



COMPETENCY STANDARD

COMMUNITY HEALTH WORKER LEVEL-I

HUMAN HEALTH/HEALTH CARE SECTOR



Improving Skills and
Economic Opportunities
in Cox's Bazar

In collaboration with



NGO FORUM
FOR PUBLIC HEALTH



In partnership with

Canada

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Foreword

UN High Commissioner for Refugees (UNHCR), in collaboration with International Organization for Migration (IOM), BRAC, Center for Natural Resource Studies (CNRS), and NGO Forum for Public Health, is implementing a skills development project as part of a joint Initiative by International Labour Organization (ILO), UNHCR and BRAC with financial support from Global Affairs Canada (GAC) in the refugee camps of Cox's Bazar and on Bhasan Char.

The project has a target to reach a total of 8,000 refugee youth (18-24) participants for accredited vocational skills training which will be selected across the camps considering the demand of the refugee youths and labour market needs of Rakhine state of Myanmar so that the acquired skills can be utilised after their repatriation. To assess the skills needs of the refugee youths, UNHCR, in collaboration with UCEP Bangladesh, a national pioneer organisation in the vocational skills sector in Bangladesh, commissioned a Skills Needs Assessment in all refugee camps in Cox's Bazar and on Bhasan Char. In alignment with the Skills Needs Assessment findings and commitment, the project developed Competency Standards by adopting Myanmar National Qualification Framework (MNQF) or ASEAN Qualification Reference Framework (AQRF).

Following the requirement of the Myanmar National Qualification Framework (MNQF) or ASEAN Qualification Framework (AQRF), analysing the context of the camps, compatible aptitude and utilisation opportunities for the refugee youth and their educational qualifications, the pool of TVET experts of UCEP Bangladesh has developed course outline of the following ten occupations. Consequently, those ten course outlines have been translated into Competency Standards.

1. Sewing Machine Operation
2. Community Health Worker
3. Concreter
4. Small Engine Mechanic
5. Caregiving
6. Solar (PV) System Installation and Maintenance
7. Electrician (Building)
8. Plumbing
9. Agricultural Crops Production
10. Bakery and Pastry Staff

The following competency standards for **Community Health Worker Level-I** is adapted from the "Training Regulations- Barangay Health Services NC II - Human Health/Health Care Sector" developed by the Technical Education and Skills Development Authority of the Philippines. Competency standards are a set of benchmarks that define the skills, knowledge and attributes people need to perform a work role.

Qualification Framework Description (Certification System)

To attain the Community Health Worker Level-I, the candidate must demonstrate competence through assessment covering all the units listed in Section 1. Successful candidates shall be awarded a Certificate of Participation issued jointly by UNHCR and ILO. The qualification of Community Health Worker Level-I may be attained through the accumulation of Certificates of Competency (COCs) in the following areas:

- Assist the household to identify health problems to promote health and well-being
- Share knowledge and skills among members to provide information, education and communication (IEC) and/or household teaching in disease prevention and control
- Ensure the proper maintenance of health station and safe custody of its equipment, medical supplies, materials, and health records
- Monitor health status of household members under his/her area of service coverage
- Maintain updated list/records of health activities

Successful candidates shall be awarded a Certificate of Participation. Accumulating and submitting all COCs acquired for the relevant units of competency comprising a qualification, an individual shall be issued a Certificate of Participation jointly by UNHCR and ILO to demonstrate the accumulated competencies. The Certificate of Participation may help the person attain the Recognition of Prior Learning (RPL) test in the country of origin or any other third country. Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

General Guidelines for the Assessment

In general, for the competency standard

Method of Assessment:	<ol style="list-style-type: none">1. Interviews/questioning2. Observation3. Demonstration4. Oral/written examination
Context of Assessment:	<ol style="list-style-type: none">1. Training is delivered from camp-based non-registered training centre2. Training materials and the curriculum modules are adopted from MNQF or AQRF3. Training programs are endorsed by the <i>Government of Bangladesh – United Nations Framework on Skills Development for Rohingya Refugee/FDMNs and Host Communities</i>
Information about development and characteristics of the Standard	<p>Course Title: Community Health Worker Level-I Level: I Nominal Training Duration: 360 Hours</p> <p>This course is designed to enhance the knowledge, desirable skills and attitudes of Community Health Worker Level-I in accordance with industry standards. It covers Basic, Common and Core Competencies.</p>

