

Qualification Pack



Phlebotomist

QP Code: HSS/Q0501

Version: 2.0

NSQF Level: 4

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
New Delhi - 110025

Qualification Pack

Contents

HSS/Q0501: Phlebotomist	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
HSS/N0510: Perform pre-procedural activities of sample collection	5
HSS/N0511: Perform procedural activities of sample collection	11
HSS/N0512: Perform post- procedural activities of sample collection	18
HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others	23
HSS/N9616: Maintain professional & medico-legal conduct	29
HSS/N9617: Maintain a safe, healthy and secure working environment	35
HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols	40
HSS/N9619: Follow etiquette for site visits	46
Assessment Guidelines and Weightage	51
<i>Assessment Guidelines</i>	51
<i>Assessment Weightage</i>	52
Acronyms	53
Glossary	54

Qualification Pack

HSS/Q0501: Phlebotomist

Brief Job Description

A Phlebotomist draws blood samples from patients for laboratory testing and analysis and also guides patients in collection of other type of samples like urine, stool, sputum, etc. This may be done at the laboratory, collection centre, or at the client site. The incumbent also ensures availability and suitability of supplies to be used in the process. The person is also responsible for other activities such as labelling, record keeping and other related documentation.

Personal Attributes

The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individual should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. The person should exhibit good coordination skills, ethical behaviour and be able to empathetically deal with patients.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N0510: Perform pre-procedural activities of sample collection](#)
2. [HSS/N0511: Perform procedural activities of sample collection](#)
3. [HSS/N0512: Perform post- procedural activities of sample collection](#)
4. [HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others](#)
5. [HSS/N9616: Maintain professional & medico-legal conduct](#)
6. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
7. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
8. [HSS/N9619: Follow etiquette for site visits](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics

Qualification Pack

Occupation	Diagnostic
Country	India
NSQF Level	4
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3212.0601
Minimum Educational Qualification & Experience	12th Class (Science)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	16/12/2020
Next Review Date	29/01/2026
NSQF Approval Date	29/01/2021
Version	2.0
Reference code on NQR	2021/HLT/HSSC/04107
NQR Version	1

Qualification Pack

HSS/N0510: Perform pre-procedural activities of sample collection

Description

This Occupational Standard covers verification or recording of patients identity and taking their consent for sample collection. It also covers preparation of equipment and supplies used during blood and other sample collection for testing.

Scope

This unit/task covers the following:

- Provide and seek information and consent
- Prepare and maintain necessary equipment and supplies
- Prepare and label the samples for test, procedures and identification purposes

Elements and Performance Criteria

Provide and seek information and consent

To be competent, the user/individual on the job must be able to:

- PC1.** introduce themselves to the patient in a professional manner
- PC2.** match the patient's details with the laboratory form, to ensure accurate identification
- PC3.** seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.
- PC4.** reassure the person and make them comfortable before beginning the procedure for anxious patients
- PC5.** provide details of procedure to be performed to the patient and obtain verbal consent to proceed
- PC6.** ensure informed written consent of the patient as per organizational procedure

Prepare and maintain necessary equipment and supplies

To be competent, the user/individual on the job must be able to:

- PC7.** maintain adequate supplies of medical and diagnostic equipment
- PC8.** follow organizational procedures for requisitioning of supplies
- PC9.** handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals
- PC10.** organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley
- PC11.** ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury
- PC12.** ensure all equipment to be used is clean, sterilized and in working condition

Prepare and label the blood samples for test, procedures and identification purposes

To be competent, the user/individual on the job must be able to:

- PC13.** label blood sample of the patient as per standard practice

Qualification Pack

- PC14.** check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form
- PC15.** discard the used needle or blood sampling device into a puncture resistant container
- PC16.** discard all used items into the appropriate category of waste receptacles/bins
- PC17.** perform hand hygiene before and after drawing blood

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres
- KU2.** how to engage with the medical officer for support in case the situation is beyond ones competence
- KU3.** importance of the role of Phlebotomist in supporting operations of the department
- KU4.** how to dress appropriately as per the organizational policies
- KU5.** how to meet organizational expectations as defined by the Employee Standards of Performance, organizations policies and procedures, and the organization's strategic goals
- KU6.** employee policies and procedures applicable to own work
- KU7.** basic structure and function of the healthcare system in the country
- KU8.** features, need and usage of Laboratory Management Information System (LMIS)
- KU9.** how to establish a routine that is comfortable for patient in preparing him / her for blood specimen collection
- KU10.** how to check that the patients 2 identifiers on the ID armband match with the information on the laboratory requisition form or sample label
- KU11.** all protocols for establishing the identification of patient
- KU12.** all safety and hygiene measures applicable to blood sample collection
- KU13.** list of equipment required for drawing blood samples equipment such as sterile glass with rubber caps, vacuum blood collection tubes, bloodsampling devices, alcohol hand rub etc.
- KU14.** labelling procedures and related standard practice
- KU15.** process to discard biomedical waste as per pollution control guidelines
- KU16.** measures to ensure stock availability
- KU17.** significance of various tube color caps for distinguishing which tube to use as per the test requested
- KU18.** guidelines related to tube mixing and transportation
- KU19.** the hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency
- KU20.** basic structure and function of the body system
- KU21.** process, condition & resources required by the body to support healthy functioning
- KU22.** bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU23.** measures and process of protection from infection

