance and facilities storekeeping activities, carry out healthcare facilities inventory check and healthcare facilities inventory status in accordance with Occupational Safety and Health Acts and Environment Acts and other legislative requirements.</p>	<p>1. Check facilities maintenance requirements</p> <p>2. Monitor healthcare facilities maintenance</p>	<p>1.1 Facilities functionality and availability are identified in accordance with customer requirements.</p> <p>1.2 Recreation facilities for therapeutic and non-therapeutic requirements are addressed.</p> <p>1.3 Facilities maintenance schedule are determined in accordance with company policies.</p> <p>1.4 Documents for facilities maintenance are identified in accordance with documentation procedure.</p> <p>2.1 Healthcare facilities maintenance status is checked in accordance with legislative requirements.</p> <p>2.2 Malfunction of facilities are recorded and reported to authorised personnel/relevant party.</p> <p>2.3 Action/response on customer complaints by responsible</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Monitor facilities storekeeping activities</p>	<p>department is checked in accordance with company policies.</p> <p>2.4 First aid kit availability and completeness are checked in accordance with safety regulation requirements.</p> <p>2.5 Emergency signage and evacuation and floor plan are displayed in accordance with safety regulation requirements.</p> <p>2.6 Protective equipment (fire extinguisher, smoke detector, etc.) conditions are confirmed and functionality is tested in accordance with safety regulation requirements.</p> <p>3.1 Storekeeping activities requirements for facilities are identified in accordance with Legislative requirements.</p> <p>3.2 Storage areas are identified and room condition (humidity, temperature, ventilation, photosensitivity, etc.) are checked in accordance with</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>product requirements.</p> <p>3.3 Healthcare facilities, equipment /tools and consumable materials (gross) status are validated in accordance with standard specification.</p> <p>3.4 Indenting on consumable/ supplement/ non drug item/control item are executed in accordance legislative requirements and company policies</p> <p>3.5 Healthcare equipment/goods handling procedure are followed in accordance with company policies.</p> <p>3.6 Sanitized and sterilised facilities are kept in accordance with hygiene and safety guidelines, Legislative requirements.</p> <p>3.7 Safe storage, rotation and disposal of vaccines and drugs within area of responsibility is assured and recorded in accordance with legislative requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out healthcare facilities inventory check</p> <p>5. Prepare healthcare facilities inventory report</p>	<p>4.1 Healthcare facilities inventory documentation is reviewed.</p> <p>4.2 Healthcare facilities are obtained and functionality/operability is confirmed in accordance with company policies and manual/specification.</p> <p>4.3 Facilities inventory are executed and reported in accordance with facilities specification and company policies.</p> <p>5.1 Healthcare facilities inventory records are compiled in accordance with company operation procedure.</p> <p>5.2 Status of healthcare facilities inventory is confirmed in accordance with inventory system.</p> <p>5.3 Report on healthcare facilities inventory is produced based on updated inventory list in accordance with company policies and Standard Operation Procedure (SOP).</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.4 Healthcare facilities inventory performances are notified to superior in accordance with company policies.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Healthcare Support Services Supervision	MP-083-3:2013-C08	<p>Healthcare Support Services Supervision competency unit is a process by which personnel is given responsibility by the organisation to oversee the work performed by other workers (subordinates) at the operational level. A supervisor performs many functions including work planning and delegation, work flow coordination, provision of technical assistance and support as well as resolving matters within the work unit supervised. The objective of this competency is to ensure healthcare support services are executed under proper supervision in order to increase customer, visitor and employee trust and satisfaction.</p> <p>The person who is competent in this competency unit shall be able to check healthcare support supervision requirements, organize healthcare support supervision activities, monitor compliances of healthcare statutory and regulatory requirements, supervise healthcare support services and supervise subordinates work performance and prepare supervision performance reports in accordance with company policy and Standard Operation</p>	1. Check healthcare support supervision requirements	<p>1.1 Healthcare support supervision scope of work is identified in accordance with company policies.</p> <p>1.2 Healthcare support tasks (such as preparation of work area, tools, equipment and materials) are identified and confirmed in accordance with job requirements.</p> <p>1.3 Work schedule and legality matters are confirmed in accordance with service requirements.</p> <p>1.4 Healthcare codes and standards are determined from health rules and regulations and services standards.</p> <p>1.5 Legislative requirements related to healthcare support services are identified to ensure safe systems of work are adhered.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Supervise healthcare support services</p>	<p>3.3 Compliances of Acts. Accreditation of Joint Commission International (JCI), Certificate of Authenticity (COA), etc. is ensured in accordance with company objectives.</p> <p>3.4 Non-conformance/ abnormalities/irregularities during services are rectified in accordance with services standards.</p> <p>3.5 Non-compliance with legislative requirements is addressed.</p> <p>4.1 Work area preparation is monitored to ensure compliance with organization and legislative requirements.</p> <p>4.2 Work progress is checked against work schedule.</p> <p>4.3 Usage of personal protective equipment (PPE) is monitored to ensure compliance with legislative requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>4.4 Abrasive media /contaminated /hazardous materials handling are monitored to ensure compliance with Health, Safety and Environmental requirements.</p> <p>4.5 On-going checks of healthcare support tasks are undertaken to ensure compliance with job and legislative requirements.</p> <p>4.6 On-going checks are undertaken to ensure healthcare support facilities/equipment are utilised and maintained in accordance with manufacturer specifications and legislative requirements.</p> <p>4.7 Abnormalities/irregularities, incidents/accidents/near miss (if occurred) are reported to superior/ safety officer/authorised personnel for further actions.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Supervise subordinates work performance	<p>5.1 Work performance standards are communicated accurately to subordinates.</p> <p>5.2 Subordinates' work performance is monitored against job requirements and international standard practices.</p> <p>5.3 Specific feedback is provided for continuous improvement of subordinates and work process.</p> <p>5.4 Operational and technical support/advice is provided when necessary in accordance with services requirements.</p> <p>5.5 Training and personal development needs are identified and proposed in accordance with training needs analysis procedures.</p> <p>5.6 Subordinate appraisals are executed in accordance with human resources plan.</p> <p>5.7 Personnel performance records are regularly updated</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Prepare supervision performance reports</p>	<p>in accordance with company procedures.</p> <p>6.1 Healthcare support services supervision records (log books, checklist, etc.) are updated periodically.</p> <p>6.2 Status of support services supervision performance is identified.</p> <p>6.3 Reporting format are determined.</p> <p>6.4 Reports are prepared and provided in a timely manner in accordance with company format and Standard Operation Procedure.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
9. Healthcare Product And Services Sale Support	MP-083-3:2013-E01	<p>Healthcare Product And Services Sale Support competency unit is an activity to help customer to understand the value of the healthcare product/service they plan to purchase, prepare presentations and demonstrations for customers using appropriate tools, carry out sales, promotion and sales performance. The objective of this competency is to explain about the healthcare product and services to the prospective customers, ability to provide presentations and demonstrations to customers and prospects, performing sales, promotion and coordinates sales activities.</p> <p>The person who is competent in this competency shall be able to check product/services background identification, carry out product/services sales presentation kits preparation, carry out product/services promotion and sales activities and report product/services promotion and sale performance in accordance with Ministry of Health (MOH), Ministry of Domestic Trade, Cooperative and Consumerism regulations and company policies.</p>	1. Check product/services background	<p>1.1 Healthcare product and services (e.g.: home nursing assistance) are identified.</p> <p>1.2 Healthcare product features and services backgrounds (benefits, contraindication, effects, toxicity level, etc.) are interpreted in accordance with product specification and legislative requirements.</p> <p>1.3 Legal compliances regarding <i>Halal</i> (if applicable), Hygienic, non-contraband goods, Good Manufacturing Practices (GMP) and Malaysian Accredited Label (MAL) are identified in accordance with Health rules and regulation and Legal authority bodies requirements.</p> <p>1.4 Product and services end users and market trend are identified in accordance with company business goals.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Carry out product/services sales kits preparation</p> <p>3. Carry out product/services promotion and sales activities</p>	<p>2.1 Healthcare product/services information details are categorised in accordance with company business objective.</p> <p>2.2 Healthcare product/services sales kit (presentation materials, demos, samples, flyers, receipt, etc.) are prepared in accordance with company budgets and policies and Ministry of Health Rules and Regulation.</p> <p>3.1 Customer and products/ services are mapped in accordance with target users.</p> <p>3.2 Potential customers are listed based on market segmentation.</p> <p>3.3 Product/services sales activities preparations are executed.</p> <p>3.4 Promotional programme are identified and confirmed in accordance with company policies and regulatory bodies</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Report product/services promotion and sale performance</p>	<p>requirements.</p> <p>3.5 Sales activities (promotional programme, sales demonstration, etc.) are executed in accordance with programme objective and allocated budgets.</p> <p>4.1 Achievement of personal/group sales are compiled in accordance with sales target.</p> <p>4.2 Promotional programme performance and sales data are collected in accordance with company business policies.</p> <p>4.3 Personal/group sale incentives are compiled and submitted to superior/department in charge for further action in accordance with company sale incentive policies and labour rules and regulation.</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY						
Job Area	HEALTHCARE SERVICES						
NOSS Title	HEALTHCARE SUPPORT SUPERVISION						
Competency Unit Title	HEALTHCARE CUSTOMER RELATION SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to response customer's requirements ethically and ensures their satisfaction and return for services. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Perform front desk task • Coordinate customer appointment • Facilitate customer health insurance coverage and payment • Carry out concierge services arrangement • Carry out healthcare transportation arrangement • Carry out customer feedback collection • Attend customer feedback • Prepare customer services performance report 						
Competency Unit ID	MP-083-3:2013-C01	Level	3	Training Duration	100 Hour	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform front desk task	i. Procedures in receiving customer such as: <ul style="list-style-type: none"> • Greetings • First impression on 			5	Lecture and Discussion	i. Procedures in receiving customer are followed in	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>receptions</p> <ul style="list-style-type: none"> • Orientation on available services <p>ii. Categories of customers such as:</p> <ul style="list-style-type: none"> • Local Customers • Family members accompanying patient • Expatriates/ International Customers • Special guest (e.g. VVIP) <p>iii. Source of customer's profile through:</p> <ul style="list-style-type: none"> • Interview • Written form • Identification card/birth certificate • Passport • Guarantee Letter (G/L) / Referral letter • Pension card / Special needs card 					<p>accordance with customer service charter</p> <p>ii. Customers category are specified</p> <p>iii. Customer profiles are described in accordance with customer categories and demographic/ psychographic factors</p> <p>iv. Customer enquiries medium are listed</p> <p>v. Customer data and request recording method are employed in accordance with company policies</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Insurance information <p>iv. Customer's profile details such as:</p> <ul style="list-style-type: none"> • Demographics (age, gender, education, etc) • Psychographics (interest, lifestyle status, etc) • Next of kin contact if emergency <p>v. Customer enquiries medium such as:</p> <ul style="list-style-type: none"> • Telephone Calls • Electronics (Emails, social media) • Manual Forms <p>vi. Customer data and request recording method:</p> <ul style="list-style-type: none"> • Key in to the database system. • Manual log book. 					<p>vi. Customer payment mode is specified in accordance with customer requirements and company policies</p> <p>vii. Promotion on healthy lifestyle are explained in accordance with company policy and legislative requirements</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>vii. Customer payment mode such as:</p> <ul style="list-style-type: none"> • Cash • Credit cards • Insurance coverage • Personal cheque <p>viii. Healthy lifestyle promotional items such as:</p> <ul style="list-style-type: none"> • Leaflets • Brochures • Health check program • Health facilities promotion (e.g. fitness centre) <p>ix. Legislative requirements such as:</p> <ul style="list-style-type: none"> • Customer Insurance Policies • Health Insurance Portability and Accountability Act. 1996 (HIPAA) 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Be friendly, helpful and consistent in a good appearance ii. Always provide a solution to customer issues; do not neglect to customers enquiries iii. Always keep a calm and diplomatic attitude	11	Demonstration and Observation Hands On Role Play	
		i. Welcome and greet customers. ii. Identify customers category iii. Obtain customer profile iv. Confirm customer details v. Attend customer				

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		enquiries, comments, and suggestions vi. Write and key in customer data and request into the database system or manual log book. vii. Check customer payment mode and insurance coverage				
2. Coordinate customer appointment	i. Customer status such as: <ul style="list-style-type: none"> • Walk in • Referred case • By appointment ii. Appointment schedule details such as: <ul style="list-style-type: none"> • Date • Time • Venue • Attending personnel in charge iii. Customer's previous			3	Lecture and Discussion	i. Customer status is identified in accordance with company policies ii. Customer appointment details are described with customer's consultation history and plans