Course Structure

CHW Level-I

Code	Unit of Competencies	Total Guided Hours		
		Th.	Pr.	Total
Basic Competencies (2 UoCs Required)				
ISEC-HC-CHW-01-B	Receive and Respond to Workplace Communication	06	14	20
ISEC-HC-CHW-02-B	Follow basic housekeeping procedures	08	22	30
Total in Basic Competencies		14	36	50
Industry Competencies (2 UoCs Required)				
ISEC-HC-CHW-01-I	Apply basic first aid	06	24	30
ISEC-HC-CHW-01-I	Maintain high standard of patient services	06	24	30
Total in Industry Competencies		12	48	60
Technical Competencies (5 UoCs Required)				
ISEC-HC-CHW-01-T	Assist the household to identify health problems to promote health and well-being	12	48	60
ISEC-HC-CHW-02-T	Share knowledge and skills among members to provide information, education and communication	12	48	60
ISEC-HC-CHW-03-T	Ensure Safe Keeping of Equipment, Medical Supplies, Materials and Health Records in Health Station	08	37	45
ISEC-HC-CHW-04-T	Monitor health status of household members under his/her area of service coverage	08	37	45
ISEC-HC-CHW-05-T	Maintain updated list/records of health activities	06	34	40
Total in Technical Competencies		46	204	250
Total Nominal Hours		72	288	360

BASIC COMPETENCIES

- UNIT OF COMPETENCY** : **Receive and Respond to Workplace Communication**
UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.
NOMINAL DURATION : **20 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Follow routine verbal messages	1.1 Information is gathered by listening attentively and correctly. 1.2 Instructions/information are recorded accurately. 1.3 Instructions are acted immediately in accordance with the information received. 1.4 Clarification from the workplace supervisor on all occasions are sought when any instruction/information is not clear.
2. Perform duties following workplace instructions	2.1. <i>Written notices and instructions</i> are read and interpreted correctly in accordance with <i>organizational guidelines</i> 2.2. Routine written instruction are followed in sequence 2.3. Feedback is given to workplace supervisor based on the instructions/information received

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Appropriate sources	1.1 Team members 1.2 Supervisor/Department Head 1.3 Suppliers 1.4 Trade personnel 1.5 Local authority
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information dissemination 2.5 Follow-up or verbal instructions 2.6 Face-to-face communication
3. Storage	3.1 Manual filing system
4. Workplace interactions	4.1 Face-to-face 4.2 Mobile phone 4.3 Written including memos, instruction and forms 4.4 Non-verbal including gestures, signals, signs and diagrams

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Knowledge of organizational policies/guidelines in regard to processing internal/external information • Ethical work practices in handling communications • Communication process 	<ol style="list-style-type: none"> 1. Conciseness in receiving and clarifying messages/information/communication 2. Accuracy in recording messages/information
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Pens 2. Note pads 	

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UNIT OF COMPETENCY : **Follow basic housekeeping procedures**
UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply the basic housekeeping procedures.
NOMINAL DURATION : **30 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Sort and remove unnecessary items	1.1 Reusable, recyclable materials are sorted in accordance with company/office procedures 1.2 Unnecessary items are removed and disposed of in accordance with company or office procedures
2. Arrange items systematically	2.1 Items are arranged in accordance with company/office housekeeping procedures 2.2 Work area is arranged according to job requirements 2.3 Activities are prioritized based on instructions 2.4 Items are provided with clear and visible identification marks based on procedure 2.5 Safety equipment and evacuation passages are kept clear and accessible based on instructions
3. Maintain work area, tools and equipment	3.1 Cleanliness and orderliness of work area is maintained in accordance with company/office procedures 3.2 Tools and equipment are cleaned in accordance with manufacturer's instructions/manual 3.3 Minor repairs are performed on tools and equipment in accordance with manufacturer's instruction/manual 3.4 Defective tools and equipment are reported to immediate supervisor
4. Follow work process and procedures	4.1 Maintain and store materials for common use in designated area based on procedures. 4.2 Report abnormal incidents to immediate supervisor.
5. Perform work spontaneously	5.1 Work is performed as per instruction 5.2 Company and office decorum are followed and complied with 5.3 Work is performed in accordance with occupational health and safety (OHS) requirements