Qualification Pack

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document patient related information under guidance
- GS2.** file patients information as per the organizational protocols
- GS3.** complete all written communications
- GS4.** label all collected samples clearly
- GS5.** read written instructions to follow all procedures related to sample collection
- GS6.** read internal communications and legal framework changes related to roles and responsibilities to keep abreast of the latest knowledge
- GS7.** be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS8.** match required paperwork
- GS9.** maintain interpersonal relationships
- GS10.** distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS11.** interact with a supervisor in clear terms following professional protocols
- GS12.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS13.** interact with the patient clearly and reassure them
- GS14.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS15.** make decisions to ensure consistent quality
- GS16.** make decisions on good laboratory practices without making errors during phlebotomy
- GS17.** use resources effectively when carrying out work
- GS18.** communicate effectively with patients of all ages, supervisors, and peers/co-workers
- GS19.** maintain patients confidentiality
- GS20.** follow practices that respect the rights of the patient(s)
- GS21.** identify immediate or temporary solutions to resolve delays
- GS22.** identify appropriate solutions to patients problems
- GS23.** analyze patients behaviour to identify their state of mind
- GS24.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide and seek information and consent</i>	58	-	26	15
PC1. introduce themselves to the patient in a professional manner	58	-	26	15
PC2. match the patient's details with the laboratory form, to ensure accurate identification	-	-	-	-
PC3. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.	-	-	-	-
PC4. reassure the person and make them comfortable before beginning the procedure for anxious patients	-	-	-	-
PC5. provide details of procedure to be performed to the patient and obtain verbal consent to proceed	-	-	-	-
PC6. ensure informed written consent of the patient as per organizational procedure	-	-	-	-
<i>Prepare and maintain necessary equipment and supplies</i>	-	26	-	-
PC7. maintain adequate supplies of medical and diagnostic equipment	-	5	-	-
PC8. follow organizational procedures for requisitioning of supplies	-	-	-	-
PC9. handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals	-	7	-	-
PC10. organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley	-	7	-	-
PC11. ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury	-	7	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure all equipment to be used is clean, sterilized and in working condition	-	-	-	-
<i>Prepare and label the blood samples for test, procedures and identification purposes</i>	-	29	-	-
PC13. label blood sample of the patient as per standard practice	-	5	-	-
PC14. check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form	-	7	-	-
PC15. discard the used needle or blood sampling device into a puncture resistant container	-	5	-	-
PC16. discard all used items into the appropriate category of waste receptacles/bins	-	5	-	-
PC17. perform hand hygiene before and after drawing blood	-	7	-	-
NOS Total	58	55	26	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0510
NOS Name	Perform pre-procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	NA

Qualification Pack

HSS/N0511: Perform procedural activities of sample collection

Description

This Occupational Standard describes the knowledge, understanding and skills required for preparing a venipuncture site that is appropriate for obtaining blood samples and to draw blood samples from patients using correct techniques

Scope

This unit/task covers the following:

- Prepare an appropriate venipuncture site for blood collection
- Use correct techniques for blood collection
- Provide information and support for special procedures
- Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.

Elements and Performance Criteria

Prepare an appropriate venipuncture site for blood collection

To be competent, the user/individual on the job must be able to:

- PC1.** extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein
- PC2.** ask the patient to form a fist so the veins are more prominent
- PC3.** locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve
- PC4.** apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein
- PC5.** clean the venipuncture site with isopropyl alcohol as per institutional guidelines

Use correct techniques for blood collection

To be competent, the user/individual on the job must be able to:

- PC6.** anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site
- PC7.** insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection
- PC8.** enter the vein swiftly at an angle of less than/equal to 30-degrees
- PC9.** release the tourniquet when the blood starts flowing in the first tube or syringe
- PC10.** follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.
- PC11.** withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines
- PC12.** ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised
- PC13.** use appropriate equipment if required for difficult venous access
- PC14.** perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols

Qualification Pack

Provide information and support during special procedures

To be competent, the user/individual on the job must be able to:

- PC15.** prepare patient for the special procedure and take consent as required
- PC16.** inform the patient about the special procedure and confirm understanding
- PC17.** calm down anxious patients by providing necessary information and reassurance
- PC18.** prepare the equipment for the special procedure to be performed by the clinician

Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.