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	visits record. iv. Attending personnel in charge such as: <ul style="list-style-type: none"> • Contact centre department • Physician's administrator • Physician v. Customer handling procedure vi. Designated areas such as: <ul style="list-style-type: none"> • Waiting area • Consultation room • Procedure room 					iii. Customer's consultation history and plans are explained in accordance with customer requirements iv. Customer requirements are specified v. Appointment with the department/responsible person in charge are demonstrated
		i. Identify customer status. ii. Determine appointment schedule iii. Review customer's previous visits records. iv. Confirm customer requirement		7	Demonstration and Observation Hands On	vi. Customer are ushered to the assigned waiting area/consultation room in accordance with customer service charter

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		v. Arrange appointment with the department/ responsible person in charge vi. Assist customer to the assigned waiting area/ consultation room.	<u>Attitude:</u> i. Good communication skills, professional attitude and organizational skills			
3. Facilitate customer health insurance coverage and payment	i. Customer profiles and citizenship ii. Insurance coverage details such as: <ul style="list-style-type: none"> • Total amount of coverage • Types of coverage and benefits • Terms and condition iii. Validity of insurance policies such as: <ul style="list-style-type: none"> • Counter check with insurance provider • Period of insurance /expiry date iv. Insurance provider details such as:			6	Lecture and Discussion	i. Customer profiles and citizenship are determined ii. Details of customer's insurance coverage are specified based on insurance policies term and condition iii. Insurance policies are validated iv. Requisition procedure of

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Company name and address • Company status v. Guarantee letter (GL) requisition procedure vi. Healthcare services billing procedures vii. Insurance claims procedure					Guarantee letter (GL) from insurance provider are described based on Medical Officers advice v. Healthcare services bills are collected from billing department in accordance with company policies
		Identify customer profiles and citizenship ii. Check details of customer's insurance coverage iii. Verify validity of insurance policies iv. Request guarantee letter (GL) from insurance provider based on Medical Officers advice v. Obtain healthcare services bills vi. Comply insurance	<u>Attitude:</u> i. Ethical and precise in facilitating customer health Insurance coverage and payment	14	Demonstration and Observation Hands On	vi. Insurance claims procedure are explained in accordance with insurance provider policies and company operation procedures

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		claims procedure	ii. Honest and show integrity in claiming procedure			
4. Carry out concierge services arrangement	i. Type of concierge services acquired by customer such as: <ul style="list-style-type: none"> • Customer movement during stay in • Laundries • Dispatching documents/items • Value add concierge service during stay in: <ul style="list-style-type: none"> ○ Anniversaries/ birthdays celebration ○ Mail management ○ Grocery shopping ii. Customer physical condition/ abilities			3	Lecture and Discussion	i. Type of concierge services are listed ii. Customer physical condition is determined iii. Customer transportation requirements is listed in accordance with customer condition iv. Customer's luggage and other belongings handling procedure are followed in

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>such as:</p> <ul style="list-style-type: none"> • Disabled person • Elderly • Pregnant women • Bed ridden patient/customer <p>iii. Customer concierge requirements such as:</p> <ul style="list-style-type: none"> • Person in charge (porter, driver) • Documentations • Communication gadgets • Facilities : <ul style="list-style-type: none"> ○ Wheel chair ○ Patient/ Customer Trolley ○ Stretcher ○ Ambulance <p>iv. Customer's luggage handing procedures</p> <p>v. Safe keeping of customer's belongings procedure</p>					<p>accordance with customer service charter and customer requirements</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		i. Arrange concierge services ii. Observe customer physical condition/abilities iii. Attend customer concierge requirements iv. Handle customer's luggage with care and kept safely v. Address safe keeping of customer's belongings	<u>Attitude:</u> i. Professional attitude and systematic in organizing activities ii. Thorough in arranging conceirge services	7	Demonstration and Observation Hands On	
5. Carry out healthcare transportation arrangement	i. Type of healthcare transportation such as: <ul style="list-style-type: none"> • Ambulance • Wheel chair • Patient/Customer Trolley • Stretcher ii. Healthcare transportation availability,			3	Lecture and Discussion	i. Healthcare transportation functionality and availability based on customer's needs ii. Customer condition status are

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>functionality and operability</p> <p>iii. Customer condition status to be transported such as:</p> <ul style="list-style-type: none"> • Poly trauma cases • Unconscious patient • Amputated patient <p>iv. Transportation guidelines</p> <p>v. Transportation documents such as:</p> <ul style="list-style-type: none"> • Case notes • Transfer sheet • Confirmation sheet 					<p>described</p> <p>iii. Transportation documents is listed in accordance with transportation guidelines</p> <p>iv. Assurance of Healthcare transportation availability, functionality and operability are specified in accordance with company policies</p>
		<p>Identify healthcare transportation functionality and availability.</p> <p>ii. Prepare customer required to be transported</p> <p>iii. Confirm transportation</p>		7	<p>Demonstration and Observation Hands On</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		documents. iv. Assure healthcare transportation availability, functionality and operability	<u>Attitude:</u> i. Communicate clearly and systematic in arranging transportation ii. Thorough in arranging transportation			
6. Carry out customer feedback collection	i. Details of customers background such as: <ul style="list-style-type: none"> • Medical Registered Number (MRN) • Patient's identity • Medical history • Findings • Investigations • Diagnosis ii. Feedback form content such as: <ul style="list-style-type: none"> • General questions on services • Health care providers performance 			5	Lecture and Discussion	i. Customer's background is interpreted based on customer's profiles and medical records. ii. Feedback's form content are listed and sufficiency confirmed iii. Customer feedback collection method are explained in

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Price • Suggestions/ comments iii. Source of feedbacks such as: <ul style="list-style-type: none"> • Emails • Manual/online forms • Phone calls • Face to face interviews iv. Customer survey findings compilation procedure v. Survey analysis guidelines. vi. Survey results/findings details such as: <ul style="list-style-type: none"> • Level of customer satisfaction • Recommendation/ suggestion for improvement • Service upgrading/ improvement plan 					<ul style="list-style-type: none"> accordance with survey objective and company policies iv. Customer feedback are gathered and compiled in accordance with documentation procedure v. Analysed survey results/findings are disseminated to authorised personnel for further action

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		Assure customer's background ii. Review feedback form content iii. Collect customer feedback iv. Compile customer feedback and findings v. Analyse customer survey results vi. Escalate survey results/data to authorised personnel for further action	<u>Attitude:</u> i. Be efficient and accurate in collecting data	11	Demonstration and Observation Hands On	
7. Attend customer feedback	i. Type of feedback such as: <ul style="list-style-type: none"> • Compliments • Suggestions • Complaint on services • Grievances ii. Customer complaints and grievances details	.		3	Lecture and Discussion	i. customer complaints and grievances details are explained ii. Level complaints and grievances criticality are

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>such as:</p> <ul style="list-style-type: none"> • Customer Name • Date and time of complaint • Nature of complaint • Complaint handler • Corrective action • Corrective action date • Complaint closed date <p>iii. Feedback medium such as:</p> <ul style="list-style-type: none"> • Verbally (telephone calls, face to face) • Written form • Electronics (email, social medias, etc) <p>iv. Number of complaints</p> <p>v. Priority of customer complaints and grievances</p> <p>vi. Criticality and urgency of the complaints and</p>					<p>determined</p> <p>iii. Priority of customer complaints and grievances are specified in based on the criticality and urgency of the matter.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	grievances vii. Suggested solution on customer complaints and grievances to superior					
		Assess customer complaints and grievances level ii. List and document number of complaints. iii. Verify customer complaints and grievances iv. Prioritize received complaints and grievances v. Propose solution on customer complaints and grievances to authorised personnel/ superior	<u>Attitude:</u> i. Exercise public relation and interpersonal skill ii. Practise good communication skills in handling customers	7	Demonstration and Observation Hands On Role Play	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
8. Prepare customer services performance report	i. Customer services records such as: <ul style="list-style-type: none"> • Customer profiles • Log books • Checklist ii. Status of customer service performance iii. Recommendation for service improvement iv. Reporting format v. Reporting procedure vi. Record keeping / filing system vii. Company policy viii. Organizational Hierarchy/Chart ix. Standard Operating Procedure (SOP)			3	Lecture and Discussion	i. Customer services records are segregated in accordance with documentation procedures ii. Customer service performance are specified iii. Recommendation for service improvement are proposed to superior in accordance with reporting procedure iv. Report of customer service performance are generated in accordance with reporting format and procedure
		Compile support services records ii. Analyse status of customer service performance	<u>Attitude:</u> i. Detailed and meticulous in gathering information and preparation of	7	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"> iii. Propose recommendation for service improvement iv. Produce report of customer service performance 	<ul style="list-style-type: none"> report ii. Transparent and clear in recommending improvement plan iii. Adhere to reporting procedure 			

Employability Skills

Core Abilities	Social Skills
<p>01.07 Utilize database applications to locate and process information.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counselling.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs..</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc)	2. As per requirement
3. Sample of procedures in receiving customer	3. 1:1
4. Sample of customers profile	4. 1:1
5. Sample of customer data and request forms	5. 1:1
6. Healthy lifestyle promotional items	6. 1:1
7. Regulatory/Statutory/Legislative requirements list	7. 1:1
8. Sample of appointment schedule	8. 1:1
9. Sample of Customer's consultation history and plans	9. 1:1
10. Sample of Guarantee letter (GL)	10. 1:1
11. Sample of Healthcare services billing procedures manual	11. 1:1
12. Sample of Insurance claims procedure manual	12. 1:1
13. Sample of Transportation documents and guidelines	13. 1:1
14. Sample of feedback form	14. 1:1
15. Sample of customer survey findings compilation procedure manual	15. 1:1
16. Survey analysis guidelines and sample of survey results/data	16. 1:1
17. Sample of customer complaints and grievances form	17. 1:1
18. Sample of customer services records	18. 1:1
19. Sample of reporting format	19. 1:1
20. Sample of reporting procedure manual	20. 1:1
21. Sample of company policy	21. 1:1
22. Sample of organizational hierarchy/chart	22. 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 SUPERVISION						
Competency Unit Title	INTERNATIONAL CUSTOMER SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to provide excellence healthcare services to international customers, sustain good affinity, fulfil their needs/ requirements ethically and ensure the customer gratify with facilities and services provided throughout their stay in accordance with International Health Regulation 2005(IHR) and Malaysian law private healthcare facilities and services. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Study international customer requirement • Prepare healthcare facilities for customers • Arrange customer admission • Monitor customer care, comfort and hospitality • Provide after care services 						
Competency Unit ID	MP-083-3:2013-C02	Level	3	Training Duration	100 Hour	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Study international customer requirements	i. Category of healthcare services such as: <ul style="list-style-type: none"> • Pre-treatment / Consultation • During treatment • Post-treatment 			3	Lecture and Discussion	i. Category of healthcare services are listed and benefits are explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>ii. Customer request/interest/needs of services such as: -</p> <ul style="list-style-type: none"> • Outpatient Treatment • Therapy / wellness • Operation/surgery • Specific treatment (e.g. cosmetics, obesity, liposuction) <p>iii. Customer profiles such as:</p> <ul style="list-style-type: none"> • Demographic information (age, gender, education, religion, etc) • Place of origin • Type of disease/problem facing by customer • Medical history • Insurance coverage • Customer travelling documentation (visa /permit) 					<p>ii. Customer request /interest/ needs are explained based on healthcare services availability</p> <p>iii. Customer profiles are specified and interpreted based on policies and service package plan</p> <p>iv. Customer special requirements are listed and availability are assured in accordance with documentation procedures</p> <p>v. Regulatory/</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Culture • Language medium • Next of kin contact details iv. Customer special requirements such as: <ul style="list-style-type: none"> • Specific food requirement (e.g. Halal/vegetarian) • Accommodation for accompany/relatives • Relatives, accompanying members • Local visits/sightseeing v. Regulatory/Statutory/legislative bodies requirements such as: <ul style="list-style-type: none"> • Immigrations departments • Ministry of Tourism • Ministry of Health 					<p>Statutory/legislative bodies requirements are confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify category of healthcare services ii. Confirm customer requested/interested services iii. Check customer profiles iv. Document customer requirements Check Regulatory/ Statutory/ legislative bodies requirements	<u>Attitude:</u> i. Objectively in understanding of client needs ii. Efficient and meticulous actions required when search information iii. Resourceful in gathering information	7	Demonstration and Observation Hands on	
2. Prepare healthcare facilities for customers	i. Customer records details such as: <ul style="list-style-type: none"> • Services category • Special treatment/therapy/wellness • Travelling information ii. Customer stay-in facilities needs such as: <ul style="list-style-type: none"> • Food & Beverages (F&B) 			6	Lecture and Discussion	i. Customer records details are obtained and listed ii. Customer stay-in facilities are determined iii. Stay in costs are calculated iv. Booking for transportation and lodging for customer and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Accommodation • Transportation • Communication gadgets • Auto-Teller machines iii. Stay in costs/pricing rates for foreigners iv. Booking for transportation and lodging for customer and accompany family members v. Customer family members /escort necessities vi. Room setup and decoration such as: <ul style="list-style-type: none"> • Tidiness and cleanliness • Ventilation • Odour • Ambience vii. Arrangements for local sightseeing and tour					family are executed in accordance with customer requirements v. Customer family members /escort necessities are specified vi. Room setup and decoration required by customers are explained vii. Arrangements for local sightseeing and tour