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Unnecessary items	1.1. Non-recyclable materials 1.2. Unserviceable tools and equipment 1.3. Pictures, posters and other materials not related to work activity 1.4. Waste materials
2. Identification marks	2.1 Labels 2.2 Tags 2.3 Colour coding
3. Decorum	3.1 Company/ office rules and regulations 3.2 Company/ office uniform 3.3 Behaviour
4. Minor repair	4.1 Replacement of parts 4.2 Application of lubricants 4.3 Sharpening of tools 4.4 Tightening of nuts, bolts and screws

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Principles of 5S • Work process and procedures • Safety signs and symbols • General OH&S principles and legislation • Environmental requirements relative to work safety • Accident/Hazard reporting procedures 	<ol style="list-style-type: none"> 1. Basic communication skills 2. Interpersonal skills 3. Reading skills required to interpret instructions 4. Reporting/recording accidents and potential hazards
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Pens 2. Note pads 3. Marker 4. Colour pens 	

INDUSTRY COMPETENCIES

- UNIT OF COMPETENCY** : **Apply Basic First Aid**
- UNIT DESCRIPTOR** : This unit covers the knowledge, skills and attitudes required to provide an initial response where First Aid is required. In this unit it is assumed that the First Aider is working under supervision and / or according to established workplace First Aid procedures and policies.
- NOMINAL DURATION** : **30 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assess the situation	1.1 Physical hazards to self and casualty's health and safety are identified 1.2 Immediate risks to self and casualty's occupational health and safety (OSH) are minimized by controlling the hazard in accordance with OSH requirements 1.3 Casualty's vital signs and physical condition are assessed in accordance with workplace procedures
2. Apply basic first aid techniques	2.1 First Aid management is provided in accordance with established First Aid procedures 2.2 Casualty is reassured in a caring and calm manner and made comfortable using available resources 2.3 First Aid assistance is sought from others in a timely manner and as appropriate 2.4 Casualty's condition is monitored and responded to in accordance with effective First Aid principles and workplace procedures 2.5 Details of casualty's physical condition, changes in conditions, management and response are accurately recorded in line with organizational procedures 2.6 Casualty management is finalized according to his/her needs and First Aid principles
3. Communicate details of the incident	3.1 Appropriate medical assistance is requested using relevant communication system, equipment and resources 3.2 Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel 3.3 Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures

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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Physical Hazards	1.1. Workplace hazards 1.2. Environmental hazards 1.3. Proximity of other people 1.4. Hazards associated with casualty management processes
2. Risks	2.1. Worksite equipment, machinery and substances 2.2. Environmental risks 2.3. Bodily fluids 2.4. Risk of further injury to the casualty 2.5. Risk associated with the proximity of the others and bystanders
3. Vital Signs	3.1. Breathing 3.2. Circulation 3.3. Consciousness
4. First Aid Management	4.1. Workplace policies and procedures 4.2. Industry/site specific regulations, codes 4.3. OSH 4.4. State and territory workplace health and safety requirements 4.5. Allergies the casualty may have
5. Casualty's Condition	5.1. Abdominal injuries 5.2. Allergic reactions 5.3. Bleeding 5.4. Burns-thermal, chemical, friction, electrical 5.5. Cardiac conditions 5.6. Chemical contamination 5.7. Cod injuries 5.8. Crush injuries 5.9. Dislocations 5.10. Drowning 5.11. Eye injuries 5.12. Fractures 5.13. Head injuries 5.14. Epilepsy 5.15. Minor skin injuries 5.16. Neck and spinal injuries 5.17. Needle stick injuries 5.18. Poisoning and toxic substances 5.19. Shock 5.20. Smoke inhalation
6. First Aid Principles	6.1. Checking the site for danger to self, casualty' and others and minimizing the danger 6.2. Checking and maintaining the casualty's airways, breathing and circulation
7. Communication System	7.1. Mobile phone 7.2. Flags 7.3. Flares 7.4. Electronic equipment
8. Equipment and Resources	8.1. Defibrillation units 8.2. Pressure bandages 8.3. Thermometers

