

Qualification Pack



Healthcare Hygiene and Housekeeping Aide

QP Code: HSS/Q5606

Version: 1.0

NSQF Level: 3

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

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HSS/Q5606: Healthcare Hygiene and Housekeeping Aide

Brief Job Description

Individuals in this job role will be responsible to provide aide for basic hygiene, routine and housekeeping activities within the department of hospital/nursing home and clinics.

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate, patient centric. The candidate must be polite and should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital](#)
2. [HSS/N5135: Provide support in routine activities of in-patient department](#)
3. [HSS/N9620: Comply with infection control and biomedical waste disposal policies](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
Country	India
NSQF Level	3
Credits	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5329.0101

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Minimum Educational Qualification & Experience	10th Class OR 8th grade pass with 2 years of NTC OR 8th grade pass with 1 year NTC plus 1 year NAC OR 8th grade pass with 1 year NTC plus 1 year CITS OR 8th grade pass and pursuing continuous schooling OR 8th grade pass with 2 Years of experience
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	19/01/2028
NSQC Approval Date	19/01/2023
Version	1.0
Reference code on NQR	QG-03-HE-00048-2023-V1-HSSC
NQR Version	1.0

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HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

Description

This unit is about transferring a patient using proper body mechanics and mobility equipment. This unit also entails transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.) within the hospital.

Scope

The scope covers the following :

- Transfer the patient
- Transfer patient's paraphernalia such as samples, drugs and documents within hospital

Elements and Performance Criteria

Transfer the patient

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

- PC1.** check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability
- PC2.** ensure that the correct patient is being transferred
- PC3.** ensure the patient has comfortable clothing during transfer process
- PC4.** maintain patient's privacy during the transfer process
- PC5.** use the correct equipment and techniques for transferring the patients to avoid falls or injuries
- PC6.** use proper body mechanics for transferring the patient
- PC7.** ensure that tubings attached to patient are intact while transferring

Transfer patient's paraphernalia such as samples, drugs and documents within hospital

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

- PC8.** hand over the patient's documents, samples and drugs to the concerned authority carefully
- PC9.** check if patient's identity on the document and samples are coherent

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** professional standards and codes of practice for the area of work

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- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization
- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** follow relevant protocols, good practices, standards, policies and procedures while transferring the patient
- KU11.** use equipment and techniques correctly to avoid injury or inconvenience to the patient
- KU12.** how to use the equipment like wheelchairs and stretchers
- KU13.** how to maneuver smaller equipment like catheters while transferring the patient
- KU14.** how to use body mechanics while transferring the patient to prevent injury or fall
- KU15.** how to determine patients general medical condition before mobility
- KU16.** use of correct equipment and how to follow proper procedures
- KU17.** how and when to use the brakes on the transferring equipment during the transfer process
- KU18.** ensure that all the required equipment is available for transfer
- KU19.** how to assess the patients size and understand if one needs help to transfer the patient safely
- KU20.** how to protect special attachments like drainage tubings, catheters during transfer
- KU21.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU22.** how to handover the document and drugs and receive the acknowledgment
- KU23.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU24.** basic structure and function of the body system
- KU25.** process, condition & resources required by the body to support healthy functioning
- KU26.** how to communicate with the patient and count till three so that the patient knows when to move
- KU27.** significance of asking the patient if he is comfortable during the transferring process.
- KU28.** when to check and make request for assistance if required
- KU29.** how to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics
- KU30.** how to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient
- KU31.** when to set brakes at destination only to prevent falls and injuries
- KU32.** the location where the patient needs to be transferred to

Generic Skills (GS)

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

- GS1.** record when and where the patient is being moved as per the protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals

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- GS4.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS5.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS6.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS7.** use the existing experience for improving the comfort during process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer the patient</i>	34	14	10	10
PC1. check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability	-	2	-	-
PC2. ensure that the correct patient is being transferred	-	2	-	-
PC3. ensure the patient has comfortable clothing during transfer process	-	2	-	-
PC4. maintain patient's privacy during the transfer process	-	2	-	-
PC5. use the correct equipment and techniques for transferring the patients to avoid falls or injuries	-	2	-	-
PC6. use proper body mechanics for transferring the patient	-	2	-	-
PC7. ensure that tubings attached to patient are intact while transferring	-	2	-	-
<i>Transfer patient's paraphernalia such as samples, drugs and documents within hospital</i>	23	6	8	10
PC8. hand over the patient's documents, samples and drugs to the concerned authority carefully	-	3	-	-
PC9. check if patient's identity on the document and samples are coherent	-	3	-	-
NOS Total	57	20	18	20

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5134
NOS Name	Transferring patients and their samples, drugs, documents within the hospital
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	2.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/01/2028
NSQC Clearance Date	19/01/2023

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HSS/N5135: Provide support in routine activities of in-patient department

Description

This OS unit is about assisting the nurse in making observations and reporting changes in patients condition; taking appropriate measurements and cleaning basic clinical equipment, changing/transferring/managing laundry/linen on the floor.

