



Connecting You  
to Community Care

# Mental Health Competency Framework

A guide for health and social care workers in community care sector.

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## 1.0 Introduction and Background

Based on the Singapore Mental Health Survey (2016) conducted by the Institute of Mental Health (IMH), more than 1 in 7 people in the Singapore population will develop a mental health condition over their lifetime.

As more mental health services are being established to provide avenues of care and support to persons with mental health issues and their caregivers, the expansion of services requires a workforce which is skilled in handling and supporting persons with mental health issues and their caregivers in the community.

The competencies created in this framework aim to provide guidance on the types of skills and behaviours that the health and social care workers will need to display, in order to provide care and support to persons with mental health issues and their caregivers.

## 2.0 Competency Framework

The competency framework is designed and developed to:

- Refine existing Mental Health Competency Framework focusing on mood disorder
- Provide mental health related competencies applicable to all the professionals and para-professionals working with persons with mental health issues and their caregivers
- Align training and assessment intervention to improve quality of care given to persons with mental health issues and their caregivers

It aims to:

- Identify the knowledge and skills to support persons with mental health issues and their caregivers in a holistic manner.
- Provide learning pathways for the professional and para-professionals who provide support and care to the persons with mental health issues and their caregivers.
- Provide guidance to the design and development of curriculum for mental health training programme in community care sector

This framework can be used to

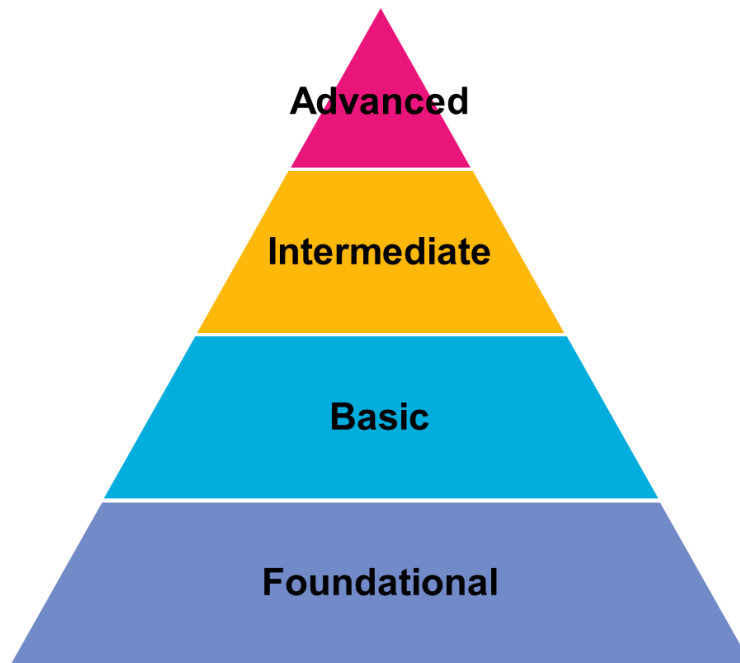
- At National level – Provide a set of competencies as guidelines to build capabilities and align training interventions
- At Institutional level – Assist in identifying training needs of professionals and para-professionals
- At Individual level – Create an awareness of the competencies required to support to persons with mental health issues and their caregivers.

## **2.1 Development of competencies**

The development of competencies is based on referencing overseas frameworks and Workforce Skills Qualification competency standards. Comments and suggestions from clinical practices, professionals in the field of working with persons with mental health issues and caregivers, training and service providers are instrumental in shaping the Mental Health Competency Framework.

## 2.2 Structure of Competency Framework

The competency framework consists of four levels.



Each level indicates individuals who play different roles in contacting and connecting with persons with mental health issues.

<p><b>Advanced</b></p>	<ul style="list-style-type: none"> <li>• <b>Specialists</b> in the community who have the <u>expertise in caring, treating and supporting persons with mental health issues</u> and the caregiver. Play a supervisory and management role at the workplace or clinical setting.</li> </ul>
<p><b>Intermediate</b></p>	<ul style="list-style-type: none"> <li>• <b>Direct Care Staff</b> in the community who have <u>contact and provide direct support</u> to person with mental health issues and the caregiver; and may play a supervisory and guiding role at the workplace.</li> </ul>
<p><b>Basic</b></p>	<ul style="list-style-type: none"> <li>• <b>Care Staff</b> in the community who have <u>direct contact</u> with persons with mental health issues and the caregiver.</li> </ul>
<p><b>Foundational</b></p>	<ul style="list-style-type: none"> <li>• <b>Individuals</b> who may have <u>brief contact</u> with persons with mental health issues</li> </ul>

## 2.3 Competency Domains

The competency framework has **six core** and **two elective** competency domains. Each domain represents a category and provides competencies required of an individual in supporting persons with mental health issues and/or their caregivers. These competencies are applicable across community, residential, and centre-based care settings. The level of usage and adoption relevant would vary depending on the context and conditions of caring for persons with mental health issues and their caregivers, which are unique in each setting.

The six core competency domains focus on the knowledge and skills required in providing direct care and support to persons with mental health issues and their caregivers. The elective domain focuses on competencies required to facilitate learning at work and through work for the care staff and caregivers.

### Competency Domains

#### **A) Mental Health Education**

Acquiring and improving knowledge of mental health enable care staff to apply this knowledge and deliver better care to persons with mental health issues and their caregivers.

#### **B) Person-centred Care**

Having a person-centred care mindset drives care staff to understand and adopt the recovery oriented approach towards delivering better care to persons with mental health issues and their caregivers.

#### **C) Care for Persons with Mental Health Issues**

Delivering appropriate care for persons with mental health issues in the areas of assessment, treatment and intervention, care coordination, and management of complex mental health issues according to care needs.

#### **D) Behaviours of Concern**

Reacting appropriately and communicating effectively are essentials when caring for persons with mental health issues who display distressed or 'challenging' behaviours.