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	8.4. First Aid kit 8.5. Eyewash 8.6. Thermal blankets 8.7. Pocket face masks 8.8. Rubber gloves 8.9. Dressing 8.10. Space device 8.11. Cervical collars
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Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Knowledge and training on application of first aid • Concepts on modes of communication • Knowledge on first aid principles • Knowledge on the use of equipment for first aid response 	<ol style="list-style-type: none"> 1 Identify abnormal vital signs of patient / client 2 Identify mode of communication 3 Apply modes of communication 4 Identify need for first aid 5 Apply first aid 6 Operate equipment as required for the assessment of patient / client

<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Access to relevant workstation 2. Relevant institutional policies, guidelines procedure and protocol 3. Equipment and materials relevant to the proposed activities
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- UNIT OF COMPETENCY** : **Maintain High Standards of Patient / Client Services**
UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in the maintenance of high standards of patient / client services.
NOMINAL DURATION : **30 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Communicate appropriately with patients / clients	1.1 Effective communication strategies and techniques are identified and used to achieve best patient / client service outcomes 1.2 Complaints are responded to in accordance with organizational policy to ensure best service to patients / clients 1.3 Complaints are dealt with in accordance with established procedures 1.4 Interpreter services are accessed as required 1.5 Action is taken to resolve conflicts either directly, where a positive outcome can be immediately achieved, or by referral to the appropriate personnel 1.6 Participation in work team is constructive and collaborative and demonstrates an understanding of own role
2. Establish and maintain good interpersonal relationship with patients / clients	2.1 Rapport is established to ensure the service is appropriate to and in the best interests of patients / clients 2.2 Effective listening skills are used to ensure a high level of effective communication and quality of service 2.3 Patient / client concerns and needs are correctly identified and responded to responsibly and accordingly established procedures and guidelines 2.4 Effectiveness of interpersonal interaction is consistently monitored and evaluated to ensure best patient / client service outcomes
3. Act in a respectful manner at all times	3.1 Respect for differences is positively, actively and consistently demonstrated in all work 3.2 Confidentiality and privacy of patient / clients is maintained 3.3 Courtesy is demonstrated in all interactions with patients / clients, their visitors, careers and family 3.4 Assistance with the care of patients / clients with challenging behaviours is provided in accordance with established procedures 3.5 Techniques are used to manage and minimize aggression

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4. Evaluate own work to maintain a high standard of patient / client service	4.1 Advice and assistance are received or sought from appropriate sources on own performance 4.2 Own work is adjusted, incorporating recommendations that address performance issues, to maintain the agreed standard of patient / client support
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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Communication	1.1. English/Burmese 1.2. Through an interpreter 1.3. Community language as required by the service / organization
2. Patients / clients	2.1. Patients / clients 2.2. Prospective patients / clients to the service or services 2.3. Patients / clients may be in contact with the institution through appropriate health care personnel and professionals or other advocates or agencies
3. Respect for difference	3.1. Physical 3.2. Cognitive/mental or intellectual issues that may impact on communication 3.3. Cultural and ethnic 3.4. Religious/spiritual 3.5. Social 3.6. Age 3.7. Language literacy and numeracy abilities
4. Confidentiality and privacy of patients / clients	4.1. Health fund entitlements 4.2. Welfare entitlements 4.3. Public environments 4.4. Legal and ethical requirements 4.5. Writing details i.e., medical and consent forms 4.6. Conversations on the mobile phone 4.7. Secure location for written records 4.8. Offering a private location for discussions 4.9. Information disclosed to an appropriate person consistent with one's level of responsibility
5. Others with whom interaction is required in regard to patient / client services	5.1. Other staff and team members 5.2. Service units or departments 5.3. Family members, careers and friends of patients / clients 5.4. Professional representatives or agents of patients / clients such as: 5.4.1. Medical specialists 5.4.2. Nurses 5.4.3. Social workers 5.4.4. Dietitians 5.4.5. Therapists 5.4.6. Allied health professionals 5.4.7. Volunteers 5.4.8. Teachers and/or spiritual 5.4.9. Community 5.5. General public
6. Modes of communication	6.1. Continuing interaction with patients / clients and clients 6.2. Verbal conversations either in person or via mobile phone 6.3. Worker, family member friend or professional interpreter who knows relevant languages
7. Performance monitoring	7.1. Self-monitoring 7.2. Supervisor assessment 7.3. Patient / client feedback