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	such as: <ul style="list-style-type: none"> • Venue • Itinerary • Transportation • Safety facilities • Emergency plan 					
		Confirm customer requirements based on information in the customer records. ii. Interpret customer stay-in facilities needs iii. Estimate customer stay-in costs iv. Book the transportation and lodging for customer and family v. Ensure customer family members /escort necessities are attended. vi. Assure comfortable stay-in room and		14	Demonstration and Observation Hands On	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		privacy vii. Check arrangements for local sightseeing and tour.	<u>Attitude:</u> i. Pro-active in preparing facilities for customer			
3. Arrange customer admission	i. Customer details in the system such as: <ul style="list-style-type: none"> • Customer background • Service/treatment plan • Special requirements ii. Entry requirement and documentation validation procedure iii. Validity of travelling procedures (visa /passport). iv. Customer payment mode and insurance coverage details such as: <ul style="list-style-type: none"> • Cash 			9	Lecture and Discussion	i. Customer details are keyed in into the company system in accordance with company policies ii. Customer country origin are determined iii. Entry requirement and documentation validity are specified in accordance with legislative bodies

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Travellers cheque • Insurance : <ul style="list-style-type: none"> ○ Insurance limits ○ Terms and condition ○ Expiry date v. Customer admission procedure such as: <ul style="list-style-type: none"> • Registrations • Health screening/test • Customer categorization by service requirement • Consent from customer / next of kin on agreed services 					requirements iv. Validity of travelling procedures are specified v. Customer payment mode and insurance coverage is described vi. Customer admission procedure is followed
		Register customer details into the company's system. ii. Identify customer country origin. iii. Verify entry requirement and		21	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		documentation validity. iv. Check validity of travelling procedures (visa /passport). v. Confirm customer payment mode and insurance coverage. vi. Prepare customer for admission	<u>Attitude:</u> i. Thorough and details in arranging customer admission			
4. Monitor customer care, comfort and hospitality	i. Customer condition and conveniences. ii. Customer care and treatment/ therapy procedure. iii. Customer privacy and comfort such as: <ul style="list-style-type: none"> • Serene ambiance • Visitors are filtered • Clean and tidy room • Lightings iv. Customer constructive feedback during the admission			6	Lecture and Discussion	i. Customer condition and conveniences are stated in accordance with Customer Service charter and guideline ii. Customer care and treatment procedure are described in accordance with international

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		i. Observe closely customer condition and conveniences. ii. Assure customer care and treatment procedure. iii. Assure customer privacy and comfort are secured iv. Collect and document customer constructive feedback during the stay.	<u>Attitude:</u> i. Effective understanding of client needs ii. Efficient and meticulous actions required when search information iii. Resourceful in gathering information	14	Demonstration and Observation Hands on	standards and customer needs. iii. Customer privacy and comfort are listed iv. Customer constructive feedback is recorded in accordance with documentation procedures.
5. Provide after care services	i. Details of the follow up appointment such as: <ul style="list-style-type: none"> • Date • Time • Venue • Attending personnel to meet ii. Requirements for follow			6	Lecture and Discussion	i. Details of the follow up appointment are communicated in accordance with ii. Requirements for follow up

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>up services</p> <p>iii. After care service documentation such as:</p> <ul style="list-style-type: none"> • Appointment card • Medical records and reports • Medication card • Post-treatment care sheet • Referral letter for the continuation of care at home countries <p>iv. Follow up on customer condition after discharged/services method such as:</p> <ul style="list-style-type: none"> • Telephone calls • Emails/ social medias • Letter <p>v. Contact details for any emergencies or any queries</p> <p>vi. Customer feedback on</p>					<p>services are listed</p> <p>iii. After care service documentation are specified in accordance with documentation procedure</p> <p>iv. Follow up on customer condition after discharged/services method are employed in accordance with customer service charter</p> <p>v. Contact details for any emergencies or any queries are stated</p> <p>vi. Customer satisfaction feedback</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	after care service vii. Customer health status during home care	Liaise with customer details of follow up appointments ii. Confirm requirements for next follow up services. iii. Follow up on customer condition after discharged/services iv. Provide contact details for any emergencies or any queries v. Collect customer feedback on after care service vi. Determine customer health status	<u>Attitude:</u> i. Communicate effectively with customers regarding after care services	14	Demonstration and Observation Hands on	status are described in accordance with customer service charter

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs.. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc)	2. As per requirement
3. Sample of customer profiles	3. 1:1
4. Sample of customer requirements	4. 1:1
5. Sample of customer records/travelling documentation (visa /permit)	5. 1:1
6. Sample of customer stay-in facilities needs	6. 1:1
7. Booking for transportation and lodging	7. 1:1
8. Room setup and decoration requirements list	8. 1:1

ITEMS	RATIO (TEM: Trainees)
9. Sample of entry requirement and documentation validation procedure	9. 1:1
10. Sample of customer payment mode and insurance policies (cash, travellers cheque, etc)	10. As per required
11. Sample of customer admission procedure	11. 1:1
12. Sample of customer care and treatment procedure	12. 1:1
13. Sample of customer feedback /enquires	13. 1:1
14. Sample of appointment form/card	14. 1:1
15. After care service documentation procedure	15. 1:1
16. Contact details for any emergencies	16. 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 SUPERVISION						
Competency Unit Title	CUSTOMER INFORMATION AND RECORD SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure that all relevant departments in the company have updated database to the most current and complete view of customer information. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check customer information • Carry out customer information consolidation • Carry out healthcare data transaction • Maintain customer database 						
Competency Unit ID	MP-083-3:2013-C03	Level	3	Training Duration	100 Hour	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check customer information	i. Types of customer profile format such as: <ul style="list-style-type: none"> • Electronic (e.g. Customer Management Information System) • Manually (e.g. records/forms/cards) ii. Customer profile details			3	Lecture and Discussion	i. Types customer profile format are determined and details are listed in accordance with company	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>such as.</p> <ul style="list-style-type: none"> • Demographic information: <ul style="list-style-type: none"> ○ Name ○ Identity Card Number ○ Occupation ○ Address • Country of Origin • Previous visits records <p>iii. Category of services requirements such as:</p> <ul style="list-style-type: none"> • Consultation • Treatment • Follow up • Insurance claim/payment from providers • Medication <p>iv. Customer services requirements details such as:</p> <ul style="list-style-type: none"> • Service package 					<p>policy and profile format</p> <p>ii. Category of services requirements are listed</p> <p>iii. Customer services requirements details are verified in accordance with company policy</p> <p>iv. Data verification and validation procedure are followed</p> <p>v. Reporting procedure are followed in accordance with company policies</p> <p>vi. Regulatory/</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> plan <ul style="list-style-type: none"> • Consultant/Qualified personnel in charge • Treatment venue • Treatment facilities • Special requirements <ul style="list-style-type: none"> ○ Sightseeing visits ○ Local tour packaged v. Data verification and validation procedure vi. Reporting procedure vii. Regulatory/Statutory/legislative requirements such as: <ul style="list-style-type: none"> • Confidentiality and privacy Acts • International Health Regulation 2005 (IHR) • Malaysian Law Private Healthcare Facilities and 					<p>Statutory/legislative requirements are defined</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Services Act 1998.					
		<ul style="list-style-type: none"> i. Identify types of customer profile format ii. Verify customer profile in the system iii. Review category of service requirements. iv. Identify services required by the customers. v. Classify customer information vi. Validate customer information and data accuracy vii. Notify incomplete customer records/data to authorised personnel for further action. viii. Create report for 		7	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		customers who have incomplete record Interpret Regulatory/Statutory/ legislative requirements	<u>Attitude:</u> i. Accuracy in validating of customers data ii. Thorough in checking customers data			
2. Carry out customer information consolidation	i. Customer data accessibility method ii. Source of customer information such as: <ul style="list-style-type: none"> • Centralised information system • Customer profile • Customer appointment records iii. Customer background such as: <ul style="list-style-type: none"> • Identity of customers • Country/Origin • Allergy of medication • Status (new/existing customers) iv. Customer			12	Lecture and Discussion	i. Customer data accessibility method are employed ii. Source of customer information is accessed iii. Customer background and services/ treatment plan are extracted and listed iv. Customer payment mode are determined in accordance company

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>services/treatment category such as:</p> <ul style="list-style-type: none"> • Hospitalization • Outpatient • Emergency • Follow up services <p>v. Customer payment mode such as:</p> <ul style="list-style-type: none"> • Cash • Company / Sponsored • Insurance <p>vi. Company/Third party sponsorship details such as:</p> <ul style="list-style-type: none"> • Company name • Company address • Limits of coverage • Package plan eligibility <p>vii. Insurance coverage information and validity such as:</p> <ul style="list-style-type: none"> • Terms and condition 					<p>policies</p> <p>v. Company/Third party sponsorship details are specified</p> <p>vi. Insurance coverage information and validity are confirmed</p> <p>vii. Customer information details and services requirements are updated and centralised in accordance with consolidating process</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Type of coverage's • Amount of cost covered • Policy expiry date viii. Documents consolidation process					
		i. Retrieve customer registered information ii. Check customer background details iii. Ensure customer services plan iv. Discover customer treatment payment mode v. Validate company/ third party sponsorship vi. Validate insurance coverage provided by the insurance company Consolidate customer information details		28 hours	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		and services requirements	<u>Attitude:</u> i. Precise in consolidating customer information ii. Honest in handling customer information iii. Customer confidentiality maintained during handling customer data			
3. Carry out healthcare data transaction	i. Customer records completeness and data validity status (completed /not completed) ii. Types of data request from any responsible person in charge/department. iii. Code of ethics to maintain confidentiality on customers data			9 hours	Lecture and Discussion	i. Systems indication on information which needs to be keyed in and filled up are determined in accordance with data management system ii. Types of data

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iv. Authorised requestor/department of customer data such as: <ul style="list-style-type: none"> • Billing/finance • Laboratory • Customer Service • Pharmacy • Insurance provider v. Data transaction procedure vi. Customer data transaction status					listed and data validity is assured according to data management procedure and company policies iii. Important data requested from any responsible extracted and transferred
		i. Identify the indication on customer record which need to be completed ii. Identify types of data and validity of keyed in data up to the current date. iii. Verify requisition form put up by requestor		21 hours	Demonstration and Observation Hands on	iv. Customer data confidentiality and code of ethics are complied v. Data transaction status is informed to authorised personnel/ superior. in accordance with company

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> iv. Confirm important and necessary data to be transferred. v. Practice customer data confidentiality and code of ethics vi. Attend customer request data by authorised request or superior Report customer data transaction status to authorised personnel/superior. 	<u>Attitude:</u> <ul style="list-style-type: none"> i. Honest in handling customer information ii. Precise and clear in reporting data transaction status iii. Customer confidentiality maintained during handling customer data 			policies
4. Maintain customer database	<ul style="list-style-type: none"> i. Data maintenance schedule on customers data (periodically, monthly, yearly) ii. Customer data maintenance procedure. iii. Steps on how to back up customers data iv. Data backup schedule v. Data backup method 			6 hours	Lecture and Discussion	<ul style="list-style-type: none"> i. Customer data are stored based on data maintenance schedule ii. Backup steps of customer , criticality level of the data and schedule are listed and explained in

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	(Manually/ Automatically) vi. System failures / data corruption vii. Superior and personnel/ department in charge on the system failure and corruption of data. viii. Reporting procedure ix. Document storage area to store customer records x. Records format such as: <ul style="list-style-type: none"> • Electronics (softcopy) • Manual (hard copy) 					iii. System failures / data corruption are detected and cause are explained iv. Authorised personnel/ department in charge are notified on the cause of system failure and data corruption.
		i. Archive customer data based on data maintenance schedule ii. Follow data maintenance procedure iii. Backup customer		14	Demonstration and Observation Hands on	v. Document storage areas are determined. vi. Customer records are kept in place according to

