

# COMMUNITY HEALTH VOLUNTEERS' KNOWLEDGE AND SKILLS

Output indicator

---

## Indicator Phrasing

**English:** % of Community Health Volunteers that passed both theoretical and practical tests

**French:** % de Bénévoles Médicaux Communautaires qui ont réussi les tests théoriques et pratiques

**Portuguese:** % de voluntários comunitários da saúde que passaram ambos os testes teórico e prático

**Czech:** % komunitních zdravotních dobrovolníků, kteří složili teoretický i praktický test

## What is its purpose?

The indicator assesses the proportion of Community Health Volunteers (CHV) that have the knowledge and skills required for the effective performance of their health extension responsibilities.

## How to Collect and Analyse the Required Data

It is recommended that the CHVs' knowledge is assessed by a theoretical test and their skills by a practical test:

### THEORETICAL TEST:

The theoretical test needs to focus on assessing the CHVs' knowledge of:

- 1) the main **messages** the CHV is expected to communicate to the target audience
- 2) the content of the social and behaviour change (**SBC**) **materials** the CHVs should use
- 3) the main principles of effective **SBC communication / facilitation methods**

Set clear criteria for passing the test (for example, when at least 75% of the answers are correct).

### PRACTICAL TEST:

The practical test needs to be based on an observation of the CHVs' practical skills. **Use a simple checklist** that can help you to evaluate whether the CHVs follow the desired practices (see an example on pages 130 – 131 of the Make Me a Change Agent publication below). Make sure that the checklist is realistic and assesses only those practices that the CHVs were previously trained on (and ideally also

coached or otherwise supported).

Set clear criteria for passing the test (for example, when the promoter follows at least 7 out of 10 observed practices).

To **calculate the indicator's value**, divide the number of CHVs that passed both theoretical and practical tests by the total number of tested CHVs. Multiply the result by 100 to convert it to a percentage.

## Important Comments

1) Keep in mind that observation-based tests **usually cannot be done at the time of the project's endline** (when all activities are over) and the data for the indicator therefore needs to be collected in the course of the project, in the course of the CHVs' promotion activities.

2) Observation-based practical tests are relatively time consuming – **ensure that you have a sufficient number of data collectors / observers** (at the same time, they are 100% worth the effort as they tell you much more than an ordinary written test does; furthermore, their results can be used for addressing the gaps in CHVs' skills).

## Access Additional Guidance

- The FSN Network, CORE Group (2015) [Make Me a Change Agent](#)