To be competent, the user/individual on the job must be able to:

- PC19.** provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection
- PC20.** identify the appropriate sample collection equipment as per the test request form
- PC21.** provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection
- PC22.** label the sample following standard protocols after collection
- PC23.** handle, transfer and store the sample safely following standard protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of health, safety, and security protocols followed by the health care provider
- KU2.** relevant information on health, safety, and security at the healthcare provider
- KU3.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres
- KU4.** how to engage with the medical officer for support in case the situation is beyond ones competence
- KU5.** basic structure and function of the healthcare system in the country
- KU6.** features, need and usage of Laboratory Management Information System (LMIS)
- KU7.** how to locate and determine a site suitable for venipuncture
- KU8.** how to clean and prepare the suitable site for venipuncture
- KU9.** angle of needle insertion when using a straight needle or a winged device
- KU10.** how blood collection needles are used to perform a venipuncture
- KU11.** how tourniquets are used to make the vein prominent for collection
- KU12.** how to use needle holders that attaches the needle to a vacuum tube
- KU13.** how to use vacuum tubes or vials that have different color caps
- KU14.** how to place gauze on the site of the blood draw
- KU15.** how to apply pressure on the venipuncture site
- KU16.** how to prevent hemolysis
- KU17.** how to mix tubes with additives as per the recommendations
- KU18.** the order of draw for open and closed collection
- KU19.** inappropriate sites for venipuncture

Qualification Pack

- KU20.** how to avoid pre-analytical errors and complications during sample collection
- KU21.** how to make sure the venipuncture site is dry
- KU22.** how to avoid a probing, traumatic venipuncture
- KU23.** how to avoid prolonged tourniquet application or fist clenching
- KU24.** purpose of special procedures and preparation required for these
- KU25.** special procedures: e.g. FNAC, PAP smear, bone marrow, scraping and environmental monitoring, etc.
- KU26.** importance and procedures of collection of urine, sputum, stool or semen samples for examination purpose
- KU27.** importance of safe transfer and storing of samples
- KU28.** basic structure and function of the body system
- KU29.** process, condition & resources required by the body to support healthy functioning
- KU30.** bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write labels accurately on the samples
- GS2.** write records of sample collected and tests to be conducted
- GS3.** read materials to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS4.** read and correctly interpret internal communications
- GS5.** maintain interpersonal relationships
- GS6.** distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS7.** discuss requirements with colleagues
- GS8.** interact with a supervisor in clear terms following professional protocols
- GS9.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS10.** interact with the patient clearly and reassure them
- GS11.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS12.** make decisions on good laboratory practices without making errors during phlebotomy
- GS13.** use resources effectively when carrying out work
- GS14.** maintain patients confidentiality
- GS15.** follow practices that respect the rights of the patient(s)
- GS16.** identify immediate or temporary solutions to resolve delays
- GS17.** identify appropriate solutions to patient problems
- GS18.** analyze patients behaviour to identify their state of mind

Qualification Pack

- GS19.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare an appropriate venipuncture site for blood collection</i>	98	27	42	70
PC1. extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein	98	6	42	70
PC2. ask the patient to form a fist so the veins are more prominent	-	5	-	-
PC3. locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve	-	5	-	-
PC4. apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein	-	5	-	-
PC5. clean the venipuncture site with isopropyl alcohol as per institutional guidelines	-	6	-	-
<i>Use correct techniques for blood collection</i>	-	35	-	-
PC6. anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site	-	4	-	-
PC7. insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection	-	4	-	-
PC8. enter the vein swiftly at an angle of less than/equal to 30-degrees	-	6	-	-
PC9. release the tourniquet when the blood starts flowing in the first tube or syringe	-	3	-	-
PC10. follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.	-	3	-	-
PC11. withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines	-	3	-	-
PC12. ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised	-	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use appropriate equipment if required for difficult venous access	-	4	-	-
PC14. perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols	-	5	-	-
<i>Provide information and support during special procedures</i>	-	25	-	-
PC15. prepare patient for the special procedure and take consent as required	-	7	-	-
PC16. inform the patient about the special procedure and confirm understanding	-	4	-	-
PC17. calm down anxious patients by providing necessary information and reassurance	-	7	-	-
PC18. prepare the equipment for the special procedure to be performed by the clinician	-	7	-	-
<i>Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.</i>	-	24	-	-
PC19. provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection	-	5	-	-
PC20. identify the appropriate sample collection equipment as per the test request form	-	-	-	-
PC21. provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection	-	5	-	-
PC22. label the sample following standard protocols after collection	-	7	-	-
PC23. handle, transfer and store the sample safely following standard protocols	-	7	-	-
NOS Total	98	111	42	70