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>data backup in regular basis manually / automatically based on criticality of the data.</p> <p>iv. Discover system failures / data corruption</p> <p>v. Report to superior and personnel/ department in charge details on the cause of system failure and data corruption.</p> <p>vi. Report system failures / data corruption and cause to superior and personnel/ department in charge.</p> <p>vii. Assure document storage area.</p> <p>viii. Store customer records</p>	<p><u>Attitude:</u></p> <p>i. Honest in handling customer information</p> <p>ii. Precise and thorough in maintaining customer</p>			<p>data storage system</p> <p>vii. Information on updated database document safety status are communicated to authorised personnel/ superior</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		ix. Report documents safety to authorised personnel/ superior	database iii. Customer confidentiality maintained during handling customer data			

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs.. 04.07 Negotiate acceptance and support for objectives and strategies.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Core Abilities	Social Skills
05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc.)	2. 1:5
3. Sample of customer profiles	3. 1:1
4. Sample of service requirements	4. 1:1
5. Sample of customer records details	5. 1:1
6. Sample of customer services requirements list	6. 1:1
7. Sample of data verification and validation procedure	7. 1:1
8. Sample of reporting procedure	8. 1:1
9. Sample of regulatory/statutory/legislative requirements list	9. 1:1
10. Sample insurance policies	10. As per required
11. Sample of data transaction procedure manual	11. 1:1
12. Sample of data maintenance schedule	12. 1:1
13. Sample of customer data maintenance procedure manual	13. 1:1
14. Sample of records format	14. 1:1
15. Sample of company policies	15. 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 SUPERVISION						
Competency Unit Title	NON CLINICAL/ NON-INVASIVE SCREENING SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to perform Non Clinical/Non-Invasive healthcare screening such as weight, height and Body Mass Index (BMI) checking and competent to handle non-invasive diagnostic tools according to manual/SOP. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare customer for screening • Prepare healthcare screening area, facilities, non-clinical/non-invasive diagnostic tools • Carry out non-clinical/non-invasive diagnostic procedure • Monitor cleansing services after non-clinical/non-invasive diagnostic procedure • Organize healthcare screening documentation for submission 						
Competency Unit ID	MP-083-3:2013-C04	Level	3	Training Duration	50 Hour	Credit Hours	5
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare customer for screening	i. Source of customer information such as: <ul style="list-style-type: none"> • Electronics (e.g. centralised system) • Manual (e.g. customer record/ data department) ii. Customer profiles and			2	Lecture and Discussion	i. Customer data are retrieved from identified source of information in accordance with Management	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>data such as:</p> <ul style="list-style-type: none"> • Name • Gender • Age • Previous visits record <p>iii. Customer weight and height measuring procedure</p> <p>iv. Body Mass Index (BMI) calculation table</p> <p>v. Type of screening procedure such as:</p> <ul style="list-style-type: none"> • Brain scanning • Ultra sounds • General X-Ray <p>vi. Personal Protective Equipment (PPE) such as:</p> <ul style="list-style-type: none"> • Attire for screening procedure • Mask • Head Cap <p>vii. Company policies and</p>					<p>Information System policies and confidentiality act</p> <p>ii. Customer data accuracy are determined</p> <p>iii. Customer weight and height measuring method are explained</p> <p>iv. Body Mass Index (BMI) are calculated</p> <p>v. Customer identity are confirmed for required procedure</p> <p>vi. Customer assistance are assisted to procedure</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	standards: <ul style="list-style-type: none"> • Company Management Information System (MIS) policies • Confidentiality Act. • Standard Operation Procedure (SOP) 					room in accordance with company policies
		i. Identify source of customer data ii. Retrieve customer data iii. Verify customer data accuracy iv. Measure customer weight and height v. Calculate Body Mass Index (BMI) vi. Verify customer identity for required screening procedure Usher customer to procedure room	<u>Attitude:</u> <ol style="list-style-type: none"> i. Respect customer privacy ii. Sensitive to customer condition and health status 	4	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> <ul style="list-style-type: none"> i. Adhere to safety rules and regulation at all time ii. Wear PPE when and where applicable i. 			
<p>2. Prepare healthcare screening area, facilities, non clinical/non-invasive diagnostic tools</p>	<ul style="list-style-type: none"> i. Screening work area such as: <ul style="list-style-type: none"> • X-ray room • Ultra sound room • Magnetic Resonance Imaging(MRI room) ii. Type of facilities such as: <ul style="list-style-type: none"> • Wheel Chair / Stretchers/ Trolley • Customer couch iii. Type of non-clinical/ non-invasive diagnostic tools such as: 			3	Lecture and Discussion	<ul style="list-style-type: none"> i. Screening work area and facilities are listed and specified ii. Non-clinical/ non-invasive diagnostic tools are listed iii. Screening/ work area, facilities and non-clinical/ non-invasive diagnostic tools

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Blood Pressure (BP) set • Weighing scale set iv. Hygiene and safety requirements v. Regulatory/Statutory/legislative requirements such as: <ul style="list-style-type: none"> • Prevention and Control of Infectious Diseases Act 1988. • Malaysian Law Private Healthcare Facilities And Services Act 1998 					arrangement are described in accordance with Hygiene and safety requirements and Prevention and Control of Infectious Diseases Act 1988
		i. Check screening work area ii. Check facilities iii. Check non-clinical/non-invasive diagnostic tools iv. Organise screening/work area, facilities and non-clinical/non-invasive		7	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		diagnostic tools v. Comply to hygiene and safety requirements and	<u>Attitude:</u> i. Systematic in preparing healthcare screening area, facilities, non-clinical/ non-invasive diagnostic tools <u>Safety:</u> i. Adhere to safety rules and regulation at all time ii. Ensure safety signage being displayed at work area			
3. Carry out non-clinical/non-invasive diagnostic procedure	i. Non-clinical/ non-invasive diagnostic tools ii. Functionality and operability of non-clinical/ non-invasive			3	Lecture and Discussion	i. Identified Non-clinical/ non-invasive diagnostic tools are listed and functions

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>diagnostic tools operability</p> <p>iii. Non-clinical/ non-invasive diagnostic tools list</p> <p>iv. Procedures of handling non-clinical/ non-invasive diagnostic tools.</p> <p>v. Healthcare screening results compilation method</p>					<p>are explained</p> <p>ii. Functionality and operability of non-clinical/ non-invasive diagnostic tools are assured in accordance with service requirements</p> <p>iii. Non-clinical/ non-invasive procedure are explained</p>
		<p>i. Select identified Non-clinical/ non-invasive diagnostic tools</p> <p>ii. Confirm functionality and operability of non-clinical/ non-invasive diagnostic tools</p> <p>iii. Execute non-clinical/ non-invasive procedure</p>		7	Demonstration and Observation Hands on	<p>iv. Hygiene and cleanliness of customer during healthcare screening processes are specified.</p> <p>v. Source of documented healthcare</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		iv. Confirm hygiene and cleanliness of customer during healthcare screening processes v. Obtain documented healthcare screening results Compile documented healthcare screening results	<u>Attitude:</u> i. Precise and details in carrying out procedures <u>Safety:</u> i. Adhere to safety rules and regulations ii. Wear PPE when and where applicable			screening results are identified vi. Documented healthcare screening results are arranged for further action
4. Monitor cleansing services after non clinical/non-invasive diagnostic procedure	i. Non-clinical/ non-invasive diagnostic tools cleansing procedure ii. Environments and work area tidiness and cleanliness guidelines before, during and after customer interventions iii. Hygiene and			6	Lecture and Discussion	i. Guideline for Environments, work area and non-clinical/ non-invasive diagnostic tools tidiness and cleanliness before, during

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	cleanliness of customer during healthcare screening processes					and after customer interventions are explained in accordance with service standards
		<ul style="list-style-type: none"> iv. Assure Non-clinical/ non-invasive diagnostic tools cleansing procedure v. Check environments, work area and non-clinical/ non-invasive diagnostic tools tidiness and cleanliness before, during and after customer interventions vi. Assure environments and work area tidiness and cleanliness guidelines compliances vii. Check healthcare screening form 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Alert to cleanliness and tidiness of work area ii. Communicate clearly expectations of cleansing requirements to support staff 	14	Demonstration and Observation Hands on	<ul style="list-style-type: none"> ii. Environments and work area tidiness and cleanliness guidelines are followed iii. Healthcare screening form completeness is confirmed in accordance with documentation procedure.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		completeness	<u>Safety:</u> i. Adhere to safety rules and regulation at all time ii. Ensure safety signage being displayed at work area <i>i.</i>			
5. Organize healthcare screening documentation for submission	i. Healthcare screening records arrangement ii. Documents to be handover. iii. Third party /authorised personnel in charged for hardcopy delivery. iv. Endorsement of recipient of screening records	.		6 hour	Lecture and Discussion	i. Healthcare screening records are categorised based on services requirements. ii. Documents to be handover are listed and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Arrange healthcare screening records ii. Compile documents to be handover. iii. Assign third party /authorised personnel in charged for hardcopy delivery. iv. Assure authorised personnel to receive screening records. Confirm document acceptances of screening records 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Detailed and meticulous in organizing information and preparation of report ii. Systematic in organizing healthcare screening documentation for submission 	14 hours	Demonstration and Observation	<ul style="list-style-type: none"> arranged iii. Third party /authorised personnel in charged for hardcopy delivery are appointed in accordance with documentation procedure and company policies. iv. Authorised personnel to receive screening records are determined v. Document acceptances of screening records are updated in accordance with

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
						documentation procedure.

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc.)	2. As per requirement
3. Sample of customer profiles and data	3. 1:1
4. Company Management Information System (MIS) policies and confidentiality Act.	4. 1:1
5. Body Mass Index (BMI) calculation table	5. 1:1
6. Sample of Customer weight and height measuring procedure.	6. 1:1
7. Non-clinical/ non-invasive diagnostic tools set (Blood Pressure (BP) , weighing scale set, etc)	7. 1:10
8. Facilities (wheel chair /stretchers, trolley, etc)	8. 1:25
9. Sample of Procedures of handling non-clinical/ non-invasive diagnostic tools.	9. 1:1
10. Sample of Non-clinical/ non-invasive diagnostic tools cleansing procedure	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 SUPERVISION						
Competency Unit Title	HEALTHCARE HOSPITALITY AND RECREATION SERVICES						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to provide excellent services for customer better and quick recovery. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check customer needs • Organise customer portering services • Prepare customer for admission • Organise customer accommodation • Arrange concierge services • Organise stay-in customer food and beverage • Arrange customer fitness and therapeutic recreation activities • Prepare hospitality and recreation services performance report 						
Competency Unit ID	MP-083-3:2013-C05	Level	3	Training Duration	100 Hour	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check customer needs	i. Customer profiles such as: <ul style="list-style-type: none"> • Name • Age 			3	Lecture and Discussion	i. Customer profiles and status from the conversation/	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Gender • Occupation/ Designation • Country origin <p>ii. Customer status such as:</p> <ul style="list-style-type: none"> • Walk in • Referred cases • By appointment <p>iii. Customer requirement such as:</p> <ul style="list-style-type: none"> • Facilities for treatment/therapy/wellness • Customer mobilization needs • Protocol s • Special requirement (private walk way, security personnel) <p>iv. Type of hospitalities services and recreational facilities such as:</p> <ul style="list-style-type: none"> • Therapeutic : 					<p>documents received are defined</p> <p>ii. Hospitalities services and recreational activities availability are listed</p> <p>iii. Procedure, Rules and Regulation regarding recreational programs are specified in accordance with company policies</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Herbal garden ○ Reflexology path ○ Fish pond • Non therapeutic: <ul style="list-style-type: none"> ○ Children playground ○ Sauna/steam room ○ Theme park ○ BBQ area ○ Gymnasium v. Procedure, rules and regulation regarding recreational programs 					
		<ul style="list-style-type: none"> i. Interpret customer profiles and status from the conversation/ documents received. ii. Confirm hospitalities services and recreational activities availability 		7	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>from facilities departments.</p> <p>Determine procedure, Rules and Regulation regarding recreational programs.</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Resourceful in obtaining customer information ii. Thorough in checking hospitality services and recreational facilities iii. Alert with customer needs <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Adhere to safety requirements 			
<p>2. Organise customer portering services</p>	<p>i. Customer destination such as:</p> <ul style="list-style-type: none"> • Indoor (hospital, fitness centre, nursing home etc.) • Outdoor (jungle, theme park, spa centre, hot spring, 			<p>3</p>	<p>Lecture and Discussion</p>	<ul style="list-style-type: none"> i. Customer destination are listed in accordance with service package plan ii. Type of pottering