#### **E) Enriching Lives**

Providing activities that support the needs and provide pleasure to persons with mental health issues can enhance their lives/ quality of life.

#### **F) Care for Self and Caregivers**

Maintaining and sustaining healthy physical and mental well-being is essential for care staff and caregivers in their journey to provide continuing care to persons with mental health issues.

#### **G) Capability Building (*Elective*)**

Having knowledge and skills to develop care staff at the workplace enhance their capabilities to provide care for persons with mental health issues and caregivers.

**H) Clinical Supervision (*Elective*)**

Providing clinical supervision for care staff at the workplace enhances continual education and professional growth in care for persons with mental health issues and caregivers.

### 3.0 Target Audience for Each Level

#### FOUNDATIONAL LEVEL

This level of competency is relevant for **individuals** who may have brief contact with persons with mental health issues.

<b>Potential Audience</b>	<ul style="list-style-type: none"> <li>• Care Associate</li> <li>• Administrative staff in centres</li> <li>• Volunteers</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Being respectful and show understanding of the behaviours of person with mental health issues</li> <li>• Show care and concern when interacting with person with mental health issues and caregivers</li> </ul>
<b>Assumed Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Able to interact comfortably and at ease with person with mental health issues</li> </ul>
<b>Assumed Attributes</b>	<ul style="list-style-type: none"> <li>• Friendly</li> <li>• Caring</li> <li>• Respectful</li> </ul>



**BASIC LEVEL**

This level of competency is relevant for **Care Staff** in the health and social services who have direct contact with persons with mental health issues and/or their caregivers.

<b>Potential Audience</b>	<p>This may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Para-counsellors</li> <li>• Social Worker Assistant</li> <li>• Therapy Aide</li> <li>• Befrienders</li> <li>• Caregiver</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Recognise the needs of person with mental health issues</li> <li>• Use person-centred care approach when interacting with person with mental health issues and caregivers</li> <li>• Use appropriate communication skills to interact with person with mental health issues</li> <li>• Assist the person with mental health issues to participate in activities according to care plan</li> <li>• Identify behaviours of concerns displayed by person with mental health issues</li> </ul>
<b>Assumed Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Able to respect person with mental health issues as an individual</li> <li>• Able to interact with person with mental health issues using appropriate language</li> </ul>
<b>Assumed Attributes</b>	<ul style="list-style-type: none"> <li>• Encouraging</li> <li>• Observant</li> </ul>

**INTERMEDIATE LEVEL**

This level of competency is relevant for **Direct Care Staff** in the health and social services who provide direct support and intervention to persons with mental health issues and their caregivers; and may play a supervisory and guiding role at the workplace.

<b>Potential Audience</b>	<p>This may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Clinical Psychologist/ Psychologist</li> <li>• Senior Counsellors/ Counsellors</li> <li>• Nurse Clinician</li> <li>• Senior Nurse</li> <li>• Registered Nurse</li> <li>• Enrolled Nurses</li> <li>• Occupational Therapist</li> <li>• Social Worker</li> <li>• Case Manager</li> </ul> <p><b>Pre-requisite:</b>  <i>A Direct Care Staff is required to</i></p> <ul style="list-style-type: none"> <li>• <i>Be competent as a Care Staff at the basic level.</i></li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Being proficient in providing of direct support to person with mental health issues</li> <li>• Provide bio-psycho-social support to person with mental health issues and the caregivers</li> <li>• Use appropriate screening and assessment tools to assess person with mental health issues</li> <li>• Design, develop and monitor intervention plans to achieve the recovery goals of person with mental health issues</li> <li>• Partner and support families and caregivers to create and implement care plans for person with mental health issues</li> <li>• Collaborate with other professionals and/or service agencies on the goals of care and management for person with mental health issues; and those at risk</li> </ul> <p><b>Those with supervisory role:</b></p> <ul style="list-style-type: none"> <li>• Supervise clinical staff in management of assigned cases such as care plan, case documentation and professional practices according to organisational standards</li> </ul>

	<ul style="list-style-type: none"> <li>• Facilitate discussions with other professional and/or service agencies on the goals of care and management for person with mental health issues; and those at risk</li> </ul>
<p><b>Assumed Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Able to use basic counselling techniques to engage person with mental health issues</li> <li>• Able to conduct initial interview to solicit background information</li> <li>• Able to conceptualize case according to the theoretical approaches of their training</li> <li>• Able to set goals together with clients and implement treatment plan to work towards the goals</li> <li>• Able to identify behaviours of concerns displayed by person with mental health issues</li> </ul> <p><b>Those with supervisory role:</b></p> <ul style="list-style-type: none"> <li>• Able to induct less experience direct care staff in handling a person with mental health issue</li> <li>• Able to contribute in discussions with other professional and/or service agencies in managing person with mental health issues</li> </ul>
<p><b>Assumed Attributes</b></p>	<ul style="list-style-type: none"> <li>• Empathetic</li> <li>• Patience</li> <li>• Open to learning</li> <li>• Nurturing</li> <li>• Meticulous</li> </ul>

**ADVANCED LEVEL**

This level of competency is relevant for **Specialists** in the health and social services who have expertise in caring for, treating and supporting persons with mental health issues, their families and caregivers. They provide advice for improving systems, processes, treatment plans and culture that promote quality care for persons with mental health issues, their families and caregivers.