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0511
NOS Name	Perform procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	NA

Qualification Pack

HSS/N0512: Perform post- procedural activities of sample collection

Description

This OS unit is about transporting samples to the laboratory once they are collected from the patient and updating the records.

Scope

This unit/task covers the following:

- Transport and store samples
- Update patient's records
- Ensure restocking of supplies

Elements and Performance Criteria

Transport and store samples

To be competent, the user/individual on the job must be able to:

- PC1.** transport the samples to the laboratory in time
- PC2.** handle, transfer and store samples safely to avoid leakage and spilling
- PC3.** maintain an appropriate temperature as per standards while transporting and storing samples
- PC4.** use one requisition form for each blood culture set indicating the site used and time of sample collection
- PC5.** use appropriate format to complete documentation for transporting and storing samples

Update Patient's records

To be competent, the user/individual on the job must be able to:

- PC6.** check labels of samples for clarity, accuracy and completeness
- PC7.** keep track of patient's data and information
- PC8.** maintain patient's record accurately and updated as per institutional protocol

Ensure restocking of supplies

To be competent, the user/individual on the job must be able to:

- PC9.** determine demand of diagnostic and other medical supplies accurately
- PC10.** ensure stocks are replenished as per anticipated need
- PC11.** ensure the stocks are stored safely, securely and as per organizational standard practices

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres

Qualification Pack

- KU2.** how to engage with the medical officer for support in case the situation is beyond ones competence
- KU3.** importance of the role of Phlebotomist in supporting operations of department
- KU4.** how to dress appropriately as per the organizational policies
- KU5.** organizational expectations as defined by the employee standards of performance, organizations policies and procedures, and the organization's strategic goals
- KU6.** relevant employee policies and procedures applicable to own work and employment
- KU7.** basic structure and function of the healthcare system in the country features, need and usage of Laboratory Management Information System (LMIS)
- KU8.** protocols for sample transport such as following laboratory requirements, complete documentation, leak proofing, appropriate temperature, sample storage protocol and guidelines, safety and hygiene measures
- KU9.** basic medical terms and principles related to phlebotomy
- KU10.** critical values in the blood reports, their interpretation and significance
- KU11.** elements in patient reports and their purpose
- KU12.** data entry process for updating patient records and related precautions
- KU13.** importance and methods of keeping track of patient data and information
- KU14.** hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency
- KU15.** basic structure and function of the body system and associated component
- KU16.** process, condition & resources required by the body to support healthy functioning
- KU17.** bodily processes such as maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU18.** measures and process of protection from infection
- KU19.** acceptable assumptions, data sources and models to calculate anticipate future demand and various contributing factors

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** update patient medical records
- GS2.** label blood and serum samples clearly
- GS3.** maintain safety and sanitation records
- GS4.** record information in LMIS
- GS5.** read to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS6.** read and correctly interpret internal communications
- GS7.** maintain interpersonal relationships
- GS8.** distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS9.** discuss requirements with colleagues
- GS10.** interact with a supervisor in clear terms following professional protocols

Qualification Pack

- GS11.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS12.** interact with the patient clearly and reassure them
- GS13.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS14.** make decisions to ensure consistent quality, favourable revenues and the desired patient's outcome
- GS15.** make decisions on good laboratory practices without making errors during phlebotomy
- GS16.** use resources effectively when carrying out work
- GS17.** maintain patients confidentiality
- GS18.** follow practices that respect the rights of the patient(s)
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** identify appropriate solutions to patient problems
- GS21.** analyze patients behaviour to identify their state of mind
- GS22.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transport and store samples</i>	56	22	33	10
PC1. transport the samples to the laboratory in time	56	5	33	10
PC2. handle, transfer and store samples safely to avoid leakage and spilling	-	7	-	-
PC3. maintain an appropriate temperature as per standards while transporting and storing samples	-	5	-	-
PC4. use one requisition form for each blood culture set indicating the site used and time of sample collection	-	-	-	-
PC5. use appropriate format to complete documentation for transporting and storing samples	-	5	-	-
<i>Update Patient's records</i>	-	22	-	-
PC6. check labels of samples for clarity, accuracy and completeness	-	8	-	-
PC7. keep track of patient's data and information	-	8	-	-
PC8. maintain patient's record accurately and updated as per institutional protocol	-	6	-	-
<i>Ensure restocking of supplies</i>	-	17	-	-
PC9. determine demand of diagnostic and other medical supplies accurately	-	10	-	-
PC10. ensure stocks are replenished as per anticipated need	-	-	-	-
PC11. ensure the stocks are stored safely, securely and as per organizational standard practices	-	7	-	-
NOS Total	56	61	33	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0512
NOS Name	Perform post- procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	NA

Qualification Pack

HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others

Description

This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.