Scope

The scope covers the following :

- respond to all promptly
- observe and report changes in patients overall condition
- support the healthcare team in measurement of patients parameters
- Decontaminate commonly used basic patient care equipment
- Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection

Elements and Performance Criteria

respond to call promptly

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

- PC1.** respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately
- PC2.** meet patient's needs whenever required, courteously and sensitively
- PC3.** observe and ensure the call bell is turned off after the purpose is served
- PC4.** survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.

Observe and report changes in patient's overall condition

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

- PC5.** report color changes like bluish or yellowish discoloration of the skin
- PC6.** report changes in odour or consistency of urine and stools
- PC7.** communicate the observations in an appropriate language
- PC8.** differentiate between immediate and routine reporting requirements

support the healthcare team in measurement of patient's parameters

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

- PC9.** assist the nurse in measuring patient's height and weight using different types of scales including manual and digital
- PC10.** ensure that patient is comfortable and positioned correctly while taking measurements
- PC11.** ensure patient's safety to prevent a fall or an injury

Decontaminate commonly used basic patient care equipment

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

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- PC12.** identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority
- PC13.** follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies
- PC14.** handle equipment safely or seek the help of nurse while decontamination
- PC15.** use appropriate protective clothing and equipment while decontamination
- PC16.** report to concerned authority about the equipment that are unsuitable for use
- PC17.** dispose off any waste safely and according to organization protocol
- PC18.** maintain proper documentation and records

Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection

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

- PC19.** prepare bed as per the type and protocols in line with organizational policy
- PC20.** ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
- PC21.** ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.
- PC22.** isolate the unclean or infected trolley or vehicle and report the same.
- PC23.** collect and transport clean linen avoiding cross contamination with used linen
- PC24.** use a trolley or vehicle specifically designated for the delivery of clean linen
- PC25.** transport the used linen to the designated department as per hospital policy keeping log of the daily records
- PC26.** segregate the blood-stained linen separately and disinfect before transport
- PC27.** apply personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** professional standards and codes of practice for the area of work
- KU7.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU8.** the nature, aims, objectives, values, policies and systems of the organization
- KU9.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU10.** how to engage with both medical team or concerned authority for support in case of requirement
- KU11.** procedures and codes to be followed in case of call bell in operating call bell

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- KU12.** the emergency protocols to be followed in case of call bell being pressed to urgent needs
- KU13.** how response time is linked with patients satisfaction
- KU14.** common reasons for call bells like elimination, need for drinking water or turning off the light.
- KU15.** the critical reasons for call bells and communicate them promptly to the senior healthcare team
- KU16.** how to operate patients bed for different bed positions like propping up.
- KU17.** how to place the call button within reach and encourage them to call when in need
- KU18.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU19.** how to read the scales correctly and avoid errors
- KU20.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU21.** safety and security of the patient
- KU22.** different types of observations and how they can impact patients health
- KU23.** different changes in skin colour and their implications
- KU24.** different changes such as odour, consistency of urine and faeces and their implication
- KU25.** skin abrasions or injuries
- KU26.** subjective patients complaints like dizziness, disorientation
- KU27.** infection control policies such as using PPE and washing hands frequently
- KU28.** how to calibrate the different types of scales
- KU29.** how to make adjustments in measurements to ensure correct recordings
- KU30.** how to place/position the patient on the scales to avoid faulty recordings
- KU31.** how to measure the urine output
- KU32.** how to report unusual findings
- KU33.** how to clean the equipment
- KU34.** how to dispose off waste safely
- KU35.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU36.** how to clean the linen trolleys
- KU37.** how to use personal protective equipment
- KU38.** to report an incident of exposure while transporting clean linen
- KU39.** document the incident following organizational policies