<b>Potential Audience</b>	<p>This may include clinical, allied health professionals and nurses who specialized in providing care for persons with mental health issues.</p> <p><b>Pre-requisite:</b>  <i>A Specialist is required to</i></p> <ul style="list-style-type: none"> <li>• <i>Be competent as a Direct Care Staff at the Intermediate level, and</i></li> <li>• <i>Have at least 5 years in providing direct care to persons with mental health issues</i></li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Being an expert in caring, treating and supporting person with mental health issues</li> <li>• Design and provide advice on infrastructure, processes and policies that promote the recovery and well-being of person with mental health issues</li> <li>• Promote recovery orientation approach that cares, encourages and supports person with mental health issues</li> <li>• Provide consultancy and advisory to promote recovery orientation approach in the provision of care to person with mental health issues</li> <li>• Develop capabilities in caring, treating, encouraging and supporting person with mental health issues</li> </ul>
<b>Assumed Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Able to differentiate signs and symptoms between different mental health conditions and the complexity with co-existing acute conditions</li> <li>• Able to assess and manage persons with severe mental health issues</li> <li>• Able to conduct clinical supervision to mental health care staff</li> </ul>
<b>Assumed Attributes</b>	<ul style="list-style-type: none"> <li>• Innovative</li> <li>• Inspirational</li> </ul>

## 4.0 Competencies at Each Level

<b>1) FOUNDATIONAL LEVEL</b> This level of competency is relevant for <b>individuals</b> who may have <b><u>brief contact</u></b> with persons with mental health issues.	
Core Domain	Competencies
<b>A) Mental Health Education</b>	<b><u>About Mental Health Issues</u></b> <ol style="list-style-type: none"> <li>1. Recognise signs and symptoms of common mental health conditions</li> <li>2. Identify the impact of mental health conditions on daily activities for the persons with mental health issues, families, caregivers and the community</li> <li>3. Identify stigma and misconceptions related to mental health issues</li> <li>4. List the appropriate agencies that support persons with mental health issues</li> </ol>
<b>B) Person-centred Care (<i>Recovery Oriented Approach</i>)</b>	<b><u>About Recovery Oriented Approach</u></b> <ol style="list-style-type: none"> <li>1. Respect persons with mental health issues as individuals, their inherent worth and importance</li> <li>2. Identify ways to interact with persons with mental health issues respectfully</li> </ol>
<b>C) Care for Self and Caregivers</b>	<b><u>Engage in Mental Wellness</u></b> <ol style="list-style-type: none"> <li>1. Recognise the importance of mental health and its role in overall health</li> <li>2. Identify ways to improve mental well-being</li> <li>3. Engage in activities that maintain mental well-being</li> </ol>

**2) BASIC LEVEL**

This level of competency is relevant for **Care Staff** in the health and social services who have **direct contact** with the persons with mental health issues and the caregiver.

Core Domain	Competencies
<b>A) Mental Health Education</b>	<p><b><u>Understand the Impact of Mental Health</u></b></p> <ol style="list-style-type: none"> <li>1. Identify the bio-psycho-social factors that contribute to common mental health conditions</li> <li>2. Identify the signs and symptoms of common mental health issues in community-based healthcare/ community</li> <li>3. Recognise the general management of the common mental health conditions</li> <li>4. Identify the types of services available for persons with mental health issues, their families and caregivers</li> <li>5. Identify ethical practices when providing care to persons with mental health issue</li> <li>6. Consider the use of legal acts related to management of persons with mental health issues</li> </ol>
<b>B) Person-centred Care (Recovery Oriented Approach)</b>	<p><b><u>Understand the Recovery Oriented Approach</u></b></p> <ol style="list-style-type: none"> <li>1. Explain the principles of recovery</li> <li>2. Recognise how one's background, culture, experiences, and attitudes may affect the provision of care</li> <li>3. Use optimistic language when interacting with persons with mental health issues, their families, caregivers and among care staff</li> <li>4. Demonstrate qualities such as respect, empathy, positivity, flexibility, open mindedness and patience when caring for persons with mental health issues</li> </ol>

<b>2) BASIC LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>C) Care for Persons with Mental Health Issues</b>	<p><b><u>Assessment</u></b>  <b><i>Screen Persons with Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Screen persons with mental health issue</li> <li>2. Recognise and report to relevant personnel in a timely manner when persons with mental health issues are experiencing neglect and abuse, harm to self or others, or suicide</li> </ol> <p><b><u>Treatment and Intervention</u></b>  <b><i>Interact with Persons with Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Assist in structured and educational activities for persons with mental health issues</li> <li>2. Assist in creating a safe environment for persons with mental health issues</li> <li>3. Communicate effectively with persons with mental health issues</li> <li>4. Monitor conditions of persons with mental health issues</li> <li>5. Report changes in status and behaviours of persons with mental health issues according to organisational guidelines</li> <li>6. Recognise signs of caregiver stress and burnout</li> </ol> <p><b><u>Care Coordination</u></b>  <b><i>Assist Persons with Mental Health Issues with Care Coordination</i></b></p> <ol style="list-style-type: none"> <li>1. Liaise with services, agencies or professionals to facilitate care coordination</li> <li>2. Refer to appropriate services according to the needs of person with mental issues' needs</li> </ol>
<b>D) Behaviours of Concern</b>	<p><b><u>Connect with Persons with Mental Health Issues who Display Behaviours of Concern</u></b></p> <ol style="list-style-type: none"> <li>1. Recognise behavioural change associated with mental health conditions</li> <li>2. Identify potential triggers for behaviours of concern.</li> <li>3. Respond appropriately to persons with mental health issues who display behaviours of concern</li> </ol>

<b>2) BASIC LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>E) Enriching Lives</b>	<p><b><u>Enable Persons with Mental Health Issues to Lead a Meaningful Life</u></b></p> <ol style="list-style-type: none"> <li>1. Recognise the needs (e.g. physical, emotional, spiritual and sexual) and strengths of persons with mental health issues</li> <li>2. Recognise the importance of social activities/ engagement for persons with mental health issues</li> <li>3. Encourage persons with mental health issues to participate in activities according to care plan</li> </ol>
<b>F) Care for Self and Caregivers</b>	<p><b><u>Practice Self Care</u></b></p> <ol style="list-style-type: none"> <li>1. Identify personal feelings, beliefs, or attitudes that may affect work performance</li> <li>2. Identify signs and symptoms of compassion fatigue</li> <li>3. Identify helpful ways to prevent and cope with personal stress and burnout</li> <li>4. Identify the ways to cope with grief and loss</li> <li>5. Identify ways to promote personal safety when handling persons with mental health issues with high risk</li> <li>6. Manage personal feelings elicited by challenging behaviours</li> <li>7. Identify the need for and seek appropriate support when required</li> </ol>