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	swimming pool etc.) ii. Types of pottering equipment/tools such as: <ul style="list-style-type: none"> • Wheel chair • Trolley • Stretcher • Walking aid iii. Pottering services availability and procedure. iv. Method and techniques of transferring customer in needs.					equipment/tools are and categorised in accordance with service requirements iii. Pottering services procedure are described iv. Arrangement of pottering services are explained in accordance with Customer Service charter and guidelines
		i. Identify customer destination ii. Confirm type of pottering equipment/tools iii. Pottering services procedure iv. Arrange pottering services Monitor method and techniques of		7	Demonstration and Observation Hands on	v. Method and techniques of transferring customer in needs are described in accordance with services standards and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		transferring customer in needs	<u>Attitude:</u> i. Systematic in organizing customer portering services ii. Alert with customer needs <u>Safety:</u> i. Adhere to safety requirements			customer condition
3. Prepare customer for admission	i. Stay-in term and conditions to customer such as: <ul style="list-style-type: none"> • Eligibility of room • Food and beverages • Special requirements • Visiting hours • Numbers of accompanying members ii. Customer admission form/reports			6	Lecture and Discussion	i. Stay-in term and conditions are specified in accordance with company policies ii. Customer admission form/reports are completed in accordance with documentation procedure

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iii. Confirm on ward/lodging readiness iv. Customer readiness for admission					iii. Confirmation on ward/lodging readiness are assured
		i. Brief stay-in term and conditions ii. Obtain and fill up customer admission form/reports iii. Obtain confirmation on ward/lodging readiness Assure customer readiness for admission	<u>Attitude:</u> i. Ethical and precise in preparing customers admission ii. Respect customer privacy and confidentiality iii. Sensitive to customer condition <u>Safety:</u> i. Adhere to safety requirements ii. Wear PPE when and where applicable	14	Demonstration and Observation Hands on	iv. Customer readiness for admission is specified in accordance service requirements/ procedure.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Organise customer accommodation	i. Source of customer request information such as: <ul style="list-style-type: none"> • Emails • Social medias application • Written form • Telephone calls ii. Room eligibility such as: <ul style="list-style-type: none"> • Single room • Double bed room • Four bed room • Dormitory iii. Accommodation / stay in facilities to be prepared such as: <ul style="list-style-type: none"> • Hot water • Welcome pack • Toiletries set • Audio Sets /furniture iv. Facilities/equipment/ furniture tidiness and cleanliness.			8 hours	Lecture and Discussion	i. Customer accommodation request are listed and categorised ii. Room eligibility are specified in accordance with service requirements iii. Accommodation facilities preparation are listed iv. Facilities /equipment/ furniture tidiness and cleanliness are confirmed in accordance with service standards and hygiene and health regulations

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	v. Room arrangement and decoration such as: <ul style="list-style-type: none"> • Ambiances • Odours • Lighting 					v. Room arrangement and decoration are described vi. Laundry services are determined in accordance with service package plan and company policies
		i. Compile customer accommodation request. ii. Confirm room eligibility. iii. Arrange accommodation facilities preparation. iv. Assure facilities /equipment/furniture tidiness and cleanliness v. Assure room arrangement and decoration Arrange laundry services	<u>Attitude:</u> <ol style="list-style-type: none"> i. Systematic in organizing customer accommodation ii. Alert with customer needs 	18	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			
5. Arrange concierge services	i. Type of concierge services within the premises <ul style="list-style-type: none"> • Portal arrangement • Luggage arrangement • Delivery services • Laundry services • Parking ii. Schedule for portering service such as: <ul style="list-style-type: none"> • Date • Time • Venue iii. Value add information such as: <ul style="list-style-type: none"> • Public transport • Place of Interest • F&B outlets • Shopping outlet 			3	Lecture and Discussion	i. Information on type of concierge services to customer are distributed ii. Portering services are scheduled iii. Value add information are listed iv. Concierge services request are documented in customer services package. v. Coordination of concierge services

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	iv. Coordination of concierge services procedure v. Documentation procedure					requested by customer are described in accordance with company policies and documentation procedure
		i. Distribute information on type of concierge services to customer ii. Identify schedule of portering iii. List of other information iv. Attend customer request for concierge services v. Record request for concierge services in customer services package. Coordinate concierge services requested by customer	<u>Attitude:</u> i. Systematic in arranging concierge services ii. Alert with customer needs <u>Safety:</u> i. Adhere to safety requirements	7	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Organise stay-in customer food and beverage	<ul style="list-style-type: none"> i. Customer diet requirements ii. Dietician advice/customer choice iii. Customers' condition who need enteral feeding assistance. iv. Customer enteral feeding procedures v. Hygiene and cleanliness standards vi. Food & beverages preparation procedure 			3	Lecture and Discussion	<ul style="list-style-type: none"> i. Customer diet requirements are described based on dietician advice/customer requirement ii. Enteral feeding assistance to customers are demonstrated in accordance with customer enteral feeding
		<ul style="list-style-type: none"> i. Identify customer diet requirements ii. Determine dietician advice/customer requirement iii. Identify customers who need enteral feeding assistance. iv. Follow or customer enteral feeding procedure <p>Assure hygiene and</p>			7	Demonstration and Observation Hands on

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		cleanliness during the arrangement of food & beverages to customer.	<u>Attitude:</u> i. Systematic in organizing stay-in customer food and beverage ii. Alert with customer needs <u>Safety:</u> i. Adhere to safety requirements			
7. Arrange customer fitness and therapeutic recreation activities	i. Customer conditions such as: <ul style="list-style-type: none"> • Disabled • Bed ridden • Special needs ii. Type of recreational program and fitness activities : <ul style="list-style-type: none"> • Indoor (creative arts, dance/movement, physiotherapy, etc.) • Outdoor (sports, exploration, etc.) iii. Therapeutic recreation			3	Lecture and Discussion	i. Customer conditions are explained ii. Types of recreational program and fitness activities are listed in accordance with customer requirements iii. Recreation facilities availabilities and functionality

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>and non-therapeutic facilities setup requirements such as:</p> <ul style="list-style-type: none"> • Clean • Safe to be used • Functionality for therapies/wellness program • Quantity • Location • Accessibility <p>iv. Assistance personnel on fitness/ therapeutic recreation program</p>					<p>are specified in accordance with service requirements / therapy procedure</p> <p>iv. Assistance provided for fitness/ therapeutic recreation program are described based on qualified personnel advice and customer condition</p>
		<p>i. Identify customer diet requirements</p> <p>ii. Determine dietician advice/customer requirement</p> <p>iii. Identify customers who need enteral feeding assistance.</p> <p>iv. Follow or customer enteral feeding procedure</p>		7	<p>Demonstration and Observation</p> <p>Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		Assure hygiene and cleanliness during the arrangement of food & beverages to customer.	<u>Attitude:</u> i. Systematic in organizing customer fitness and therapeutic recreation activities ii. Alert with customer needs <u>Safety:</u> i. Adhere to safety requirements			
8. Prepare hospitality and recreation services performance report	i. Source of customer feedback hospitality and recreation services such as: <ul style="list-style-type: none"> • Interview (face to face) • Electronically (emails, social media, etc.) • Manual forms (questionnaire form, survey checklist) 			2	Lecture and Discussion	i. Customer feedback records are segregated in accordance with documentation procedures ii. Customer feedback on hospitality and recreation services are specified

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	ii. Type of customer feedback such as: <ul style="list-style-type: none"> • Appreciation • Compliments • Complaints • Suggestions iii. Hospitality and recreation services performance status iv. Organizational chart/hierarchy v. Reporting format vi. Reporting procedure					iii. Recommendation for service improvement are proposed to superior in accordance with reporting procedure iv. Report on hospitality and recreation services performance are generated in accordance with reporting format
		i. Compile customer feedback on hospitality and recreation services. ii. Identify performances of hospitality and recreation services. iii. Produce hospitality and recreation services performance report		4	Demonstration and Observation Hands on	v. Hospitality and recreation services performance are reported in accordance with reporting procedure and company policies

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>Notify hospitality and recreation services performance status to superior.</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous and details in hospitality and recreation services performance report ii. Adhere to company reporting procedure 			

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals 2. Office facilities (telephone, fax machine, printers, etc.) 3. Sample of customer profiles 4. Sample of hospitalities services and recreational facilities list 5. Indoor activities area/room (creative arts, dance/movement, physiotherapy, etc.) 6. Outdoor area for recreational/fitness program (sports, exploration, etc.) 7. Pottering equipment/tools (wheel chair, trolley, stretcher, walking aid, etc) 8. Sample of customer admission form/reports	1. 1:2 2. As per requirement 3. 1:1 4. 1:1 5. 1:25 6. As per requirement 7. 1:1 8. 1:1

ITEMS	RATIO (TEM: Trainees)
9. Sample of accommodation / stay in facilities list	9. As per requirement
10. Accommodation / stay in facilities (hot water, welcome pack, toiletries set, audio sets /furniture, etc)	10. 1:1
11. Sample of coordination of concierge services procedure manual	11. 1:1
12. Sample of documentation procedure manual	12. 1:1
13. Sample of customer enteral feeding procedures manual	13. 1:1
14. Sample of food & beverages preparation procedure manual	14. 1:1
15. Sample of organizational chart/hierarchy	15. 1:1
16. Sample of reporting format	16. 1:1
17. Sample of reporting procedure manual	17. 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 SUPERVISION						
Competency Unit Title	HEALTHCARE SAFETY AND SECURITY SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to provide secure place for customer and companion to visit and safe working place for employee and as well increase customer, visitor and employee satisfaction at the work place. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check customer safety and security requirement • Monitor personnel hygiene, health, safety and security compliances • Participate in emergency fire drill practices • Prepare safety and security practices performance report 						
Competency Unit ID	MP-083-3:2013-C06	Level	3	Training Duration	100 Hour	Credit Hours	10
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check customer safety and security requirement	i. Customer profile details such as: <ul style="list-style-type: none"> • Name • Age • Gender • Country origin • Designation/ Occupation status 			3	Lecture and Discussion	i. Customer profile details are listed ii. Customer health status are observed and conditions are explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>(e.g. VVIP)</p> <p>ii. Customer health status:</p> <ul style="list-style-type: none"> • Disabled • Bed Rest • Special needs <p>iii. Customer safety requirement such as:</p> <ul style="list-style-type: none"> • Well maintained facilities and equipment • Proper handling and storage of hazardous /contaminated materials (e.g. signage/hazards symbols on labels of chemical container) • Display proper work in progress signage at public area (e.g. wet area /under construction) • Emergency exit signage and floor 					<p>iii. Customer safety requirement and company availability are specified</p> <p>iv. Customer safety requirements are determined and interpreted in accordance with Customer Service charter and guidelines</p> <p>v. Regulatory/ Statutory/ Legislative requirements are confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>plan charts displayed at accessible area</p> <ul style="list-style-type: none"> • First Aid • Fire fighting <p>iv. Customer security requirement such as:</p> <ul style="list-style-type: none"> • Security camera (e.g. CCTV) • Private walk away • Security personnel • Locker for safe keeping • Specific rooms for different genders <p>v. Regulatory/Statutory/Legislative requirements such as:</p> <ul style="list-style-type: none"> • Department of Occupational Safety and Health (DOSH) • Department of Environment (DOE) • Medical Emergency Care 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Fire and Rescue Department • Police Department 	<ol style="list-style-type: none"> i. Review customer profile details ii. Customer health status iii. Identify risks of health hazard within working environment iv. Identify Personal Protective Equipment (PPE) v. Assure PPE implementation compliances vi. Sanitize / sterilize personnel /materials/ equipment / tools /workplace for all stakeholders. vii. Monitor health, safety and environment 		7	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		procedure and policies compliances viii. Confirm maintenance of safety and security equipment.	<u>Attitude:</u> i. Meticulous in checking customer safety and security requirement			
2. Monitor personnel hygiene, health, safety and security compliances	i. Categories of healthcare stakeholder such as: <ul style="list-style-type: none"> • Internal Staff • Customer • Investor • Special guest ii. Risks to health hazard within working environment such as: <ul style="list-style-type: none"> • Physical hazard • Biological hazard • Chemical hazard • Psychological etc. iii. Personal Protective Equipment (PPE) such as:			9	Lecture and Discussion	i. Categories of healthcare stakeholder are specified ii. Risks of health hazard within the working environment are determined iii. Personal Protective Equipment (PPE) are listed and compliances are confirmed iv. Personnel of staff and customer