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Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Reporting, documentation, and use of non-verbal and verbal communication • Management of conflict • Knowledge on cultural differences of patient / client including rules and policies as necessary • Organizational / institutional policies and procedures for privacy and confidentiality of information provided by patients / clients and others • Institutional policy on patient / client rights and responsibilities • Concepts on modes of communication 	<ol style="list-style-type: none"> 1. Identifying the mode on communication appropriate for the situation 2. Apply modes of communication 3. Establishing and maintaining relationships, taking into account individual differences 4. Following the instructions and guidance of health professionals involved with the care of patient / client 5. Using effective listening techniques 6. Using appropriate verbal and non-verbal communication styles 7. Oral and written communication 8. Working with others and displaying empathy with patient / client and relatives 9. Conflict management 10. Intra and Interpersonal skills 11. Reporting and documentation with accuracy
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Relevant government and organizational policy, guidelines, procedures and protocols 	

TECHNICAL COMPETENCIES

- UNIT OF COMPETENCY** : **Assist the Household to Identify Health Problems to Promote Health and Well-Being**
- UNIT DESCRIPTOR** : This unit covers the knowledge, skills and attitude required in primary health care to record health activities. The unit involves the documentation of information about health activities. This unit applies to health worker providing support to the delivery of primary health care. It also includes facilitating communication of clients to service providers.
- NOMINAL DURATION** : **60 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assist client to communicate with service providers	1.1 Services offered are explained by specific health service providers to patients in accordance with established standard policies and procedures 1.2 Clients are supported in the use of their preferred language when communicating with service providers 1.3 Appropriate visual aids and other resources are used to support patient's understanding in accordance with established procedures 1.4 Appropriate respect, behaviour and communication are shown to the patient
2. Explain health concerns to service providers for better understanding of client and community needs	2.1 Client needs and concerns are communicated to service providers to facilitate access to services 2.2 Local community values, beliefs and gender roles are communicated to service providers as required 2.3 Role of traditional healers are explained in the community to service providers as required
3. Give support to clients when accessing health services	3.1 Clients are accompanied to BHS/RHU as required 3.2 Clients are informed of the schedule of services 3.3 Transportation is facilitated to enable client to travel to and from health service providers 3.4 Clients are reminded to ensure schedules are kept 3.5 Clients are followed- up after schedule as required
4. Assist the individual in health planning to address identified needs	4.1 Important information is relayed to concerned individual in accordance with standard operating procedures. 4.2 Relevant health interventions responsive to individuals' values and beliefs are suggested in accordance with standard operating procedures. 4.3 Monitoring process is regularly done

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5. Update list/records of health activities	5.1 Make required checks of patient records 5.2 Carry out archiving of patient records as required 5.3 Transfer patient records to another health facility upon appropriate request for patient information
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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Services	1.1. Expanded Program on Immunization (EPI) 1.2. Prenatal 1.3. Post-Partum 1.4. National Tuberculosis Program (NTP) 1.5. Family Planning Program 1.6. Breastfeeding Program
2. Health Service Providers	2.1. Midwives 2.2. Health Post 2.3. Primary Health Centre 2.4. Hospitals in Camps 2.5. Upazila Health Complex 2.6. District Hospital 2.7. Private Clinics and Hospitals
3. Clients	3.1. Newborns 3.2. Infants 3.3. Pre-school 3.4. Adolescents 3.5. Women with Reproductive Age (WRA) 3.6. Pregnant Women 3.7. Adult 3.8. Persons with Special Needs 3.9. Elderly
4. Visual aids	4.1. Flip charts 4.2. Posters 4.3. PowerPoint Presentation 4.4. Video Presentation 4.5. Flyers
5. Resources	5.1. Money 5.2. Machine 5.3. Manpower 5.4. Materials 5.5. Methods
6. Client needs and concerns	6.1. Availability of health services 6.2. Availability of medicine and drugs 6.3. Out-of-pocket concerns
7. Community Values, Beliefs and Gender Roles	7.1. Community Values and Beliefs 7.1.1. Traditional Birth (e.g., home delivery) 7.1.2. Refusal on vaccination/immunization (e.g., side effect of vaccine) 7.1.3. Religion based (e.g., cult) 7.1.4. Refusal in the use of different Family Planning Methods 7.2. Gender Roles 7.2.1. Cases were CHW women should perform 7.2.2. Cases were CHW men should perform
8. Traditional Healers	8.1. Religious traditional healer (<i>Imam</i>) 8.2. Community doctor without qualification 8.3. Traditional Birth Attendant 8.4. Preacher (female)
9. Transportation	9.1. Ambulance 9.2. Hammock