**3) INTERMEDIATE LEVEL**

This level of competency is relevant for **Direct Care Staff** in the health and social services **who provide direct support and intervention** to persons with mental health issues and the caregivers; **with supervisory and guiding role; and influences workplace/processes.**

Core Domain	Competencies
<b>A) Mental Health Education</b>	<p><b><u>Assist Persons with Mental Health Issues</u></b></p> <ol style="list-style-type: none"> <li>1. Differentiate signs and symptoms between different mental health conditions</li> <li>2. Explain the biopsychosocial and environmental factors that contribute to the mental and physical health issues, and psychological concerns of persons with mental health issues, their families and caregivers</li> <li>3. Explain the factors that impact on health behaviours of persons with mental health issues</li> <li>4. Explain the epidemiology of mental health issues in Singapore</li> <li>5. Identify the systems of care that integrate community services with primary and tertiary level services for short-long term care of persons with mental health issues, families and caregivers</li> <li>6. Identify the types of services available in the care continuum to facilitate the recovery for persons with mental health issues, their families and caregivers</li> <li>7. Apply ethical guidelines, concepts, regarding professional activities for persons with mental health issues, their families and caregivers</li> <li>8. Comply with legal responsibilities in the management of persons with mental health issues</li> </ol>

<b>3) INTERMEDIATE LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>B) Person-centred Care</b> <i>(Recovery Oriented Approach)</i>	<p><b><u>Practice Recovery Oriented Approach</u></b></p> <ol style="list-style-type: none"> <li>1. Create environments that enable persons with mental health issues to direct their own lives and meet their identified needs</li> <li>2. Consider the preferences, cultural influences, and life circumstances, aspiration of persons with mental health issues, their families and caregivers when caring for persons with mental health issues</li> <li>3. Recognise the rights of persons with mental health issues to exercise self-determination, personal control, make decisions and grow through experiences</li> <li>4. Respect and include persons with mental health issues as partners in decision making concerning service responses</li> <li>5. Recognise the strength, support, resilience and personal responsibility and self-advocacy of persons with mental health issues</li> <li>6. Collaborate with different service partners and agencies to achieve the recovery goals set with the persons with mental health issues</li> </ol>

<b>3) INTERMEDIATE LEVEL (Continued)</b>	
<b>Core Domain</b>	<b>Competencies</b>
<b>C) Care for Persons with Mental Health Issues</b>	<p><b><u>Assessment</u></b>  <b><i>Assess Persons with Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Select and implement appropriate screening tools to detect and assess mental health problems</li> <li>2. Involve the family members, significant others and other support system as part of the assessment in accordance to organisational procedures</li> <li>3. Identify the factors that contribute to the impact of mental health issues on daily and overall functioning</li> <li>4. Identify the care needs of persons with mental health issue</li> <li>5. Consider appropriate right siting for persons with mental health issues</li> <li>6. Assess significant behavioral risk factors</li> <li>7. Report any suspected, alleged or abuse cases to relevant personnel in accordance to organisational policies and procedures</li> <li>8. Follow-up on any suspected, alleged or abuse cases in accordance to organisational policies and procedures</li> </ol> <p><b><u>Treatment and Intervention</u></b>  <b><i>Implement Care Plan with Persons with Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Develop care strategies that undertake a recovery orientation approach to support persons with mental health issues</li> <li>2. Empower the persons with mental health issues, and their families when appropriate, to decide on the care plan</li> <li>3. Implement treatment plan</li> <li>4. Conduct treatment activities for the persons with mental health issues in a group and individual setting</li> <li>5. Offer interventions that encourage persons with mental health issues, their families and caregivers to use appropriate mental health resources for optimal effects</li> <li>6. Use effective and appropriate communication techniques to cater to persons with mental health issues, their families and caregivers</li> </ol>

	<ol style="list-style-type: none"> <li>7. Develop individualised crisis prevention plan with persons with mental health issues, their family and caregivers</li> <li>8. Demonstrate appropriate interventions to deescalate crisis</li> <li>9. Adhere to the safety policies and procedures on prevention of risk identified</li> </ol> <p><b><u>Care Coordination</u></b>  <b><i>Manage the Care Continuum of Persons with Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Use current evidence based assessment evaluation tools to monitor and evaluate the treatment plans</li> <li>2. Monitor changes in presenting problems and clinical outcomes in collaboration with persons with mental health issues</li> <li>3. Re-assess and adjust care plans in collaboration with persons with mental health issues</li> <li>4. Implement strategies to facilitate the persons with mental health issue to progress along the recovery continuum</li> <li>5. Provide care and support in collaboration with persons with mental health issues' social support system, health, social and other services</li> <li>6. Propose ways to address service gaps for improvement of care for persons with mental health issues</li> <li>7. Apply policies, procedures, protocols and agreements when developing integration and partnerships with other service providers</li> </ol> <p><b><u>Complex Mental Health Issues</u></b>  <b><i>Apply Clinical Judgement in Handling Persons with Complex Mental Health Issues</i></b></p> <ol style="list-style-type: none"> <li>1. Review the impact of the biopsychosocial and environmental factors arising from the complex mental health issues when formulating interventions</li> <li>2. Strike a balance between explicitly validating the persons with mental health issues' experience and emotions while helping them to consider the possibility of alternative perspectives</li> <li>3. Manage and respond to rapid changes in the thinking, perception and presentation of a person with complex mental health issues</li> <li>4. Adapt standard interventions for common co-existing disorders and integrate them into the treatment plan</li> </ol>
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<b>3) INTERMEDIATE LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>D) Behaviours of Concern</b>	<p><b><u>Minimise the Impact of Behaviours of Concern</u></b></p> <ol style="list-style-type: none"> <li>1. Conduct risk assessment for behaviours of concern</li> <li>2. Develop safety plan to manage behaviours of concern</li> <li>3. Respond to behaviours of concern in a safe manner</li> <li>4. Observe and monitor persons with mental health issues with behaviours of concerns, including suicide relapse and aggressive tendencies</li> <li>5. Report discrepancies to appropriate supervisor in accordance with organisational procedures</li> </ol>
<b>E) Enriching Lives</b>	<p><b><u>Enhance Quality of Life of Persons with Mental Health Issues</u></b></p> <ol style="list-style-type: none"> <li>1. Provide psycho education to families, caregivers and involve them in the treatment process</li> <li>2. Educate persons with mental health issues, their families and caregivers to navigate support services independently</li> <li>3. Engage persons with mental health issues, their families and caregivers in future care planning e.g LPA, ACP</li> <li>4. Assist in conflict resolution arising from ethical issues relating to decision making and compliance with the wishes of the persons with mental health issues</li> <li>5. Use peer support systems and network for persons with mental health issues' rehabilitation</li> <li>6. Engage employers to provide job opportunities for persons with mental health issues</li> <li>7. Provide support for employers hiring persons with mental health issues</li> </ol>