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Mask • Gloves • Head cap <p>iv. Compliances of Personal Protective Equipment (PPE) such as:</p> <ul style="list-style-type: none"> • Specification (e.g. face mask/chemical mask) • Issuance • Manufacturing date <p>v. Personnel /materials/ equipment / tools /workplace sanitization and sterilization procedure such as:</p> <ul style="list-style-type: none"> • Centralised Supplies Sterilization Department (CSSD) procedure • Provide sanitizer at all entries to give clear instruction of the usage <p>vi. Health, safety and</p>					<p>hygiene are monitored</p> <p>v. Materials/ equipment / tools /workplace are sanitized and sterilized in accordance with health, safety and environment procedure and company policies</p> <p>vi. Maintenance of safety and security equipment are monitored in accordance with Occupational Health and Safety Acts.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>environment procedure and policies compliances</p> <p>vii. Related Acts on safety such as:</p> <ul style="list-style-type: none"> • Prevention & Control of Infectious Diseases Act 1988 • Health, Safety and Environment Act • Control of Substances Hazardous to Health <p>viii. Safety and security equipment availability and maintenance status</p>					
		<p>i. Retrieve customer's registered information</p> <p>ii. Check customer background details</p> <p>iii. Ensure customer's services plan</p> <p>iv. Discover customer's</p>		21	<p>Demonstration and Observation</p> <p>Hands on</p>	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		treatment payment mode v. Validate company/ third party sponsorship vi. Validate insurance coverage provided by the insurance company vii. Consolidate customer information details and services requirements	<u>Attitude:</u> i. Thorough in monitoring personnel hygiene, health, safety and security compliances			
3. Participate in emergency and fire drill practices	i. Emergency drill plan such as: <ul style="list-style-type: none"> • Management of casualties • OSH Committee • Periodic schedule (at least twice a year to follow DOSH regulation) • Venue 			15	Lecture and Discussion	i. Emergency drill plan are specified ii. Emergency contact procedures are described iii. Emergency and fire drill practices are

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Evacuation area • Assembly area <p>ii. Emergency contact procedures such as:</p> <ul style="list-style-type: none"> • Contact direct person in charge • Hospital / Emergency Department • Fire Engine Department • Police Department <p>iii. Emergency and fire drill practices</p> <p>iv. Incident during emergency drill practices requirements such as:</p> <ul style="list-style-type: none"> • OSH Committee • Alarm activation system • Emergency exit path away • Evacuation system <ul style="list-style-type: none"> ○ Floor warden 					<p>conducted in accordance with emergency and fire drill plans</p> <p>iv. Incident during emergency drill practices are informed to superior.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> selection <ul style="list-style-type: none"> o Marking the area o Gathering system o Head counting o Evacuation priority v. Reporting procedure during emergency 					
		<ul style="list-style-type: none"> i. Identify emergency drill plan ii. Follow emergency contact procedures iii. Exercise emergency and fire drill practices (at least twice a year to follow DOSH regulation) iv. Follow emergency and fire drill plans v. Report Incident during emergency drill practices to superior. 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Ethical and disciplined in participating in fire drills 	35	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Handle all fire drills arrangement and activities with care			
4. Prepare safety and security practices performance report	i. Type of emergency and incidents such as: <ul style="list-style-type: none"> • Wet floor slips • Serenaded lift • Falling things (near miss) • Collapsed (any equipment / building) ii. Responsible department/ statutory and regulatory bodies in case of emergency. iii. Emergency department contact details : <ul style="list-style-type: none"> • Phone Number • Person in charge 			3	Lecture and Discussion	i. Emergency and incidents cases are specified ii. Responsible department/ statutory and regulatory bodies in case of emergency are determined and communicated iii. Safety and security incident report are prepared in accordance with reporting

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Location (nearest) • Directions, route and etc. iv. Safety and security practices status v. Reporting format and procedure					format and procedure iv. stakeholder safety and security performance report are generated
		i. Confirm emergency and incidents. ii. Liaise with responsible department/ statutory and regulatory bodies in case of emergency iii. Disseminate safety and security incident report iv. Produce stakeholder safety and security performance report v. Report safety and security practices status to superior/authorised		7	Demonstration and Observation Hands on	v. Safety and security practices status are reported to superior/authorised personnel.

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc)	2. As per requirement
3. Sample of customer profile	3. 1:1
4. Personal Protective Equipment (PPE) (hand gloves, mask, etc)	4. As per requirement
5. Customer safety and security requirement list	5. 1:1
6. Regulatory/Statutory/Legislative bodies requirements list	6. 1:1
7. Sample of Personnel /materials/ equipment / tools /workplace sanitization and sterilization procedure manual	7. 1:1
8. Sample of emergency drill plan	8. 1:1
9. Sample of emergency contact procedures manual	9. 1:1

ITEMS	RATIO (TEM: Trainees)
10. Sample of incident during emergency drill practices report	10. 1:1
11. Sample of reporting procedure during emergency	11. 1:1
12. Responsible department/ statutory and regulatory bodies in case of emergency list	12. 1:1 13. 1:1
13. Emergency department contact list	
14. Sample of reporting format and procedure	14. 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 SUPERVISION						
Competency Unit Title	HEALTHCARE FACILITIES MAINTENANCE SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to provide welcoming, caring, comfort environment to customers, by reassuring maintenance of healthcare facilities, equipment and goods supplies are in a safe and well-kept condition, coordinated and recorded correctly into company information system (manually/electronically). Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check facilities maintenance requirements • Monitor healthcare facilities maintenance • Monitor facilities storekeeping activities • Carry out healthcare facilities inventory check • Prepare healthcare facilities inventory report 						
Competency Unit ID	MP-083-3:2013-C07	Level	3	Training Duration	100 Hour	Credit Hours	10.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check facilities maintenance requirements	i. Type of facilities and requirements such as: <ul style="list-style-type: none"> • Accommodation for customers: <ul style="list-style-type: none"> ○ Bed ○ Air Cond/s and 			3	Lecture and Discussion	i. Type of facilities are listed in accordance with customer requirements	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Lights ○ Toilets ○ Chairs/Tables ● Portering services: <ul style="list-style-type: none"> ○ Wheel chair ○ Trolley ○ Stretcher ○ Walking aid ● Therapeutic / Non-therapeutic therapies: <ul style="list-style-type: none"> ○ Herbal garden ○ Reflexology path ○ Fish pond ○ Children playground ○ Sauna/steam room ○ Theme park ○ BBQ area ○ Gymnasium <p>ii. Facilities functionality checking procedure.</p> <p>iii. Facilities maintenance</p>					<p>ii. Recreation facilities for therapeutic and non-therapeutic requirements are confirmed</p> <p>iii. Facilities functionality and availability are determined</p> <p>iv. Maintenance schedule are stated in accordance with company policies</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>schedule such as:</p> <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Periodically <p>iv. Type of facilities maintenance documents</p> <ul style="list-style-type: none"> • Corrective action checklist • Preventive maintenance check sheet <p>v. Regulatory/Statutory/legislative requirements such as:</p> <ul style="list-style-type: none"> • Malaysian Law Private Healthcare Facilities and Services Act 1998. • Dangerous Drugs Acts 1952(Revised 1980) and environmental standards. 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify type of facilities ii. Review recreation facilities for therapeutic and non- therapeutic requirements iii. Identify facilities functionality and availability Review maintenance schedule	<u>Attitude:</u> i. Resourceful in gathering information ii. Thorough and details in checking facilities maintenace requirements	7	Demonstration and Observation Hands on	
2. Monitor healthcare facilities maintenance	i. Healthcare facilities status ii. Malfunction of facilities reporting system iii. Action/response on customer complaints by responsible department. iv. Facilities to be			11	Lecture and Discussion	i. Healthcare facilities maintenance status are identified ii. Malfunction of facilities are documented and explained

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>maintained such as:</p> <ul style="list-style-type: none"> • First aid kit availability and completeness • Emergency signage and evacuation and floor plan • Protective Equipment (fire extinguisher, smoke detector, etc.) <p>v. Facilities maintenance monitoring method such as:</p> <ul style="list-style-type: none"> • Check list / check sheet • Regular maintenance report • Maintenance Service records • Testing the facilities 	<p>i. Check healthcare facilities maintenance status</p> <p>ii. Record and report</p>		5	<p>Demonstration and Observation</p> <p>Hands on</p>	<p>to responsible personnel.</p> <p>iii. Action/ response on customer complaints by responsible department are confirmed</p> <p>iv. First aid kit availability and completeness are assured</p> <p>v. Assure emergency signage and evacuation and floor plan at designated area</p> <p>vi. Protective Equipment condition and functionality are confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>malfunction of facilities</p> <p>iii. Check action/response on customer complaints by responsible department.</p> <p>iv. Check first aid kit availability and completeness.</p> <p>v. Assure emergency signage and evacuation and floor plan at designated area</p> <p>Test Protective Equipment availability and functionality</p>	<p><u>Attitude:</u></p> <p>i. Thorough and details in monitoring healthcare facilities maintenance</p> <p>ii. Communicate clearly on company expectation</p> <p><u>Safety:</u></p> <p>iii. Adhere to safety requirements</p> <p>iv. Wear PPE when and where applicable</p>			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Monitor facilities storekeeping activities	i. Storekeeping activities requirements for facilities. <ul style="list-style-type: none"> • Checklist according to storekeeping schedule • Facilities Inventory list • Storage areas ii. Storage areas and room condition such as: <ul style="list-style-type: none"> • Humidity, • Temperature, • Ventilation, • Photosensitivity • Standard Operating Procedure iii. Healthcare facilities, equipment /tools and consumable materials (gross) condition status			9	Lecture and Discussion	i. Store keeping activities requirements are confirmed ii. Storage areas and room condition are described iii. Healthcare facilities, equipment /tools and consumable materials (gross) status are verified iv. Consumable/ supplement/ non drug item/control item are indented in accordance with Healthcare equipments/goods handling

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>item/control item</p> <p>v. Healthcare equipment/goods handling procedure.</p> <p>vi. Sanitized and sterilised storage procedure.</p> <p>vii. Safe storage, rotation and disposal of vaccines and drugs requirements and procedure such as:</p> <ul style="list-style-type: none"> • Infection control procedure • Dangerous Drugs Acts 1952(Revised 1980) and environmental standards • Standard operating procedure • Inventory system • Documentation control • Cold chain procedure 					<p>procedure</p> <p>v. Facilities sanitization and sterilisation are monitored</p> <p>vi. Assurance of safe storage, rotation and disposal of vaccines and drugs within area of responsibility are determined in accordance with Infection control procedure and Dangerous Drugs Acts 1952(Revised 1980) and environmental standards</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Identify storekeeping activities requirements ii. Check storage areas iii. Validate healthcare facilities, equipment /tools and consumable materials (gross) status. iv. Execute identification on consumable/ supplement/ non drug item/control item v. Follow healthcare equipment/goods handling procedure. vi. Keep sanitized and sterilised facilities. Assure safe storage, rotation and disposal of 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Thorough and details in monitoring storekeeping activities ii. Communicate clearly on company expectation 	21	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		vaccines and drugs within area of responsibility.	<u>Safety:</u> i. Adhere to safety requirements ii. Wear PPE when and where applicable			
4. Carry out healthcare facilities inventory check	i. Healthcare facilities inventory documentation ii. Inventory reporting format iii. Inventory control requirements iv. Stock takes plan such as: <ul style="list-style-type: none"> • Floor /Location plan with every shelf and area holding stock. • Staff /team members • Method of stock take 			11	Lecture and Discussion	i. Inventory control requirements are described in accordance with company plan ii. Stock takes plan are specified iii. Inventory schedule details are listed iv. Stock control audit process

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> ○ Manual sheets – printed from POS ○ Manual sheets – generic ○ Cordless Scanner ○ Notebook & scanner ● Checklist of products ● Stationeries and resources <p>v. Inventory schedule details such as:</p> <ul style="list-style-type: none"> ● Date ● Time ● Venue/location <p>vi. Stock control audit process</p> <p>vii. Inventory system such as:</p> <ul style="list-style-type: none"> ● Electronically (e.g. U B System) ● Manual <p>viii. Inventory form and work procedure</p>					<p>are explained in accordance with inventory system and company policy</p> <p>v. Stock take sheets are collated</p> <p>vi. Inventory systems are specified.</p> <p>vii. Distribution on Inventory form and work procedure to authorised personnel are executed</p> <p>viii. Completeness and accuracy of work order are confirmed in accordance with documentation procedure</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	ix. Complete and correct work order x. Improvement plan of inventory process and system					ix. Discrepancy report to check for obvious issues with the recorded count are addressed
		i. Check Inventory control requirements ii. Review stock takes plan iii. Determine inventory schedule. iv. Confirm stock control audit process v. Collate the stock take sheets vi. Determine inventory system. vii. Distribute inventory form and work procedure to authorised personnel viii. Confirm completeness and		25	Demonstration and Observation Hands on	x. Improvement plan inventory process and system proposal are drafted and explained to superior in accordance with company policy

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>accuracy of work order</p> <p>ix. Review the discrepancy report to check for obvious</p>	<p><u>Attitude:</u></p> <p>i. Thorough and details in checking facilities inventory</p> <p>ii. Proactive in implementing stock take plane</p> <p><u>Safety:</u></p> <p>i. Adhere to safety requirements</p> <p>ii. Wear PPE when and where applicable</p>			
5. Prepare healthcare facilities inventory report	<p>i. Healthcare facilities inventory records.</p> <p>ii. Status of healthcare facilities inventory.</p> <p>iii. Healthcare facilities inventory performances</p> <p>iv. Reporting format</p>			3	Lecture and Discussion	<p>i. Healthcare facilities inventory records are compiled</p> <p>ii. Status of healthcare</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	v. Organizational Chart/Hierarchy vi. Company policies					facilities inventory are confirmed in accordance with inventory system
		i. Compile healthcare facilities inventory records. ii. Confirm status of healthcare facilities inventory. iii. Report healthcare facilities inventory based on updated inventory list. Notify healthcare facilities inventory performances to superior.	<u>Attitude:</u> i. Meticulous and details in preparing healthcare facilities inventory report ii. Honest and show integrity in reporting inventory status iii. Adhere to company reporting procedure	7	Demonstration and Observation Hands on	iii. Healthcare facilities inventory report are generated based on updated inventory list. iv. Healthcare facilities inventory performances are reported to superior.