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	9.3. Tom Tom
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<p>Underpinning Knowledge (To be used as training content in the information sheet of CBLM)</p> <ul style="list-style-type: none"> • Information sharing • History taking • Records • Documentation • Policies, protocols and guidelines on records management • Mentoring/ Coaching Values and beliefs • Culture 	<p>Underpinning Skills (to be used as job in the job sheet of CBLM)</p> <ol style="list-style-type: none"> 1 Communicating Skills 2 Planning 3 Negotiation 4 Relating to people with different social, cultural and ethnic backgrounds 5 Information gathering
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Office supplies and materials 2. Filing cabinets 3. Drawers 4. Organizing box 	

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- UNIT OF COMPETENCY** : **Share Knowledge & Skills Among Members to Provide Information and Education Communication**
- UNIT DESCRIPTOR** : This unit of competency specifies the knowledge, skills and attitudes required to promote health programs, projects and activities to improve the quality of health services in the community.
- NOMINAL DURATION** : **60 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Maintain community networks	1.1 Community contacts are identified and followed up to maximize its range 1.2 New networking/ linkages is formed to the clients of potential benefits to the organization 1.3 Community relationships are established and maintained in accordance with objectives 1.4 Regular meetings conducted among CHW for updating health programs/projects
2. Promote basic primary health care services to the community	2.1 Issuances, policies, and practices are communicated effectively to clients and community groups through the guidance of rural health midwife and/or nurse. 2.2 Implementation of health strategies are promoted in accordance with organization's interests and requirements. 2.3 Presentation skills are used to communicate the goals and objectives of the organization 2.4 Feedback is obtained to identify and develop ways to improve promotional activities within available opportunities 2.5 Health status of clients is assessed and encouraged them to seek consultation/check-up if necessary.
3. Provide regular and updated basic health education and/or household teaching to the community	3.1 Strategies are implemented according to the needs of the clients/household and community 3.2 Basic information on health programs is provided to clients/households and community 3.3 Values and beliefs are considered in providing health care and community development program

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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Contacts	1.1 Senior Citizen 1.2 Individuals 1.3 Household 1.4 Person with special needs 1.5 Pregnant women
2. Network/Linkages	2.1 Senior Citizen 2.2 Individuals 2.3 Household 2.4 Person with special needs 2.5 Pregnant women 2.6 Majhi 2.7 CiC Office 2.8 Health Posts 2.9 NGOs
3. Health Programs	3.1 Basic Family Planning 3.2 Immunization 3.3 Prenatal and Post-Natal 3.4 Child Care 3.5 Environmental Sanitation 3.6 Healthy Lifestyle 3.7 Facility Based Delivery
4. Values and Beliefs	4.1 Traditional Birth (e.g., home delivery) 4.2 Refusal on vaccination/immunization (e.g., side effect of vaccine) 4.3 Religion-based (e.g., cult)
5. Regular Meetings	5.1 Monthly Meetings 5.2 Quarterly Meetings

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Organization's policies, plans and procedures • Networking Process • IEC Materials • Health services available in camps • Recipients (e.g., camp officials, health providers, parents, health/and non-health organizations) • Importance of health policy and programs being promoted • Health Program Policies, Guidelines and SOPs 	<ol style="list-style-type: none"> 1. Relating to people from a range of social, cultural, and ethnic backgrounds and with a range of physical and mental abilities 2. Applying organization's policies, plans and procedures 3. Disseminate key messages for specific target groups 4. Convincing/ influencing target groups 5. Interpersonal Skills 6. Communication skills 7. Negotiation skills 8. Management skills 9. Presenting key information about the health policies, programs, and events 10. Responding to clients/audience queries/questions 11. Organizing Skills
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Manpower 	

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2. Machine
3. Money
4. Materials
5. Methods