<b>3) INTERMEDIATE LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>F) Care for Self and Caregivers</b>	<p><b><u>Support Caregivers in Caring for Persons with Mental Health Issues</u></b></p> <ol style="list-style-type: none"> <li>1. Assess the needs of caregivers and families</li> <li>2. Equip caregivers with knowledge and skills to manage potential behaviours of concern displayed by persons with mental health issues</li> <li>3. Provide emotional and practical supports to caregivers in caring for persons with mental health issues</li> <li>4. Assist caregivers to access support networks and respite services</li> </ol>

<b>3) INTERMEDIATE LEVEL</b> <i>(Continued)</i>	
<b>Elective Domain</b>	<b>Competencies</b>
<b>G) Capability Building</b>	<p><b><u>Facilitate Learning at Work</u></b></p> <ol style="list-style-type: none"> <li>1. Identify a performance issue that requires training intervention</li> <li>2. Develop a workplace learning plan</li> <li>3. Facilitate workplace learning using appropriate workplace learning methods</li> <li>4. Provide feedback on learners' progress</li> </ol>
<b>H) Clinical Supervision</b>	<p><b><u>Provide Clinical Supervision to Care Staff Managing Persons with Mental Health Issues</u></b></p> <ol style="list-style-type: none"> <li>1. Use a systematic supervision framework in the organization to promote professional responsibilities</li> <li>2. Demonstrate timely and accurate case documentation within team and across service providers to facilitate management of persons with mental health issues</li> <li>3. Use current and reliable clinical data collection methods for clinical and service development activities in accordance with organization/industry practices</li> <li>4. Promote individual continuing education and professional growth</li> <li>5. Promote self-care through self-awareness and reflection</li> </ol>

**4) ADVANCED LEVEL**

This level of competency is relevant for **Specialists** in the health and social services that have **expertise in caring for, treating and supporting persons with mental health issues, their families and caregivers.**

As specialists (who possess the assumed knowledge, skills and attributes at the intermediate level; and have at least 5 years of experience in providing direct care to persons with mental health issues), they provide advice for improving systems, processes, treatment plans and culture that promote quality care for persons with mental health issues, their families and caregivers

Core Domain	Competencies
<b>A) Mental Health Education</b>	<p><b><u>Promote Mental Health Care Education</u></b></p> <ol style="list-style-type: none"> <li>1. Equip mental health care staff with knowledge and skills in recognizing the complexity of the mental conditions in consideration of bio-psycho-social approaches</li> <li>2. Equip mental health care staff with knowledge and skills to assess and manage co-existing mental conditions and other acute conditions</li> <li>3. Comply with legislation related to treating mental health issues, privacy and confidentiality</li> <li>4. Analyse mental health trends and landscape</li> <li>5. Analyse the Impact of policy and regulation on organizational strategic intent</li> <li>6. Identify working partners for collaboration</li> </ol>
<b>B) Person-centred Care (Recovery Oriented Approach)</b>	<p><b><u>Promote Recovery Oriented Approach</u></b></p> <ol style="list-style-type: none"> <li>1. Create a physical, social and cultural environment of a service that inspires hope, optimism and humanistic practices</li> <li>2. Promote understandings of and recovery from mental illness and reduce stigma and discrimination against persons with mental health issues</li> <li>3. Establish and maintain good partnerships with service agencies to maximize personal recovery for persons with mental health issues</li> </ol>



4) ADVANCED LEVEL (Continued)	
Core Domain	Competencies
C) Care for Persons with Mental Health Issues	<p><b><u>Promote Safe and Effective Practices and Prevention of Risk</u></b></p> <p><b><i>Promotion of culture</i></b></p> <ol style="list-style-type: none"> <li>Promote an environment that protects the persons with mental health issues from physical, psychological, sexual and financial abuse/ exploitation while receiving mental health care</li> <li>Promote a collaborative culture among persons with mental health issues, their caregivers and social supports, health and social care staff, and community partners</li> <li>Promote clinical practice that is comprehensive, systematic and safe for persons with mental health issues, mental health care staff and their caregivers</li> </ol> <p><b><i>Collaboration</i></b></p> <ol style="list-style-type: none"> <li>Share best practices with network partners to improve provision of care to persons with mental health issues</li> </ol> <p><b><i>Improvement in clinical care</i></b></p> <ol style="list-style-type: none"> <li>Introduce appropriate technology and resources to improve the quality of life for persons with mental health issues and their caregivers</li> <li>Adopt best practice guidelines and engage in research for service improvement</li> </ol> <p><b><i>Operations</i></b></p> <ol style="list-style-type: none"> <li>Analyse relevant trends within the organization to meet service needs of persons with mental health issues and their families</li> <li>Develop and support the pre-, during and post-crisis management strategies and systems</li> <li>Review care management processes to improve client flow for persons with mental health issues across services</li> <li>Monitor adherence to the safety policies and procedures on prevention of any risk identified by all mental health care staff</li> <li>Develop and implement guidelines that facilitates ethical decision-making within the organization</li> </ol>