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc.)	2. As per requirement
3. Sample of storekeeping activities and facilities requirements list	3. 1:1
4. Sample of facilities maintenance schedule	4. 1:1
5. Regulatory/Statutory/Legislative requirements list	5. 1:1
6. Sample of healthcare equipment/goods handling procedure manual	6. 1:1
7. Sample of inventory reporting format	7. 1:1
8. Sample of stock takes plan	8. 1:1

ITEMS	RATIO (TEM: Trainees)
9. Sample of inventory schedule	9. 1:1
10. Sample of inventory system	10. 1:1
11. Sample of inventory form and work procedure	11. 1:1
12. Sample of Healthcare facilities inventory records.	12. 1:1
13. Sample of reporting format	13. 1:1
14. Sample of organizational chart/hierarchy	14. 1:1
15. Sample of company policies	15. 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 SUPERVISION						
Competency Unit Title	HEALTHCARE SUPPORT SERVICES SUPERVISION						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to ensure healthcare support services are executed under proper supervision in order to increase customer, visitor and employee trust and satisfaction. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check healthcare support supervision requirements • Organise healthcare support supervision activities • Monitor compliances of healthcare statutory and regulatory requirements • Supervise healthcare support services • Supervise subordinates work performance • Prepare supervision performance reports 						
Competency Unit ID	MP-083-3:2013-C08	Level	3	Training Duration	250 Hour	Credit Hours	25.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check healthcare support supervision requirements	i. Scope of supervisory work such as: <ul style="list-style-type: none"> • Number of personnel on duty/shift • Operating hours and 			8	Lecture and Discussion	i. Supervisory scope of work are listed in accordance with company policies	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>time</p> <ul style="list-style-type: none"> • Job assignment/work delegation • Staff duty roster • Daily supply items / inventory • Plan preventive maintenance (PPM) as schedule • Staff appraisal • Orientation of new staff • On Job Training <p>ii. Company policies such as:</p> <ul style="list-style-type: none"> • Staff codes of ethics • Grooming and personal etiquette • Medical check up • Disciplinary <p>iii. Work schedule/duty roster such as:</p> <ul style="list-style-type: none"> • Shift Duty (morning, 					<p>ii. Company policies are defined</p> <p>iii. Job description and requirements for support personnel are specified in accordance with job requirements</p> <p>iv. Organization chart/hierarchy/authorised personnel are specified in accordance with company policies</p> <p>v. Work schedule/duty roster information are explained in</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>evening, night)</p> <ul style="list-style-type: none"> • Office hours (eg: 8.00 am – 5.00 pm) • Flexi hours <p>iv. Work schedule/duty roaster detail information such as:</p> <ul style="list-style-type: none"> • Job location/ Service Area • Details of personnel on duty (quantity, name and seniority of personnel, etc) • Team Leader • Job allocation <p>v. Healthcare codes and service standards such as:</p> <ul style="list-style-type: none"> • Code of ethics: <ul style="list-style-type: none"> ○ Customer service charter ○ Privacy and confidentiality Acts. ○ Company 					<p>accordance with service requirements</p> <p>vi. Operating hours are determined</p> <p>vii. Regulatory/ Statutory/ Legislative requirements, healthcare codes of ethics and standards are defined</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Protocols (Very Importance Person (VIP), international customer, etc.)</p> <ul style="list-style-type: none"> ○ Grooming and Etiquette ● Code of conducts: <ul style="list-style-type: none"> ○ Public relationship / corporate culture ○ Human relations (behaviour towards customers, empathy, sympathy, religion, culture, language, etc.) ● Health, Safety and Environmental Acts. <ul style="list-style-type: none"> ○ Waste management ○ Personal Protective 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Equipment</p> <ul style="list-style-type: none"> ○ Hygienic practice ○ Signage (to avoid fall/slip) ○ Needle stick injury ○ Infection control <p>vi. Regulatory/Statutory/Legislative bodies such as:</p> <ul style="list-style-type: none"> • Department of Occupational Safety and Health (DOSH) • Department of Environment (DOE) • World Health Organization (WHO) 					
		<ul style="list-style-type: none"> i. Review supervisory scope of work ii. Interpret company policies iii. Review job description and requirements for 		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
		support personnel iv. Review organization chart/ hierarchy/ authorised personnel v. Confirm work schedule/duty roster vi. Identify operating hours Interpret regulatory/statutory/ legislative requirements, healthcare codes of ethics and standards	<u>Attitude:</u> i. Thorough in checking healthcare support supervision requirements			
2. Organise healthcare support supervision activities	i. Supervisory and healthcare support guidelines such as: <ul style="list-style-type: none"> • Occupational Hazards: <ul style="list-style-type: none"> ○ Infection control ○ Waste management 			8	Lecture and Discussion	i. Supervisory and healthcare support guidelines are defined ii. Supervision methods and procedures are

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Hygienic guidelines: <ul style="list-style-type: none"> ○ Hand Washing technique (e.g. 7 steps) ○ Cleansing agent application • Safety: <ul style="list-style-type: none"> ○ Personal Protective Equipment (PPE) application ○ High risk areas (e.g. Intensive care unit, Operation theatre) ○ Specialised areas (e.g. radiation) ○ Emergency/Contingency Plan ○ Evacuation area (emergency exit) ○ Emergency 					<p>followed</p> <ul style="list-style-type: none"> iii. Services standards are complied iv. Specific areas are listed v. Types of emergencies/urgent matters are categorised vi. Work to be supervised for effective outcome are listed in accordance with company policies vii. Supervision schedule and checklist are drafted accordance with company policies and service

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>protocols (contact, reporting to authorised personnel, incident reporting)</p> <ul style="list-style-type: none"> • Security guidelines: <ul style="list-style-type: none"> ○ Customer personal information ○ Customer belongings safekeeping ○ Customers lodging ○ Child accompanying during stay in (e.g. Mother Accompanying Child - MAC) ○ Authorised personnel for specific areas • Service Quality 					<p>requirements</p> <p>viii. Revision of schedule are stated with company policies</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>Control</p> <ul style="list-style-type: none"> • Nationality/Culture/Religion/Language <p>ii. Supervision methods and procedure such as:</p> <ul style="list-style-type: none"> • Plan Do Check Action (PDCA) • Service flow charts • Evaluation Report <p>iii. Service standards such as:</p> <ul style="list-style-type: none"> • Customer service charter • Quality Control • Documentation Control <p>iv. Specific areas/urgent matters such as:</p> <ul style="list-style-type: none"> • Accident and Emergency • Operation theatre • Intensive care units • Labour room <p>v. Type of emergencies</p>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>/urgent matters such as:</p> <ul style="list-style-type: none"> • Blood spillage • Vomitus • Body fluids <p>vi. Schedule and checklist format</p> <p>vii. Type of checklist such as:</p> <ul style="list-style-type: none"> • Cleansing checklist • Portering checklist • Waste management • Supply sterilization 					
		<ol style="list-style-type: none"> i. Interpret supervisory and healthcare support guidelines ii. Follow supervision methods and procedures iii. Comply services standards iv. Identify specific areas v. Prioritize types of 		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
		<p>emergencies/urgent matters</p> <p>vi. Arrange work to be supervised for effective outcome</p> <p>vii. Generate supervision schedule and checklist</p> <p>Update current schedule from time to time when necessary</p>	<p><u>Attitude:</u></p> <p>i. Systematic and details in organizing healthcare support supervision activities</p> <p>ii. Be objective in prioritizing information</p>			
<p>3. Monitor compliances of healthcare statutory and regulatory requirements</p>	<p>i. Healthcare statutory and regulatory bodies such as:</p> <ul style="list-style-type: none"> • Department of Occupational Safety and Health (DOSH) • Department of Environment (DOE) • World Health Organization (WHO) <p>ii. Healthcare statutory and regulatory Acts such as:</p>			<p>11</p>	<p>Lecture and Discussion</p>	<p>i. Healthcare statutory and regulatory bodies are listed</p> <p>ii. Service regulations are defined</p> <p>iii. Interpret healthcare statutory and regulatory Acts.</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Malaysian Law Private Healthcare Facilities And Services Act 1998. • Health, Safety and Environment Act. and Prevention & Control of Infectious Diseases Act 1988. • Accreditation of Joint Commission International (JCI), Certificate of Authenticity (COA) • Occupational Safety & Health Act 1994 (ACT 514) <p>iii. Compliances of healthcare statutory and regulatory requirements</p> <p>iv. Rectification of non-conformance/ abnormalities/irregularities during services</p> <p>v. Remedial actions on rectified matters such</p>					<p>iv. Compliances checklist is prepared in accordance with service quality requirements</p> <p>v. Non-conformance/ abnormalities/irregularities during services are stated</p> <p>vi. Remedial actions on rectified matters are explained in accordance with service standards</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	as: <ul style="list-style-type: none"> • Needle stick injuries • Spillage • Fall due to slippery 					
		i. Determine healthcare statutory and regulatory bodies ii. Determine service regulations iii. Determine healthcare statutory and regulatory Acts. iv. Complete compliance checklist v. Rectify non-conformance/ abnormalities/irregularities during services Propose remedial actions on rectified matters	<u>Attitude:</u> i. Adhere to legislative requirements consistently ii. Thorough in monitoring compliances of healthcare statutory and regulatory requirements	26	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Supervise healthcare support services	i. Job assignment and specification such as: <ul style="list-style-type: none"> • Customer admission • Cleansing services • Decontamination services • Non-invasive screening ii. Work area such as: <ul style="list-style-type: none"> • Treatment room • Reception counter • Waiting bay • Kitchen • Utilities room • Toilets iii. Work flow charts iv. Work schedule details such as: <ul style="list-style-type: none"> • Staffing • Equipment/tools • Scope of work • Materials v. Personal Protective			15	Lecture and Discussion	i. Job assignment and specification are listed ii. Work area preparation are explained iii. Work schedule and work flow chart are drafted iv. Work progress are tracked in accordance with work schedule and job specification v. Usage of personal protective equipment (PPE) are specified vi. Abrasive media /contaminated /hazardous

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Equipment (PPE) application: <ul style="list-style-type: none"> • Gloves • Head Cap • Aprons/Gown • Shoe covers / boots • Face mask vi. vi. Abrasive media /contaminated /hazardous materials handling procedure vii. Hierarchy / Organization flow chart viii. Reporting procedure					materials handling procedure are followed vii. Performance of healthcare support tasks are described viii. Compliances of assignment with job and legislative requirements are confirmed ix. Healthcare support facilities/equipment utilisation and maintenance are specified x. Abnormalities/irregularities incidents/accidents/near miss (if occurred) are explained to
		i. Determine job assignment and specification ii. Check work area preparation iii. Determine work schedule and work flow chart iv. Inspect work progress v. Check usage of		35	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		personal protective equipment (PPE) by subordinates vi. Check abrasive media /contaminated /hazardous materials handling procedure vii. Check performance of healthcare support tasks viii. Ensure compliances of assignment with job and legislative requirements ix. Ensure healthcare support facilities/equipment utilisation and maintenance x. Notify abnormalities/irregularities incidents/accidents/near miss				superior/ safety officer/authorised personnel

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		(if occurred) to superior/ safety officer/authorised personnel.	<u>Attitude:</u> i. Being firm in supervising activities ii. Not bias and be fair in making decision iii. Apply effective communication and interpersonal skills <u>Safety:</u> i. Adhere to safety requirements at all the time			
5. Supervise subordinates work performance	i. Service/ Work standards such as: <ul style="list-style-type: none"> • Customer service charter • Quality Control 			19	Lecture and Discussion	i. Work standards are determined ii. Work performance