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- UNIT OF COMPETENCY** : **Ensure Safe Keeping of Equipment, Medical Supplies, Materials and Health Records in Health Station**
- UNIT DESCRIPTOR** : This unit covers providing knowledge, skills and attitudes to ensure proper use, storage of equipment and other medical supplies. It also covers updating, recording, and storage of medical records.
- NOMINAL DURATION** : **45 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Conduct physical inventory of equipment and medical supplies	1.1 All equipment and medical supplies are counted and recorded in accordance with inventory policies and procedures 1.2 All equipment and medical supplies are properly kept in designated places in accordance with inventory policies and procedures 1.3 Equipment and medical supplies are managed in accordance with established procedures
2. Maintain community facilities and equipment	2.1 Health Station is properly maintained in accordance with established procedures 2.2 Appropriate work is undertaken to ensure that maintenance of equipment and prudent use of community resources, materials and medical supplies are carried out according to WHO protocols 2.3 Inventory of equipment, community resources, materials and medical supplies regularly done to ensure availability and easy access to the community and in accordance with inventory policies and procedures 2.4 All health workers are regularly oriented on the proper use and storage of equipment
3. Organize health records	3.1 All relevant records are maintained, updated and made available in accordance with workplace requirements 3.2 Maintain record system in accordance with workplace requirements 3.3 Damaged records are properly disposed according to guidelines and protocol of record management systems

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RANGE OF VARIABLES

Variable	Range (<i>May include but not limited to</i>)
1. Equipment	1.1 BP Apparatus 1.2 Oxygen Tank and Valve 1.3 Thermometer 1.4 Weighing Scale 1.5 Nebulizer 1.6 Glucometer 1.7 Stethoscope 1.8 First-Aid Kit 1.9 Stretcher 1.10 Crutches 1.11 Wheelchair
2. Medical Supplies	2.1 Gauze 2.2 Bandage 2.3 Adhesives (Micropore) 2.4 Betadine 2.5 Cotton/Cotton Balls 2.6 Hydrogen Peroxide 2.7 Splint 2.8 Forceps 2.9 Surgical Scissors
3. Records	3.1 Individual Treatment Record 3.2 Mother and Child Record 3.3 Hypertension Record 3.4 Diabetes Mellitus Record 3.5 Family Planning
4. Record System	4.1 Operational and Tactical Systems 4.2 Clinical and Administrative Systems 4.3 Subject and Task-Based Systems

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Equipment and Medical Supplies • Record of equipment and medical supplies • Designated places • Storage Procedures • Guidelines and protocols • List of available equipment, community resources, materials and medical supplies • Inventory procedures on medicines and medical equipment is regularly done • Guidelines and protocols • Records • Proper Disposal • Damaged Records 	<ol style="list-style-type: none"> 1 Recording of equipment and medical supplies 1 Applying methods and techniques in storage of equipment 2 Ensuring access to medical equipment 3 Regular updating of records and data 4 Implementing the policies, guidelines, and protocols 5 Recording of equipment and medical supplies 6 Applying methods and techniques in storage of equipment 7 Ensuring access to medical equipment
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Manpower 2. Machine 	

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3. Money
4. Materials
5. Methods

Competency Standard: Community Health Worker Level-I

- UNIT OF COMPETENCY** : **Monitor Health Status of Household Members Under his/her Area of Service Coverage**
- UNIT DESCRIPTOR** : This unit covers knowledge, skills and attitudes in coordinating community consultations and referring clients if applicable.
- NOMINAL DURATION** : **45 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assist in the consultation	1.1 Clients are prioritized for consultation in accordance with established procedures 1.2 Clients are interviewed in accordance with workplace requirements 1.3 Vital signs and anthropometric measurements are verified in compliance with WHO standards
2. Update client's record	2.1 Health data information is updated in accordance with office protocol 2.2 Records are maintained in accordance with documentation process 2.3 Client's health status is monitored in accordance with workplace requirements
3. Refer symptomatic clients to appropriate health facilities	3.1 Referral health facilities are identified in accordance with established procedures 3.2 Clients are advised to bring necessary documents/ health records 3.3 Transport of clients are facilitated, if needed