<b>4) ADVANCED LEVEL</b> <i>(Continued)</i>	
<b>Core Domain</b>	<b>Competencies</b>
<b>D) Behaviours of Concern</b>	<p><b><u>Manage Behaviours of Concern</u></b></p> <ol style="list-style-type: none"> <li>1. Promote multidisciplinary assessment and interventions to manage challenging behaviours of concern</li> <li>2. Provide advice in managing challenging behaviors of concerns</li> <li>3. Promote development of supportive relationship in persons with mental health who display behaviours of concern</li> </ol>
<b>E) Enriching Lives</b>	<p><b><u>Promote Quality of Life</u></b></p> <ol style="list-style-type: none"> <li>1. Promote a culture which encourages choice, well-being, future planning and protection of persons with mental health issues</li> <li>2. Develop and implement a safe and effective risk management approach that supports recovery of persons with mental health issues</li> </ol>
<b>F) Care for Self and Caregivers</b>	<p><b><u>Enable the Families and Caregivers of Persons with Mental Health Issues</u></b></p> <ol style="list-style-type: none"> <li>1. Develop and implement services that meet the needs of caregivers</li> </ol>

<b>4) ADVANCED LEVEL</b> <i>(Continued)</i>	
<b>Elective Domain</b>	<b>Competencies</b>
<b>G) Capability Building</b>	<p><b><u>Training &amp; Education</u></b></p> <ol style="list-style-type: none"> <li>1. Analyse the learning needs and learners' profile</li> <li>2. Design and develop a training programme</li> <li>3. Implement a training programme</li> <li>4. Design and conduct assessment of learning</li> <li>5. Evaluate the effectiveness of training programme</li> </ol>

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## Competencies at Foundational Level

Category	CORE MODULES						ELECTIVE MODULE	
	Mental Health Education	Person-Centred Care (Recovery Oriented Approach)	Care for Persons with Mental Health Issues	Behaviours of Concern	Enriching Lives	Care for Self and Caregivers	Capability Building	Clinical Supervision
<b>Foundational Level</b>  <b>Individuals</b> who have <b>brief contact</b> with persons with mental health issues.	<b>About Mental Health Issues</b> 1. Recognise signs and symptoms of common mental health conditions.  2. Identify the impact of mental health conditions on daily activities for the persons with mental health issues, families, caregivers and the community.  3. Identify stigma and misconceptions related to mental health issues.  4. List the appropriate agencies that support persons with mental health issues.	<b>About Recovery Oriented Approach</b> 1. Respect persons with mental health issues as individuals, their inherent worth and importance.  2. Identify ways to interact with persons with mental health issues respectfully.				<b>Engage in Mental Wellness</b> 1. Recognise the importance of mental health and its role in overall health.  2. Identify ways to improve mental well-being.  3. Engage in activities that maintain mental well-being.		

## Competencies at Basic Level

Category	CORE MODULES							ELECTIVE MODULE		
	Mental Health Education	Person-Centred Care (Recovery Oriented Approach)	Care for Persons with Mental Health Issues			Behaviours of Concern	Enriching Lives	Care for Self and Caregivers	Capability Building	Clinical Supervision
<b>Basic Level</b>  <b>Care Staff</b> in the health and social services <b>who have direct contact</b> with the persons with mental health issues and the caregiver.	<b>Understand the Impact of Mental Health</b> 1. Identify the bio-psycho-social factors that contribute to common mental health conditions. 2. Identify the signs and symptoms of common mental health issues in community-based healthcare/ community. 3. Recognise the general management of the common mental health conditions. 4. Identify the types of services available for persons with mental health issues, their families and caregivers. 5. Identify ethical practices when providing care to persons with mental health issue. 6. Consider the use of legal acts related to management of persons with mental health issues.	<b>Understand the Recovery Oriented Approach</b> 1. Explain the principles of recovery. 2. Recognise how one's background, culture, experiences, and attitudes may affect the provision of care. 3. Use optimistic language when interacting with persons with mental health issues, their families, caregivers and among care staff. 4. Demonstrate qualities such as respect, empathy, positivity, flexibility, open mindedness and patience when caring for persons with mental health issues	<b>Screen Persons with Mental Health Issues</b> 1. Screen persons with mental health issue. 2. Recognise and report to relevant personnel in a timely manner when persons with mental health issues are experiencing neglect and abuse, harm to self or others, or suicide.	<b>Interact with Persons with Mental Health Issues</b> 1. Assist in structured and educational activities for persons with mental health issues. 2. Assist in creating a safe environment for persons with mental health issues. 3. Communicate effectively with persons with mental health issues. 4. Monitor conditions of persons with mental health issues. 5. Report changes in status and behaviours of persons with mental health issues according to organisational guidelines. 6. Recognise signs of caregiver stress and burnout.	<b>Assist person with mental health issues with care coordination</b> 1. Liaise with services, agencies or professionals to facilitate care coordination. 2. Refer to appropriate services according to the needs of person with mental issues' needs.	<b>Connect with Persons with Mental Health Issues who Display Behaviours of Concern</b> 1. Recognise behavioural change associated with mental health conditions. 2. Identify potential triggers for behaviours of concern. 3. Respond appropriately to persons with mental health issues who display behaviours of concern.	<b>Enable Persons with Mental Health Issues to Lead a Meaningful Life</b> 1. Recognise the needs (e.g. physical, emotional, spiritual and sexual) and strengths of persons with mental health issues. 2. Recognise the importance of social activities/ engagement for persons with mental health issues. 3. Encourage persons with mental health issues to participate in activities according to care plan.	<b>Practice Self Care</b> 1. Identify personal feelings, beliefs, or attitudes that may affect work performance. 2. Identify signs and symptoms of compassion fatigue. 3. Identify helpful ways to prevent and cope with personal stress and burnout. 4. Identify the ways to cope with grief and loss. 5. Identify ways to promote personal safety when handling persons with mental health issues with high risk. 6. Manage personal feelings elicited by challenging behaviours 7. Identify the need for and seek appropriate support when required.		

