List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Patient Management & Services

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
Provide Excellent Service		
1	Manage online customer/patient query	
2	Manage face-to-face to customer/patient query	
3	Perform service recovery	
Perform Patient Admission and Discharge		
4	Welcome patient, next-of-kin and visitors	
5	Actualise outpatient appointment in the system	
6	Facilitate patient admission, transfer and discharge	
7	Manage appointment/bed booking	
8	Manage patient records	
9	Manage the referral documentation process	
10	Acquire patient feedback for service enhancement	
11	Manage outpatient appointment resources	
12	Coordinate transport for patients (from hospital to hospital)	
Manage Billing Matters		
13	Activate billing	
14	Activate insurance/medisave claim	
15	Perform credit control for billing and collection	
Provide Clinical Support		
16	*Perform vital signs measurement ● Temperature taking ● Vision check ● Blood pressure ● Height and Weight measurement * Note: This list is not exhaustive	
17	*Perform clinical task ● Venepuncture (after training) ● Electrocardiogram ● Specimen collection ● Urinalysis * Note: This list is not exhaustive	

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
18	Operate basic medical equipment (related to tasks 16 and 17) E.g., ● Patient/handicapped or motorised wheelchair ● Patient Monitoring Set (Vital Signs) ● Hypocount Machine (For Diabetes Test) ● Basic diagnostic (blood pressure monitor and cuffs, thermometer, pulse oximeter, glucometer etc.) ● Computer on wheels ● ECG unit and accessories ● Audiometer, retinoscope, stethoscopes, reflex hammer etc. * Note : This list is not exhaustive	
Manage Infection Control Matters		
19	Implement infection control	
20	Maintain hygiene and cleanliness	
21	Isolate contaminated, sharp and hazardous items in accordance with organisational procedures	
22	Manage disposal of waste materials in accordance with organisational procedures	
23	Manage compliance with workplace safety protocol	
Advise on Healthcare Financing		
24	Manage patient consent for means testing	
25	Advise patient on subsidy level	
26	Advise on Government subsidies and schemes (Medisave, Medishield, Medifund etc.)	
27	Provide financial counselling and assistance	
28	Manage upgrade/downgrade/transfer request	
29	Explain and clarify bill charges to patient and respective next-of-kin	
Perform Other Day-To-Day Duties		
30	Coordinate ward coverage and doctors' list	
31	Manage doctor's availability for on-call roster	
32	Verify and rectify discrepancy ● Billing ● Service entry ● Medical certificate ● Medication	
33	Manage patient data security and privacy	
34	Monitor inventory of non-clinical items	
	Sub-total of Competencies (Standard)	

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
List of Competencies (Company-specific)		
1		
2		
3		
4		
5		
6		
7		
8		
9		
	Sub-total of Competencies (Company-specific)	

Note:

a) Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).

b) If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].

c) All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.

d) Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT

Total no. of competencies listed *(standard & company specific)*

Percentage of selected competencies

Completed By:

_____   _____
Name   **Company**

MODULE SYPNOSIS – WSDip in Patient Management & Services

Course Objective
Play an active role in enhancing patients' and customers' experience. Trainees will acquire skills and knowledge to provide frontline healthcare patient and ancillary support services for quality inpatient and outpatient customer service, at various service touch points in the hospitals or polyclinics.

Modules Synopsis

Frontline Patient Services
On completion of the module, trainees should be able to provide frontline services in areas such as registration, scheduling of appointments, payment collection, liaising with patients and their next-of-kin for admission and discharge in healthcare settings.

Clinical Support Management
On completion of this module, trainees should be able to provide clinical support in areas such as performing pre-assessment checks, measuring vital signs, preparing the room for consultation and physical examination, perform room assisting. Trainees will be able to liaise with patient and accompanying next-of-kin with relevant information. They will be able to use the hospitals' system to book follow-up appointment for patients, implement health measures and manage compliance with workplace safety protocol during room assisting.

Infection Control Management
On completion of this module, trainees should be able to support in the maintenance of the organisation's infection prevention and control procedures. They should also be able to implement health measures and manage compliance with workplace safety protocol.

Healthcare Financial Advisory
On completion of this module, trainees should be able to explain the different financial schemes and subsidies, and provide financial counselling in healthcare setting. They should be able to do so in compliance with the Personal Data Protection Act (PDPA).

Healthcare Communication Management
On completion of the module, trainees should be able to manage diverse online queries, differentiate features and functions of various multi-channel services. They should also be able to apply principles governing collection, use, disclosure and care of online personal data in compliance with the Personal Data Protection Act (PDPA).

Conflict Management in Healthcare
On completion of the module, trainees should be able to employ techniques to manage, de-escalate and resolve disputes in a healthcare setting. They would also be able to apply appropriate counselling techniques when attending to the needs of patients and next-of-kin.

Community Healthcare
On completion of the module, trainees should be able to analyse general health and wellness conditions of patient to recommend necessary prevention and enhancement measures. They should also be able to provide pre and post consultation information to patient based on doctor's recommendation.

Data Analytics

MODULE SYPNOSIS – WSDip in Patient Management & Services

On completion of the module, trainees should be able to perform data management, formulate problem statement and present data findings effectively to improve hospital operations and processes.

Company Project

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

On-the-Job Training

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function where appropriate, at the company.

TRAINING PATTERN SCHEDULE

WSDip in Patient Management & Services

Hybrid Release - Trainees attend daily lessons at ITE for a continuous period at the start, and after will attend lessons for one day per a week and spend the remainder of the work-week at the workplace for OJT.

April'26 Intake	April – June 2026		July – September 2026		October – December 2026		January – March 2027	
1st Year Off-JT @ ITE	3 weeks block followed by 1 day / week	ITE Vacation (June) 4 weeks	1 day/week	ITE Vacation (Sept) 2 weeks	3 weeks block followed by 1 day / week	ITE Vacation (Dec) 4 weeks	1 day/week	ITE Vacation (March) 2 weeks

April'26 Intake	April – June 2027		July – September 2027		October – December 2027		October – December 2028	
2nd Year Off-JT @ ITE	3 weeks block followed by 1 day / week	ITE Vacation (June) 4 weeks	1 day/week	ITE Vacation (Sept) 2 weeks	1 day / week	ITE Vacation (Dec) 4 weeks	1 day/week	ITE Vacation (March) 2 weeks

April'26 Intake	April – June 2028		July – September 2028			
3rd Year Off-JT @ ITE	4 weeks block followed by 1 day / week	ITE Vacation (June) 4 weeks	1 day/week	ITE Vacation (Sept) 2 weeks	**WSDip Programme 2026** Start: 1 April 2026 End: 30 September 2028 Duration: 2.5 years ⚠️ **Final results release may be later than programme end date**	