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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Client	1.1 Pregnant 1.2 Women of Reproductive Age 1.3 Infant 1.4 Under-Five 1.5 Adolescent 1.6 Senior Citizens 1.7 Persons with Special Needs
2. Vital Signs	2.1 Blood Pressure 2.2 Temperature 2.3 Respiration Rate\ 2.4 Oxygen Saturation Rate 2.5 Pulse
3. Anthropometric Measurements	3.1 Weight 3.2 Height 3.3 Body Mass Index (BMI)
4. Health Data Information	4.1 Name 4.2 Date of Birth/Age 4.3 Gender 4.4 Civil Status (married/unmarried/divorced) 4.5 Religion 4.6 Address 4.7 Contact Number 4.8 Chief Complaint 4.9 OB Score if applicable 4.10 Blood Type 4.11 History of Work Exposure 4.12 No. of HH Members 4.13 Health History
5. Records	5.1 Individual Treatment Record 5.2 Mother and Child Record 5.3 Hypertension Record 5.4 Diabetes Mellitus Record 5.5 Family Planning
6. Client's Health Status	6.1 Underweight/Obese/Stunted/Tall 6.2 Controlled/Uncontrolled Diabetes Mellitus or Hypertension 6.3 Undergoing Treatment/Cured/Completed Treatment/Lost to follow-up TB Patient
7. Referral Health Facilities	7.1 Health Post 7.2 Primary Health Centre 7.3 Hospitals in Camps 7.4 Upazila Health Complex 7.5 District Hospital 7.6 Private Clinics and Hospitals
8. Transport of Clients	8.1 Ambulance 8.2 Tom Tom 8.3 Hammock

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Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none">• Interview Process• Documentation Process• Office Protocol• Basic Mathematics• Health Data Information• Records• Records Management• Clients Health Status• Use of medical equipment in vital signs taking• Apply anthropometric measurement monitoring	<ol style="list-style-type: none">1 Communicating skills2 Gathering information3 Referral writing4 Negotiation skills5 Networking6 Relating to people with different social, cultural and ethnic backgrounds
Required major tools and equipment for the UoC: <ol style="list-style-type: none">1. Assessment Manual2. Office Supplies3. Transportation Expenses4. Facilities appropriate for the activity5. Tools and materials appropriate for the activity	

Competency Standard: Community Health Worker Level-I

- UNIT OF COMPETENCY** : **Maintain Updated List/Records of Health Activities**
- UNIT DESCRIPTOR** : This unit covers developing relationship with the households and liaising effectively with individuals and the family to promote health. This also covers the required skills, knowledge and attitudes to promote, monitor and assist in planning and delivery to address identified needs.
- NOMINAL DURATION** : **40 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Collate records	1.1 <i>Client's information</i> is updated in accordance with workplace records system requirements and criteria 1.2 <i>Records</i> are sorted in accordance with workplace requirements 1.3 Client's information is summarized based on the workplace records system.
2. Prepare reports based on workplace record system	2.1 <i>Reports</i> are prepared in accordance with <i>standard forms</i> 2.2 <i>Specific cases</i> are discussed with the supervisor 2.3 Reports are submitted to concerned official

Competency Standard: Community Health Worker Level-I

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Client Information	1.1 Name 1.2 Age 1.3 Sex/Gender 1.4 Birthdate 1.5 Address 1.6 Civil Status 1.7 Spouse and Children 1.8 Parents Name 1.9 Religion 1.10 Complaints
2. Records	2.1 Family Profile 2.2 Household Health Profile
3. Reports	3.1 CHW Accomplishment Report 3.2 Family Profiling Report 3.3 Family Planning Report 3.4 Health and Sanitation Report
4. Standard Forms	4.1 CHW Accomplishment 4.2 Family Profiling 4.3 Family Planning, Health and Sanitation
5. Specific Cases	5.1 Referral to nearest health facility
6. Health Interventions	6.1 First Aid (if applicable) 6.2 Referral to nearest health facility
7. Monitoring Processes	7.1 Record of Vital Signs (e.g., BP readings, temperature, pulse rate) 7.2 Record of client's weight and height

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Health Interventions (Knowledge on "All Life Stages and TBD) • Reports • Documentation • Workplace Records System Requirements • Report Writing • Standard Forms • Basic Mathematics 	<ol style="list-style-type: none"> 1 Information gathering 2 Report writing 3 Communicating Skills 4 Relating to people with different social, cultural and ethnic backgrounds
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Machine 2. Manpower 3. Materials 4. Methods 	