## Competencies at Intermediate Level

Category	CORE MODULES							ELECTIVE MODULE			
	Mental Health Education	Person-Centred Care (Recovery Oriented Approach)	Care for Persons with Mental Health Issues				Behaviours of Concern	Enriching Lives	Care for Self and Caregivers	Capability Building	Clinical Supervision
<b>Intermediate level</b>  <b>Direct Care Staff in the health and social services who provide direct support and intervention to persons with mental health issues and the caregivers; with supervisory and guiding role; and influences workplace/processes.</b>	<b>Assist Persons with Mental Health Issues</b> 1. Differentiate signs and symptoms between different mental health conditions. 2. Explain the biopsychosocial and environmental factors that contribute to the mental and physical health issues, and psychological concerns of persons with mental health issues, their families and caregivers. 3. Explain the factors that impact on health behaviours of persons with mental health issues. 4. Explain the epidemiology of mental health issues in Singapore 5. Identify the systems of care that integrate community services with primary and tertiary level services for short-long term care of persons with mental health issues, families and caregivers 6. Identify the types of services available in the care continuum to facilitate the recovery for persons with mental health issues, their families and caregivers 7. Apply ethical guidelines, concepts, regarding professional activities for persons with mental health issues, their families and caregivers 8. Comply with legal responsibilities in the management of persons with mental health issues	<b>Practice Recovery Oriented Approach</b> 1. Create environments that enable persons with mental health issues to direct their own lives and meet their identified needs 2. Consider the preferences, cultural influences, and life circumstances, aspiration of persons with mental health issues, their families and caregivers when caring for persons with mental health issues. 3. Recognise the rights of persons with mental health issues to exercise self-determination, personal control, make decisions and grow through experiences. 4. Respect and include persons with mental health issues as partners in decision making concerning service responses. 5. Recognise the strength, support, resilience and personal responsibility and self-advocacy of persons with mental health issues 6. Collaborate with different service partners and agencies to achieve the recovery goals set with the	<b>Assess Persons with Mental Health Issues</b> 1. Select and implement appropriate screening tools to detect and assess mental health problems 2. Involve the family members, significant others and other support system as part of the assessment in accordance to organisational procedures. 3. Identify the factors that contribute to the impact of mental health issues on daily and overall functioning. 4. Identify the care needs of persons with mental health issue 5. Consider appropriate right siting for persons with mental health issues. 6. Assess significant behavioral risk factors. 7. Report any suspected, alleged or abuse cases to relevant personnel in accordance to organisational policies and procedures. 8. Follow-up on any suspected, alleged or abuse cases in accordance to organisational policies and procedures.	<b>Implement Care Plan with Persons with Mental Health Issues</b> 1. Develop care strategies that undertake a recovery orientation approach to support persons with mental health issues 2. Empower the persons with mental health issues, and their families when appropriate, to decide on the care plan. 3. Implement treatment plan. 4. Conduct treatment activities for the persons with mental health issues in a group and individual setting. 5. Offer interventions that encourage persons with mental health issues, their families and caregivers to use appropriate mental health resources for optimal effects. 6. Use effective and appropriate communication techniques to cater to persons with mental health issues, their families and caregivers. 7. Develop individualised crisis prevention plan with persons with mental health issues, their family and caregivers.	<b>Manage the Care Continuum of Persons with Mental Health Issues</b> 1. Use current evidence based assessment evaluation tools to monitor and evaluate the treatment plans 2. Monitor changes in presenting problems and clinical outcomes in collaboration with persons with mental health issues 3. Re-assess and adjust care plans in collaboration with persons with mental health issues. 4. Implement strategies to facilitate the persons with mental health issue to progress along the recovery continuum. 5. Provide care and support in collaboration with persons with mental health issues' social support system, health, social and other services. 6. Propose ways to address service gaps for improvement of care for persons with mental health issues.	<b>Apply Clinical Judgement in Handling Persons with Complex Mental Health Issues</b> 1. Review the impact of the biopsychosocial and environmental factors arising from the complex mental health issues when formulating interventions 2. Strike a balance between explicitly validating the persons with mental health issues' experience and emotions while helping them to consider the possibility of alternative perspectives. 3. Manage and respond to rapid changes in the thinking, perception and presentation of a person with complex mental health issues. 4. Adapt standard interventions for common co-existing disorders and integrate them into the treatment plan.	<b>Minimise the Impact of the Behaviours of Concern</b> 1. Conduct risk assessment for behaviors of concern 2. Develop safety plan to manage behaviors of concern 3. Respond to behaviours of concern in a safe manner. 4. Observe and monitor persons with mental health issues with behaviours of concern, including suicide relapse and aggressive tendencies. 5. Report discrepancies to appropriate supervisor in accordance with organisational procedures.	<b>Enhance Quality of Life of Persons with Mental Health Issues</b> 1. Provide psycho education to families, caregivers and involve them in the treatment process. 2. Educate persons with mental health issues, their families and caregivers to navigate support services independently 3. Engage persons with mental health issues, their families and caregivers in future care planning e.g LPA, ACP. 4. Assist in conflict resolution arising from ethical issues relating to decision making and compliance with the wishes of the persons with mental health issues. 5. Use peer support systems and network for persons with mental health issues' rehabilitation. 6. Engage employers to provide job opportunities for persons with mental health issues.	<b>Support Caregivers in Caring for Persons with Mental Health Issues</b> 1. Assess the needs of caregivers and families. 2. Equip caregivers with knowledge and skills to manage potential behaviours of concern displayed by persons with mental health issues. 3. Provide emotional and practical supports to caregivers in caring for persons with mental health issues. 4. Assist caregivers to access support networks and respite services.	<b>Facilitate Learning at Work</b> 1. Identify a performance issue that requires training intervention. 2. Develop a workplace learning plan. 3. Facilitate workplace learning using appropriate workplace learning methods. 4. Provide feedback on learners' progress.	<b>Provide Clinical Supervision to Care Staff Managing Persons with Mental Health Issues</b> 1. Use a systematic supervision framework in the organization to promote professional responsibilities. 2. Demonstrate timely and accurate case documentation within team and across service providers to facilitate management of persons with mental health issues. 3. Use current and reliable clinical data collection methods for clinical and service development activities in accordance with organization/industry practices. 4. Promote individual continuing education and professional growth. 5. Promote self-care through self-awareness and reflection.



