



## Competency Verification for Indirect General Service Providers

Orientation and periodic refreshers to the BFI and related facility policies enable staff to provide consistent messages to families and contribute to the implementation of BFI within the facility. Staff are required to develop and maintain competency (knowledge, skills and attitudes) to align with the BFI in accordance with their role at the facility.

**Indirect General Service Providers** are persons who are paid or non-paid, employed, contractual or providing a service with minimal or no contact with prenatal or postpartum families.

**Examples for Hospitals/Birthing Centres:** housekeeping staff, security guard, medical transcriptionist, purchasing/procurement/finance staff etc.

**Examples for Community Health Services:** person working in stores and maintenance, accountant, computer analyst etc.

**NB:** Purchasing/procurement/finance staff also need to have an understanding of the WHO Code. Please see second table for details.

The following table shows the performance indicators applicable to **Indirect General Service Providers** based on the Ten Steps. The third column of the table shows whether the performance indicator addresses knowledge, skills or attitudes. The final column suggests means of verification.

BFI Step	Performance Indicator	Knowledge (K), Skills (S) or Attitudes (A)	Type of Verification
1b	Describe 2 places in the facility where the public can view a summary of the Infant Feeding/Breastfeeding/ BFI policy.	K	Question
2	Describe 2 reasons why breastfeeding is important for mother/birthing parent and baby.	K	Question or case study

7	Describe one way that this facility helps mothers/birthing parents feel comfortable breastfeeding in the facility.	K	Question or case study
10	Describe where mothers/families can get help with breastfeeding.	K	Question or case study

Additional performance indicators for purchasing/procurement/ finance staff:

<b>BFI Step</b>	<b>Performance Indicator</b>	<b>Knowledge (K), Skills (S) or Attitudes (A)</b>	<b>Type of Verification</b>
1a	List 2 items covered by the International Code of Marketing of Breastmilk Substitutes (WHO Code).	K	Question or case study
	Explain one way that the Code protects staff from conflict of interest.	K	Question or case study
	Describe one way that the Code protects families from commercial pressure.	K	Question or case study
	Describe one way that this facility shows compliance with the Code.	K	Question or case study