Elements and Performance Criteria

Communicating & maintaining professional behavior with co-workers and patients & their families

To be competent, the user/individual on the job must be able to:

- PC1.** communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them
- PC2.** utilize all training and information at ones disposal to provide relevant information to the individual
- PC3.** confirm that the needs of the individual have been met
- PC4.** respond to queries and information needs of all individuals
- PC5.** adhere to guidelines provided by ones organization or regulatory body relating to confidentiality
- PC6.** respect the individuals need for privacy
- PC7.** maintain any records required at the end of the interaction

Working with other people to meet requirements

To be competent, the user/individual on the job must be able to:

- PC8.** integrate ones work with other peoples work effectively
- PC9.** utilize time effectively and pass on essential information to other people on timely basis
- PC10.** work in a way that shows respect for other people
- PC11.** carry out any commitments made to other people
- PC12.** reason out the failure to fulfill commitment
- PC13.** identify any problems with team members and other people and take the initiative to solve these problems

Establishing and managing requirements

To be competent, the user/individual on the job must be able to:

- PC14.** clearly establish, agree, and record the work requirements
- PC15.** ensure his/her work meets the agreed requirements
- PC16.** treat confidential information correctly
- PC17.** work in line with the organizations procedures and policies and within the limits of his/her job role

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** the relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU12.** when to ask for assistance when situations are beyond ones competence and authority
- KU13.** how to maintain confidentiality and to respect an individuals need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** the essential information that needs to be shared with other people
- KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** the importance of integrating ones work effectively with others
- KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** the types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** the importance of asking the appropriate individual for help when required
- KU23.** the importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play
- KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited
- KU27.** the importance of keeping the work area clean and tidy

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write effective communications to share information with the team members and other people outside the team

Qualification Pack

- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the requestor compliant
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating & maintaining professional behavior with co-workers and patients & their families</i>	5	-	-	-
PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	-	-	-
PC2. utilize all training and information at ones disposal to provide relevant information to the individual	-	-	-	-
PC3. confirm that the needs of the individual have been met	-	-	-	-
PC4. respond to queries and information needs of all individuals	-	-	-	-
PC5. adhere to guidelines provided by ones organization or regulatory body relating to confidentiality	-	-	-	-
PC6. respect the individuals need for privacy	-	-	-	-
PC7. maintain any records required at the end of the interaction	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
PC8. integrate ones work with other peoples work effectively	5	-	-	-
PC9. utilize time effectively and pass on essential information to other people on timely basis	-	-	-	-
PC10. work in a way that shows respect for other people	-	-	-	-
PC11. carry out any commitments made to other people	-	-	-	-
PC12. reason out the failure to fulfill commitment	-	-	-	-
PC13. identify any problems with team members and other people and take the initiative to solve these problems	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing and managing requirements</i>	3	-	-	-
PC14. clearly establish, agree, and record the work requirements	3	-	-	-
PC15. ensure his/her work meets the agreed requirements	-	-	-	-
PC16. treat confidential information correctly	-	-	-	-
PC17. work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
NOS Total	13	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with patients, colleagues and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9616: Maintain professional & medico-legal conduct

Description

This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.

Elements and Performance Criteria

Maintain professional behavior

To be competent, the user/individual on the job must be able to:

- PC1.** adhere to legislation, protocols and guidelines relevant to ones role and field of practice
- PC2.** work within organizational systems and requirements as appropriate to ones role
- PC3.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC4.** maintain competence within ones role and field of practice
- PC5.** maintain personal hygiene and contribute actively to the healthcare ecosystem

Acting within the limit of ones competence and authority

To be competent, the user/individual on the job must be able to:

- PC6.** use relevant research based protocols and guidelines as evidence to inform ones practice
- PC7.** promote and demonstrate good practice as an individual and as a team member at all times
- PC8.** identify and manage potential and actual risks to the quality and safety of practice
- PC9.** evaluate and reflect on the quality of ones work and make continuing improvements
- PC10.** use relevant research-based protocols and guidelines as evidence to inform ones practice