		persons with mental health issues		<p>8. Demonstrate appropriate interventions to deescalate crisis.</p> <p>9. Adhere to the safety policies and procedures on prevention of risk identified.</p>	<p>7. Apply policies, procedures, protocols and agreements when developing integration and partnerships with other service providers.</p>			<p>7. Provide support for employers hiring persons with mental health issues.</p>			
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## Competencies at Advanced Level

Category	CORE MODULES							ELECTIVE MODULE			
	Mental Health Education	Person-Centred Care (Recovery Oriented Approach)	Care for Persons with Mental Health Issues				Behaviours of Concern	Enriching Lives	Care for Self and Caregivers	Capability Building	Clinical Supervision
			Assessment	Treatment and Intervention	Care Coordination	Complex Mental Health Issues					
<p><b>Advanced level</b></p> <p>This level of competency is relevant for <b>Specialists</b> in the health and social services that have <b>expertise in caring for, treating and supporting persons with mental health issues, their families and caregivers.</b></p> <p>As specialists (who possess the assumed knowledge, skills and attributes at the intermediate level; and have at least 5 years of experience in providing direct care to persons with mental health issues), they provide advice for improving systems, processes, treatment plans and culture that promote quality care for persons with mental health issues, their families and caregivers.</p>	<p><b>Promote Mental Health Care Education</b></p> <ol style="list-style-type: none"> <li>Equip mental health care staff with knowledge and skills in recognizing the complexity of the mental conditions in consideration of bio-psycho-social approaches.</li> <li>Equip mental health care staff with knowledge and skills to assess and manage co-existing mental conditions and other acute conditions.</li> <li>Comply with legislation related to treating mental health issues, privacy and confidentiality.</li> <li>Analyse mental health trends and landscape</li> <li>Analyse the Impact of policy and regulation on organizational strategic intent</li> <li>Identify working partners for collaboration</li> </ol>	<p><b>Promote Recovery Oriented Approach</b></p> <ol style="list-style-type: none"> <li>Create a physical, social and cultural environment of a service that inspires hope, optimism and humanistic practices.</li> <li>Promote understandings of and recovery from mental illness and reduce stigma and discrimination against persons with mental health issues.</li> <li>Establish and maintain good partnerships with service agencies to maximize personal recovery for persons with mental health issues.</li> </ol>	<p><b>Promote Safe and Effective Practices and Prevention of Risk</b></p> <p>Promotion of culture</p> <ol style="list-style-type: none"> <li>Promote an environment that protects the persons with mental health issues from physical, psychological, sexual and financial abuse/ exploitation while receiving mental health care.</li> <li>Promote a collaborative culture among persons with mental health issues, their caregivers and social supports, health and social care staff, and community partners.</li> <li>Promote clinical practice that is comprehensive, systematic and safe for persons with mental health issues, mental health care staff and their caregivers</li> </ol> <p>Collaboration</p> <ol style="list-style-type: none"> <li>Share best practices with network partners to improve provision of care to persons with mental health issues.</li> </ol> <p>Improvement in clinical care</p> <ol style="list-style-type: none"> <li>Introduce appropriate technology and resources to improve the quality of life for persons with mental health issues and their caregivers.</li> <li>Adopt best practice guidelines and engage in research for service improvement.</li> </ol> <p>Operations</p> <ol style="list-style-type: none"> <li>Analyse relevant trends within the organization to meet service needs of persons with mental health issues and their families.</li> <li>Develop and support the pre-, during and post-crisis management strategies and systems.</li> <li>Review care management processes to improve client flow of persons with mental health issues across services.</li> <li>Monitor adherence to the safety policies and procedures on prevention of any risk identified by all mental health care staff.</li> <li>Develop and implement guidelines that facilitates ethical decision-making within the organization</li> </ol>				<p><b>Manage Behaviours of Concern</b></p> <ol style="list-style-type: none"> <li>Promote multidisciplinary assessment and interventions to manage challenging behaviours of concern.</li> <li>Provide advice in managing challenging behaviors of concerns.</li> <li>Promote development of supportive relationship in persons with mental health who display behaviours of concern.</li> </ol>	<p><b>Promote Quality of Life</b></p> <ol style="list-style-type: none"> <li>Promote a culture which encourages choice, well-being, future planning and protection of persons with mental health issues.</li> <li>Develop and implement a safe and effective risk management approach that supports recovery of persons with mental health issues.</li> </ol>	<p><b>Enable the Families and Caregivers of Persons with Mental Health Issues</b></p> <ol style="list-style-type: none"> <li>Develop and implement services that meet the needs of caregivers.</li> </ol>	<p><b>Training &amp; Education</b></p> <ol style="list-style-type: none"> <li>Analyse the learning needs and learners' profile.</li> <li>Design and develop a training programme.</li> <li>Implement a training programme.</li> <li>Design and conduct assessment of learning.</li> <li>Evaluate the effectiveness of training programme.</li> </ol>	