

## Skills Framework for Healthcare

Programmes that broaden or deepen specific skills and knowledge for the various occupations in the sector

### Operations

**Job Role:**  
Patient Service Senior Associate

Full Qualification Programme	Provider

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Department Management	Frontline Services Management	2	Perform patient care activities	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
			Frontline Services Management	SINGAPORE GENERAL HOSPITAL PTE LTD
Enterprise Risk Management	Emergency Response and Crisis Management	2	Respond to illness, accidents and emergencies	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
Ethics and Professionalism	Professional, Legal and Ethical Healthcare Practice	2	Work within a legal and regulatory framework in the healthcare industry	Alice Lee Institute of Advanced Nursing
			Work within a legal and ethical framework	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
			Professional, Legal and Ethical Healthcare Practice	SINGAPORE GENERAL HOSPITAL PTE LTD
Patient Care	Clinical Support for Patient Service Associates	2	Assist in the provision of a safe, hygienic and supportive environment	CSM ACADEMY INTERNATIONAL PTE. LTD.
Quality and Patient Safety	Audit Management	2	Audit Management	SINGAPORE GENERAL HOSPITAL PTE LTD
	Infection Control	2	Assist in the provision of a safe, hygienic and supportive environment	CSM ACADEMY INTERNATIONAL PTE. LTD.
			Assist in the Provision of a Safe, Hygienic and Supportive Environment (SFw)	CSM ACADEMY INTERNATIONAL PTE. LTD.
			Perform general cleaning activities	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
			Respond to illness, accidents and emergencies	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
	Workplace Safety and Health	1	Follow workplace safety and health (wsh) procedures	CSM ACADEMY INTERNATIONAL PTE. LTD.
			Comply with workplace safety and health policies and procedures in the healthcare industry	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
			Recognise and report illness, accidents and emergencies	HMI INSTITUTE OF HEALTH SCIENCES PTE. LTD.
			Workplace Safety and Health	SINGAPORE GENERAL HOSPITAL PTE LTD

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) - View the Training Programmes for Generic and Competencies (GSC). Click on this [link](#) to view the GSCs programme listing.