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals

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- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>respond to call promptly</i>	18	6	5	10
PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately	-	2	-	-
PC2. meet patient's needs whenever required, courteously and sensitively	-	1	-	-
PC3. observe and ensure the call bell is turned off after the purpose is served	-	1	-	-
PC4. survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.	-	2	-	-
<i>Observe and report changes in patient's overall condition</i>	15	9	5	10
PC5. report color changes like bluish or yellowish discoloration of the skin	-	2	-	-
PC6. report changes in odour or consistency of urine and stools	-	2	-	-
PC7. communicate the observations in an appropriate language	-	2	-	-
PC8. differentiate between immediate and routine reporting requirements	-	3	-	-
<i>support the healthcare team in measurement of patient's parameters</i>	13	6	10	10
PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital	-	2	-	-
PC10. ensure that patient is comfortable and positioned correctly while taking measurements	-	2	-	-
PC11. ensure patient's safety to prevent a fall or an injury	-	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decontaminate commonly used basic patient care equipment</i>	17	18	10	10
PC12. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority	-	3	-	-
PC13. follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies	-	3	-	-
PC14. handle equipment safely or seek the help of nurse while decontamination	-	3	-	-
PC15. use appropriate protective clothing and equipment while decontamination	-	3	-	-
PC16. report to concerned authority about the equipment that are unsuitable for use	-	2	-	-
PC17. dispose off any waste safely and according to organization protocol	-	1	-	-
PC18. maintain proper documentation and records	-	3	-	-
<i>Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection</i>	14	24	10	10
PC19. prepare bed as per the type and protocols in line with organizational policy	-	3	-	-
PC20. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	3	-	-
PC21. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.	-	2	-	-
PC22. isolate the unclean or infected trolley or vehicle and report the same.	-	3	-	-
PC23. collect and transport clean linen avoiding cross contamination with used linen	-	3	-	-
PC24. use a trolley or vehicle specifically designated for the delivery of clean linen	-	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	2	-	-
PC26. segregate the blood-stained linen separately and disinfect before transport	-	3	-	-
PC27. apply personal protective equipment & personal hygiene practices while handling linen	-	2	-	-
NOS Total	77	63	40	50

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5135
NOS Name	Provide support in routine activities of in-patient department
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	2.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/01/2028
NSQC Clearance Date	19/01/2023

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HSS/N9620: Comply with infection control and biomedical waste disposal policies

Description

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

Scope

The scope covers the following :

- Management of Healthcare Waste (Biomedical and General waste)
- Infection control practices

Elements and Performance Criteria

Management of Healthcare Waste (Biomedical and General waste)

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

PC1. segregate healthcare waste as per the updated organizational/ state policies

PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work

Infection control practices

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

PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required

PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work

PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.

PC6. follow spill management protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. significance of appropriate waste disposal methods as per organizational policies and procedures

KU2. person(s) responsible for health, safety, and security in the organization

KU3. ways to handle waste appropriately to reduce the risk of contamination

KU4. good personal hygiene practices including hand hygiene

KU5. types of bio medical waste

KU6. different types of color codes designated for types of wastes

KU7. concept of segregation, disposal and treatment of bio medical waste

KU8. the hazards and risks associated with the waste disposal

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- KU9.** the required actions and reporting procedures for any accidents and spillages
- KU10.** the requirements of the relevant external agencies involved in the transportation and receiving of waste
- KU11.** the impact of waste on environmental changes
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between oneself and others
- KU13.** management of infection risks at workplace
- KU14.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU15.** difference between clean, sterile, and unsterile area
- KU16.** concept of Universal precautions
- KU17.** types of PPE used in healthcare domain such as gloves, gown, goggles etc
- KU18.** correct method of Donning and Doffing of PPE
- KU19.** steps of hand washing according to the updated guidelines
- KU20.** difference between hand rub and hand washing and indications of both
- KU21.** various types of cleaning agents and disinfectants
- KU22.** types of hazardous spills
- KU23.** concept of injection safety
- KU24.** concept of respiratory hygiene

Generic Skills (GS)

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

- GS1.** • read and understand latest guidelines on managing biomedical waste and
• infection control and prevention
- GS2.** communicate effectively with others
- GS3.** report hazards and incidents clearly with the appropriate level of urgency
- GS4.** plan for safety of the work environment
- GS5.** identify risk, evaluate possible solutions and suggest effective solutions
- GS6.** analyse the seriousness of hazards pertaining to hospital waste and related infections
- GS7.** make decisions pertaining to the area of work
- GS8.** • apply, analyze, and evaluate the information gathered from observation, experience,
• reasoning, or communication, as a guide to act

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management of Healthcare Waste (Biomedical and General waste)</i>	9	7	2	8
PC1. segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	12	7	3	8
PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
PC6. follow spill management protocols	-	-	-	-
NOS Total	21	14	5	16

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9620
NOS Name	Comply with infection control and biomedical waste disposal policies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/01/2028
NSQC Clearance Date	19/01/2023

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DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	19/01/2028
NSQC Clearance Date	19/01/2023

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.)

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Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5134. Transferring patients and their samples, drugs, documents within the hospital	57	20	18	20	115	30
HSS/N5135. Provide support in routine activities of in-patient department	77	63	40	50	230	30
HSS/N9620. Comply with infection control and biomedical waste disposal policies	21	14	5	16	56	30
DGT/VSQ/N0101. Employability Skills (30 Hours)	20	30	-	-	50	10
Total	175	127	63	86	451	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.

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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.