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Documentation Control • Standard Operating Procedure ii. Key Performance Index (KPI) such as: <ul style="list-style-type: none"> • Job requirement and Performance standards: <ul style="list-style-type: none"> ○ Quality Audit - Joint inspection ○ Emergency Response Time ○ Meeting customer satisfaction/ expectation ○ Competency on job ○ Public relations/ corporate culture ○ Corporate Social Obligation • Soft skills (Essence of Care) : <ul style="list-style-type: none"> ○ Interpersonal 					<p>standards are explained.</p> <ul style="list-style-type: none"> iii. Job requirements and standard practices (local/international) are listed in accordance with company policies iv. Subordinates' work performance monitoring method are explained v. Consultation procedure and technique to subordinate for improvement on work process are employed vi. Mentoring to subordinate on

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> skills <ul style="list-style-type: none"> o Social skills o communication skills o Disciplinary iii. Appraisals session schedule such as: <ul style="list-style-type: none"> • Yearly • Quarterly iv. Appraisal evaluation method such as: <ul style="list-style-type: none"> • Evaluation form/ record (Anecdotal records) • Interview face to face v. Consultation procedure and technique vi. Continuous improvement on work process such as: <ul style="list-style-type: none"> • Continuous education program • Continuous 					<ul style="list-style-type: none"> operational and technical are described vii. Type of trainings are categorised viii. Subordinate to be selected for professional development are listed ix. Job training and personal development program are listed x. Subordinate appraisals are evaluated in accordance with company policies and labour law requirements xi. Personnel performance

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	professional development <ul style="list-style-type: none"> • Mentor- mentee / Senior- junior program vii. Type of trainings such as: <ul style="list-style-type: none"> • On Job Training (OJT) • Orientation Program • Refresher Training viii. Type of Professional Development Program such as: <ul style="list-style-type: none"> • Supervisory skills • Leadership skills • Communication workshop • Counselling Technique • Corporate Culture 					records are completed in accordance with documentation procedure

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine work standards ii. Communicate work performance standards to subordinate. iii. Confirm job requirements and standard practices (local/international) iv. Monitor subordinates' work performance v. Advise subordinate for continuous improvement on work process vi. Provide mentoring to subordinate on operational and technical vii. Identify type of trainings viii. Identify subordinate for professional development 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Being firm in supervising performance of subordinates ii. Not bias and be fair in evaluating subordinate performance 	44	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			iii. Apply effective communication and interpersonal skills			
6. Prepare supervision performance reports	i. Source of support services records such as: <ul style="list-style-type: none"> • Electronically • Manually (logbooks / checklist) ii. Status of support services supervision performance iii. Reporting format iv. Reporting procedure v. Company policy vi. Organizational Hierarchy/Chart vii. Standard Operation Procedure (SOP)			15	Lecture and Discussion	i. Support services records are segregated in accordance with documentation procedures ii. Support services supervision performance are specified iii. Service improvement are recommended to superior in

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Compile support services supervision records ii. Assure support services supervision performance iii. Propose recommendation for service improvement iv. Produce report of healthcare supervision performance 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous and details in preparing supervision report ii. Adhere to company reporting procedure 	35	<ul style="list-style-type: none"> Demonstration and Observation Hands on 	<ul style="list-style-type: none"> accordance with reporting procedure iv. Customer service performance report are generated in accordance with reporting format and procedure

Employability Skills

<p>01.07 Utilize database applications to locate and process information.</p> <p>01.08 Utilize spread sheets applications to locate and process information.</p> <p>01.10 Apply a variety of mathematical techniques.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counselling.</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liaise to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc.)	2. As per requirement
3. Sample of Standard Operating Procedure (SOP)	3. 1:1
4. Sample of Organizational Hierarchy/Chart	4. 1:1
5. Sample of company policy	5. 1:1
6. Sample of reporting procedure	6. 1:1
7. Sample of reporting format	7. 1:1
8. Sample of work schedule/duty roaster	8. 1:1
9. Healthcare codes and service standards	9. 1:1
10. Supervisory and healthcare support guidelines	10. 1:1
11. Supervision methods and procedure	11. 1:1
12. Sample of service standards manuals	12. 1:1
13. Schedule and checklist format	13. 1:1
14. Sample of various checklist	14. 1:1
15. Healthcare statutory and regulatory Acts manuals	15. 1:1
16. Sample of job assignment and specification checksheet	16. 1:1
17. Sample of work flow charts	17. 1:1
18. Personal Protective Equipment (PPE) (hand gloves, mask, hair cap, etc)	18. As per requirement
19. Sample of Abrasive media /contaminated /hazardous materials handling procedure	19. 1:1
20. Sample of appraisals session schedule and evaluation form	20. 1:1
21. Sample of Healthcare support services supervision records	21. 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 SUPERVISION						
Competency Unit Title	HEALTHCARE PRODUCT AND SERVICES SALE SUPPORT						
Learning Outcomes	<p>The person who is competent in this competency unit shall be able to explain about the healthcare product and services to the prospective customers, ability to provide presentations and demonstrations to customers and prospects, performing sales, promotion and coordinates sales activities. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Check product/services background • Carry out product/services sales kits preparation • Carry out product/services promotion sales activities • Report product/services promotion and sale performance 						
Competency Unit ID	MP-083-3:2013-E01	Level	3	Training Duration	100 Hour	Credit Hours	10.0
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria	
1. Check product/ services background	i. Healthcare product and services such as: <ul style="list-style-type: none"> • Non-Clinical Products <ul style="list-style-type: none"> ○ Nutritional supplements ○ Wellness Tools & 			3	Lecture and Discussion	i. Healthcare product features are listed and services backgrounds are explained	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Equipment <ul style="list-style-type: none"> ○ Herbal products ○ Podiatric Products • Services such as: <ul style="list-style-type: none"> ○ Home nursing assistance ○ Childcare ○ Spa centre ○ Gymnasium ○ Wellness clinic ○ Rehabilitation centre ○ Slimming centre ○ Beauty centre ○ Pedicure &manicure centre ○ Massage centre ii. Healthcare product features and services backgrounds such as: 					<ul style="list-style-type: none"> ii. Legal compliances are specified in accordance with service requirements iii. Product and services end users and market trend are stated in accordance with company policies

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Dosage • Benefits • Contraindication • Effects • Toxicity level <p>iii. Legal compliances such as:</p> <ul style="list-style-type: none"> • Halal (If Applicable) • Hygienic And Safe • Non-Contraband Goods • Good Manufacturing Practices (GMP) • Malaysian Accredited Label (MAL) <p>iv. Regulations governed each type of products such as:</p> <ul style="list-style-type: none"> • Permitted claims • Non-permittable claims <p>v. Product and services end users and market</p>					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	trend.					
		i. Identify healthcare product and services ii. Interpret healthcare product features and services backgrounds iii. Determine legal compliances iv. Identify product and services end users and market trend.	<u>Attitude:</u> i. Meticulous in checking information on healthcare products ii. Firmness in ensuring legislative compliances of the products	7	Demonstration and Observation Hands on	
2. Carry out product/ services sales kits preparation	i. Source of product/services information ii. Healthcare product/services information details such as: <ul style="list-style-type: none"> • Product and service 			9	Lecture and Discussion	i. Healthcare product/ services information details are listed and categorised ii. Product/

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	specification <ul style="list-style-type: none"> • Product expiry date • Product and service effects iii. Healthcare product/services sales kit component such as: <ul style="list-style-type: none"> • Presentation Materials / CD • Demos /Samples • Flyers • Receipts iv. Product/services sales kits preparation procedure					services sales kit component are collected in accordance with company policy iii. Healthcare product/ services sales kit are prepared in accordance with preparation procedure iv. Superior/ authorised personnel are informed on completeness of sales kits
		i. Determine source of product/services information ii. Check healthcare product/services information details iii. Obtain product/services sales kit	<u>Attitude:</u> i. Proactive in	21	Demonstration and Observation Hands on	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
		component iv. Prepare healthcare product/services sales kit v. Notify superior/authorised personnel on completeness of sales kits	gathering and sourcing materials for preparing sales kits ii. Resourceful and systematics in preparing product/ services sales kits			
3. Carry out product/ services promotion and sales activities	i. Potential customers profiles such as: <ul style="list-style-type: none"> • Demographic : <ul style="list-style-type: none"> ○ Social Economic Status (SES) ○ Age ○ Gender ○ Education • Psychographic : <ul style="list-style-type: none"> ○ Purchasing behaviour ○ Life style ○ Interests 			15	Lecture and Discussion	i. Market segmentation are categorised in accordance with business requirements ii. Potential customers are listed iii. Execute product/service s sales activities preparations based on

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	ii. Market segmentation such as: <ul style="list-style-type: none"> • Elderly • Housewives • Corporate/Professionals • Youngster iii. Types of product/ services sales activities: <ul style="list-style-type: none"> • Individual approach • Group demo/presentation • Exhibition • E-selling iv. Types of promotional programme such as: <ul style="list-style-type: none"> • Price discount • Free volume • Premium • Bundle purchase • Affiliation v. Sales activities facilities (cash register					selected type of sales activities iv. Type of promotional programme are specified in accordance with company policies and regulatory bodies requirements v. Implementation of services promotion and sale activities are described in accordance with programme objective and allocated budgets. vi. Product/ services promotion and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	machine, portable booth set, bags, etc)					sales activities are recorded in accordance with documentation procedures
		<ul style="list-style-type: none"> i. Identify market segmentation. ii. List potential customers iii. Execute product/services sales activities preparations based on selected type of sales activities iv. Identify and confirm type of promotional programme. v. Execute services promotion and sale activities vi. Document product/ services promotion and sales activities 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Ethical and precise in handling product promotion activities ii. Communicate clearly information regarding product and services iii. Knowledgeable regarding the 	35	Demonstration and Observation Hands on Role Play	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
			products iv. Courteous and good interpersonal skills to customers			
4. Prepare product/ services promotion and sale performance report	i. Achievement of personal/group sales. <ul style="list-style-type: none"> • Number of new customer • Sales per month/year • Total no. customer ii. Promotional programme performance and sales data. iii. Personal/group sale incentives to superior/department in charge for further action. iv. Reporting format v. Reporting procedure vi. Organizational			3	Lecture and Discussion	i. Achievement of personal/group sales are specified ii. Collection of promotional programme performance and sales data are elaborated iii. Personal/group sale incentives report are generated and submitted to superior/ department in charge.

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environment	Training Hours	Delivery Mode	Assessment Criteria
	Chart/Hierarchy					
		<ul style="list-style-type: none"> i. Compile achievement of personal/group sales. ii. Collect/retrieve promotional programme performance and sales data. iii. Compile personal/group sale incentives iv. Produce personal/group sale performance report v. Disseminate report to authorised personnel/superior 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in preparing product/ services promotion and sale performance report ii. Honest and transparent in reporting personal/group sales incentive 	7	Demonstration and Observation Hands on	

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information. 01.11 Apply thinking skills and creativity. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 04.07 Negotiate acceptance and support for objectives and strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Leadership skills 6. Self-discipline 7. Teamwork 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1. Computer with internet and peripherals	1. 1:2
2. Office facilities (telephone, fax machine, printers, etc.)	2. As per requirement
3. Samples of healthcare products	3. 1:1
4. Sample of promotion programme list	4. 1:1
5. Samples of flyer, brochure, catalogue, etc.	5. 1:1
6. Sample of report format	6. 1:1
7. Sample of organisation chart/hierarchy	7. 1:1
8. Presentation Kits (Demo, samples, CD, receipts, etc)	8. 1:1
9. Sales activities facilities and materials (cash register machine, portable booth, bags, etc)	9. 1:1

ITEMS	RATIO (TEM: Trainees)
10. Sample of company sale incentive policies	10. 1:1
11. Sample of labour rules and regulation manual	11. 1:1

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9. Steven G. Hillestad, Eric N. Berkowitz (2012), Health Care Market Strategy, Jones & Bartlett Publishers, ISBN : 9780763789282
10. William Winston (2012), Professional Practice in Health Care Marketing: Proceedings of the American College of Healthcare Marketing, Routledge. ISBN : 9781136551437

Training Hour Summary

SECTOR : MEDICAL & PHARMACEUTICALS		
SUB SECTOR : HEALTH AND WELLNESS SERVICES / ALTERNATIVE THERAPY		
JOB AREA : HEALTHCARE SERVICES		
NOSS TITLE : HEALTHCARE SUPPORT SUPERVISION		
JOB LEVEL : LEVEL 3		
CU ID	Competency Unit	Training Hour
C01	Hygiene, Health And Safety Practices Healthcare Customer Relation Services	100
C02	International Customer Support	100
C03	Customer Information And Records Services	100
C04	Non Clinical/Non-Invasive Screening Support	50
C05	Healthcare Hospitality And Recreation Services	100
C06	Healthcare Safety And Security Support	100
C07	Healthcare Facilities Maintenance Support	100
C08	Healthcare Support Services Supervision	250
E01	Healthcare Product And Services Sale Support	100
Total Training Program Hours		1000