Following the code of conduct and demonstrating best practices in the field

To be competent, the user/individual on the job must be able to:

- PC11.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC12.** promote and demonstrate good practice as an individual and as a team member at all times
- PC13.** identify and manage potential and actual risks to the quality and safety of practice
- PC14.** maintain personal hygiene and contribute actively to the healthcare ecosystem
- PC15.** maintain a practice environment that is conducive to the provision of medico-legal healthcare

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies & procedures followed in the organization
- KU2.** the medical procedures and functioning of required medical equipment
- KU3.** role and importance of assisting other healthcare providers in delivering care

Qualification Pack

- KU4.** how to engage and interact with other providers in order to deliver quality and maintain continued care
- KU5.** personal hygiene measures and handling techniques
- KU6.** the limitations and scope of the role and responsibilities of self and others
- KU7.** the importance of working within the limits of ones competence and authority
- KU8.** the importance of personally promoting and demonstrating good practice
- KU9.** The detrimental effects of non-compliance
- KU10.** the importance of intercommunication skills
- KU11.** the legislation, protocols and guidelines affecting ones work
- KU12.** the organizational systems and requirements relevant to ones role
- KU13.** the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU14.** the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU15.** the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU16.** how to report and minimize risks
- KU17.** the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others
- KU18.** the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
- KU19.** the procedure for accessing training, learning and development needs for oneself and/or others within ones organization
- KU20.** the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team
- KU21.** the risks to quality and safety arising from:
 - o Working outside the boundaries of competence and authority
 - o Not keeping up to date with best practice
 - o Poor communication
 - o Insufficient support
 - o Lack of resources
- KU22.** the importance of personal hygiene

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** record daily activities
- GS4.** update other co-workers
- GS5.** read about changes in legislations and organizational policies
- GS6.** keep updated with the latest knowledge
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** give clear instructions to patients and co-workers

Qualification Pack

- GS9.** keep patient informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a patient
- GS11.** make decisions pertaining to the concerned area of work in relation to job role
- GS12.** act decisively by balancing protocols and work at hand
- GS13.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS14.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS15.** be sensitive to potential cultural differences
- GS16.** maintain patient confidentiality
- GS17.** respect the rights of the patient(s)

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behavior</i>	5	-	-	-
PC1. adhere to legislation, protocols and guidelines relevant to ones role and field of practice	5	-	-	-
PC2. work within organizational systems and requirements as appropriate to ones role	-	-	-	-
PC3. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	-	-	-	-
PC4. maintain competence within ones role and field of practice	-	-	-	-
PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
<i>Acting within the limit of ones competence and authority</i>	7	-	-	-
PC6. use relevant research based protocols and guidelines as evidence to inform ones practice	7	-	-	-
PC7. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-
PC8. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC9. evaluate and reflect on the quality of ones work and make continuing improvements	-	-	-	-
PC10. use relevant research-based protocols and guidelines as evidence to inform ones practice	-	-	-	-
<i>Following the code of conduct and demonstrating best practices in the field</i>	7	-	-	-
PC11. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	7	-	-	-
PC12. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare	-	-	-	-
NOS Total	19	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9616
NOS Name	Maintain professional & medico-legal conduct
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics, Social Work & Community Health, Healthcare Management
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9617: Maintain a safe, healthy and secure working environment

Description

This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions

Elements and Performance Criteria

Complying the health, safety and security requirements and procedures for work place

To be competent, the user/individual on the job must be able to:

- PC1.** identify individual responsibilities in relation to maintaining workplace health safety and security requirements
- PC2.** comply with health, safety and security procedures for the workplace
- PC3.** comply with health, safety and security procedures and protocols forenvironmental safety

Handling hazardous situation

To be competent, the user/individual on the job must be able to:

- PC4.** identify potential hazards and breaches of safe work practices
- PC5.** identify and interpret various hospital codes for emergency situations
- PC6.** correct any hazards that individual can deal with safely, competently and within the limits of authority
- PC7.** provide basic life support (BLS) and first aid in hazardous situations, whenever applicable
- PC8.** follow the organizations emergency procedures promptly, calmly, and efficiently
- PC9.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC10.** complete any health and safety records legibly and accurately

Reporting any hazardous situation

To be competent, the user/individual on the job must be able to:

- PC11.** report any identified breaches in health, safety, and security procedures to the designated person
- PC12.** promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace
- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace

Qualification Pack

- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern
- GS8.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS9.** analyze the seriousness of hazards
- GS10.** analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Complying the health, safety and security requirements and procedures for work place</i>	7	-	-	10
PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	7	-	-	10
PC2. comply with health, safety and security procedures for the workplace	-	-	-	-
PC3. comply with health, safety and security procedures and protocols forenvironmental safety	-	-	-	-
<i>Handling hazardous situation</i>	8	-	-	10
PC4. identify potential hazards and breaches of safe work practices	8	-	-	10
PC5. identify and interpret various hospital codes for emergency situations	-	-	-	-
PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority	-	-	-	-
PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable	-	-	-	-
PC8. follow the organizations emergency procedures promptly, calmly, and efficiently	-	-	-	-
PC9. identify and recommend opportunities for improving health, safety, and security to the designated person	-	-	-	-
PC10. complete any health and safety records legibly and accurately	-	-	-	-
<i>Reporting any hazardous situation</i>	5	-	-	10
PC11. report any identified breaches in health, safety, and security procedures to the designated person	5	-	-	10

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected	-	-	-	-
NOS Total	20	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9617
NOS Name	Maintain a safe, healthy and secure working environment
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols

Description

This OS unit is about the safe handling and management of health care waste and following infection control policies

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

To be competent, the user/individual on the job must be able to:

- PC1.** handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- PC2.** store clinical or related waste in an area that is accessible only to authorized persons
- PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

To be competent, the user/individual on the job must be able to:

- PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control
- PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization
- PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate
- PC7.** follow protocols for care following exposure to blood or other body fluids as required
- PC8.** remove spills in accordance with the policies and procedures of the organization
- PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled
- PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work
- PC11.** confine records, materials and medicaments to a well designated clean zone
- PC12.** confine contaminated instruments and equipment to a well designated contaminated zone
- PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
- PC14.** replace surface covers where applicable
- PC15.** maintain and store cleaning equipment
- PC16.** report and deal with spillages and contamination in accordance with current legislation and procedures

Maintaining personal protection and preventing the transmission of infections from person to person

To be competent, the user/individual on the job must be able to:

- PC17.** maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination

Qualification Pack

- PC18.** cover cuts and abrasions with waterproof dressings and change as necessary
- PC19.** change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact
- PC20.** perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant up-to-date information on health, safety, and security that applies to the organization
- KU2.** organizations emergency procedures and responsibilities for handling hazardous situations
- KU3.** person(s) responsible for health, safety, and security in the organization
- KU4.** good personal hygiene practice including hand care
- KU5.** importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- KU6.** the importance to adhere to the organizational and national waste management principles and procedures
- KU7.** the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these
- KU8.** the required actions and reporting procedures for any accidents, spillages and contamination involving waste
- KU9.** the requirements of the relevant external agencies involved in the transport and receipt of your waste
- KU10.** the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
- KU11.** The current national legislation, guidelines, local policies and protocols which affect work practice
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others
- KU13.** identification and management of infectious risks in the workplace
- KU14.** aspects of infectious diseases including opportunistic organisms & pathogens
- KU15.** basic microbiology including bacteria and bacterial spores, fungi, viruses
- KU16.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques

Qualification Pack

- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	-	10
PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	-	-	10
PC2. store clinical or related waste in an area that is accessible only to authorized persons	-	-	-	-
PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	-	10
PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	8	-	-	10
PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	-	-	-	-
PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate	-	-	-	-
PC7. follow protocols for care following exposure to blood or other body fluids as required	-	-	-	-
PC8. remove spills in accordance with the policies and procedures of the organization	-	-	-	-
PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	-	-	-	-
PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work	-	-	-	-
PC11. confine records, materials and medicaments to a well designated clean zone	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	-	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	8	-	-	10
PC18. cover cuts and abrasions with waterproof dressings and change as necessary	-	-	-	-
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	-	-	-	-
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	-	-	-	-
NOS Total	21	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N9619: Follow etiquette for site visits

Description

This Occupational Standard describes the knowledge, understanding and skills required by an allied health professional for making site visits and following related etiquette

Scope

This unit/task covers the following:

- Prepare for site visits
- Follow visit etiquette

Elements and Performance Criteria

Prepare for site visits

To be competent, the user/individual on the job must be able to:

- PC1.** follow telephone etiquette while talking to client/patient
- PC2.** confirm purpose, time and site information for making the site visit
- PC3.** ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities
- PC4.** plan route for site visit and determine travel time for arriving on time at the site
- PC5.** carry requisite identification documents for introduction to the client on-site

Follow visit etiquette

To be competent, the user/individual on the job must be able to:

- PC6.** introduce oneself and purpose for arrival to the client
- PC7.** ensure not to soil or litter the facility at any time
- PC8.** seek prior permission while accessing the premises
- PC9.** request the client to make necessary adjustments to the space for carrying out required activities as per standard
- PC10.** inform the client about the procedure and sequence of activities to be carried out
- PC11.** provide information on next steps and respond to related queries
- PC12.** complete billing procedures and other documentation as required
- PC13.** dispose any waste as per waste disposal guidelines
- PC14.** address any delays, accidents or errors to ensure client/patient satisfaction
- PC15.** obtain feedback from the client as per organizational procedures
- PC16.** ensure all the belongings are being collected before leaving the site

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures for off-site visits

Qualification Pack

- KU2.** layout of the area where visits are likely to be scheduled
- KU3.** service timelines of the organization
- KU4.** documentation requirements for carrying out the service request as per company procedures
- KU5.** features, need and usage of Laboratory Management Information System (LMIS)
- KU6.** importance of being on time
- KU7.** telephone etiquette
- KU8.** importance and element of preparation before a site-visit
- KU9.** sources of information about routes and local area layout
- KU10.** privacy needs of clients and related etiquette
- KU11.** importance of carrying identification documents and introducing oneself to the client on arrival
- KU12.** points to be taken care of while visiting clients residential facilities
- KU13.** common access procedures in office buildings
- KU14.** correct waste disposal procedures
- KU15.** importance of seeking necessary permissions before accessing and using client facilities, resources and areas
- KU16.** importance of setting correct expectations for follow-up action with the client
- KU17.** steps to ensure that client facilities are not soiled or littered, and its importance
- KU18.** importance of communicating needs and expectation from the client to ensure good quality service at the site
- KU19.** procedure to follow if client is not available at site on visiting
- KU20.** procedure to follow in case of delay in reaching client site
- KU21.** procedure to follow in case there is an accident or mis-happening on clients premises
- KU22.** the prevalent market charges for providing sample collection and diagnosis services
- KU23.** correct procedure for preparing the bill including the breakup of GST
- KU24.** various methods of collecting payment from the client

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in least one local/official language used in the local community
- GS2.** record availability of supplies
- GS3.** provide written requests for additional supplies when required
- GS4.** read and correctly interpret records and registers for medical supplies
- GS5.** read instructions and pamphlets provided as part of training for ordering or maintaining
- GS6.** communicate effectively to request additional supplies
- GS7.** decide on the level of anticipated demand
- GS8.** decide when to procure additional supplies
- GS9.** decide quantities of medical supplies to request
- GS10.** how to plan availability of medical supplies

Qualification Pack

GS11. cater to the need of patients/ individuals for specific medical supplies

GS12. handle nonavailability of medical supplies or diagnostic kits when required

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for site visits</i>	65	73	27	45
PC1. follow telephone etiquette while talking to client/patient	65	73	27	45
PC2. confirm purpose, time and site information for making the site visit	-	-	-	-
PC3. ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities	-	-	-	-
PC4. plan route for site visit and determine travel time for arriving on time at the site	-	-	-	-
PC5. carry requisite identification documents for introduction to the client on-site	-	-	-	-
<i>Follow visit etiquette</i>	-	-	-	-
PC6. introduce oneself and purpose for arrival to the client	-	-	-	-
PC7. ensure not to soil or litter the facility at any time	-	-	-	-
PC8. seek prior permission while accessing the premises	-	-	-	-
PC9. request the client to make necessary adjustments to the space for carrying out required activities as per standard	-	-	-	-
PC10. inform the client about the procedure and sequence of activities to be carried out	-	-	-	-
PC11. provide information on next steps and respond to related queries	-	-	-	-
PC12. complete billing procedures and other documentation as required	-	-	-	-
PC13. dispose any waste as per waste disposal guidelines	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. address any delays, accidents or errors to ensure client/patient satisfaction	-	-	-	-
PC15. obtain feedback from the client as per organizational procedures	-	-	-	-
PC16. ensure all the belongings are being collected before leaving the site	-	-	-	-
NOS Total	65	73	27	45

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9619
NOS Name	Follow etiquette for site visits
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Qualification Pack

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N0510.Perform pre-procedural activities of sample collection	58	55	26	15	154	20
HSS/N0511.Perform procedural activities of sample collection	98	111	42	70	321	20
HSS/N0512.Perform post-procedural activities of sample collection	56	61	33	10	160	20
HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others	13	-	-	-	13	10
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	5
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	-	30	50	5
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	-	30	51	10
HSS/N9619.Follow etiquette for site visits	65	73	27	45	210	10
Total	350	300	128	200	978	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
LIMS	Laboratory information management system
MSDS	Material safety data sheet
MSDS	Material Safety Data Sheet

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.