

## Qualification Pack



# Geriatric Caregiver (Institutional & Home Care)

Options: Palliative Care/ Dementia Care

QP Code: HSS/Q6002

Version: 2.0

NSQF Level: 4

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

## Qualification Pack

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### HSS/Q6002: Geriatric Caregiver (Institutional & Home Care)

#### Brief Job Description

Individuals at this job need to provide care to elderly as a Geriatric Caregiver at various work settings such as Institutional & Home Care set up. These professionals act as a companion to Geriatrics and helps in maintaining daily living activities, rehabilitation, coping up with ill health condition, provide support to meet healthcare needs. These professionals may also undergo a specialized optional training related to care of geriatrics Dementia or Palliative Care

#### Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the elderly belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills. The person should also possess cooking, driving and housekeeping skills preferably

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HSS/N6006: Provide geriatric care to meet diverse needs and assistance for daily living activities](#)
2. [HSS/N6007: Provide support in performing procedures as instructed in a care plan as per limits of competence and authority](#)
3. [HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise](#)
4. [HSS/N6009: Provide assistance during end-of-life care](#)
5. [HSS/N9622: Follow sanitization and infection control guidelines](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

##### Options(Not mandatory):

###### Option 1: Palliative Care

Deliver care services to a geriatric using a palliative approach

1. [HSS/N6005: Provide support related to palliative care](#)

###### Option 2: Dementia Care

Assisting the geriatrics living with dementia with professional techniques in providing support in

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performing procedures as instructed in a care plan

### 1. [HSS/N6010: Provide support to people living with dementia](#)

## Qualification Pack (QP) Parameters

|   |  |
|---|--|
| <b>Sector</b>   | Healthcare   |
| <b>Sub-Sector</b>   | Allied Health & Paramedics   |
| <b>Occupation</b>   | Special Care Services  |
| <b>Country</b>  | India  |
| <b>NSQF Level</b>   | 4  |
| <b>Credits</b>  | 24   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/5321  |
| <b>Minimum Educational Qualification &amp; Experience</b> | <p>12th grade Pass with NA of experience<br/>OR<br/>Pursuing 1st year of UG with NA of experience<br/>OR<br/>Completed 2nd year of the 3-year diploma after 10 with NA of experience<br/>OR<br/>Pursuing 3rd year of 3-year diploma after 10th with NA of experience<br/>OR<br/>Pursuing 1st year of 2- year diploma after 12th with NA of experience<br/>OR<br/>10th grade pass (plus 3 years of vocational education &amp; Training) with NA of experience<br/>OR<br/>8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS with NA of experience<br/>OR<br/>Previous relevant Qualification of NSQF Level (4 and with minimum education as 8th Grade pass with 1 year of relevant experience)</p> |
| <b>Minimum Level of Education for Training in School</b>  | Not Applicable   |
| <b>Pre-Requisite License or Training</b>                  | NA   |

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|                              |                     |
|------------------------------|---------------------|
| <b>Minimum Job Entry Age</b> | 20 Years            |
| <b>Last Reviewed On</b>      | NA                  |
| <b>Next Review Date</b>      | 17/11/2027          |
| <b>NSQC Approval Date</b>    | 17/11/2022          |
| <b>Version</b>               | 2.0                 |
| <b>Reference code on NQR</b> | 2022/HLT/HSSC/06765 |
| <b>NQR Version</b>           | 2                   |

### Remarks:

Medically fit preferred age is 35 years and above

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# HSS/N6006: Provide geriatric care to meet diverse needs and assistance for daily living activities

## Description

This OS unit is about assisting the geriatrics with professional techniques in providing focused care while maintaining daily living activities with diverse needs.

## Scope

The scope covers the following :

- Introducing oneself and basic hygiene measures
- Provide assistance while feeding, dressing up, and elimination needs
- Provide assistance during medication and vital assessment
- Support in nutritional and dietary requirements
- Provide assistance in moving and positioning individuals

## Elements and Performance Criteria

### *Introducing oneself and basic hygiene measures*

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

- PC1.** introduce oneself and provide all the relevant information necessary to begin working with patient and establish a rapport with them.
- PC2.** communicate in a manner that develops and maintains trust and respects cultural sensitivities and individual differences.
- PC3.** ensure patient's privacy using various means like screens, curtains, locking the door, etc. while assisting for any task.
- PC4.** promote handwashing for self and others before initiating any task
- PC5.** ensure hygiene and cleanliness in surroundings.
- PC6.** focus on safety first and ensure that the geriatric is comfortable.
- PC7.** use proper body mechanics and wear appropriate protective clothing while doing any task.

### *Provide assistance while feeding, dressing up, and elimination needs*

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

- PC8.** make the geriatric comfortable and encourage eating as recommended
- PC9.** select appropriate clothing, food as per culture, gender, age, preferences of the patient, size, weather while dressing up the geriatric.
- PC10.** provide assistance for oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving, foot & nail care.
- PC11.** assist for using bed pan, urinal, uro-bag, diaper change or other elimination equipment as per instructions of health care team and health condition of geriatrics.
- PC12.** clean and disinfect the equipment after use
- PC13.** record changes and report unusual findings to health care team immediately
- PC14.** measure intake, output and record them

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### *Provide assistance during medication and vital assessments*

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

- PC15.** read and interpret medication order sheet for dispensing medications
- PC16.** follow 5R's of medication while dispensing medication
- PC17.** record and report frequency, time and dosage of medicine each time as per protocol
- PC18.** provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure
- PC19.** maintain record and report of medication error as per the protocol
- PC20.** assist healthcare team for vital parameters assessment
- PC21.** record and document the findings of vital parameters assessment
- PC22.** inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values

### *Support in nutritional and dietary requirements*

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

- PC23.** plan and prepare therapeutic meal for geriatrics as per health needs
- PC24.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC25.** ensure the food provided is according to the dietary prescription of the attending physician or dietician
- PC26.** assist the geriatric in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC27.** report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional
- PC28.** identify problems which may affect the client's ability to eat or drink to the dietitian and/or other relevant health professional, according to organisation policies and procedures
- PC29.** report the progress of client nutritional status to the dietitian, and/or other health professional according to organisational protocols and timeframes
- PC30.** report dietary and nutrition issues and needs to the dietitian or healthcare provider

### *Provide assistance in moving and positioning individuals*

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

- PC31.** use the equipment for transferring correctly to avoid falls or injuries
- PC32.** understand geriatric's health condition and estimate if additional help is required
- PC33.** ensure safety of geriatrics at all time while moving

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** residential aged care sector
- KU4.** home and community support sector
- KU5.** current best practice care service delivery models

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- KU6.** relevant agencies and referral networks for care support services
- KU7.** understand about Elderly, Elderly Care a growing challenge
- KU8.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU9.** characteristics/traits/qualities of caregivers, roles & responsibilities of caregivers, scope/job opportunities, code of conduct
- KU10.** human anatomy and physiology
- KU11.** bed making procedures
- KU12.** common medical terminologies and abbreviations used
- KU13.** standard operating procedures related to personal hygiene such as oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving and foot & nail Care
- KU14.** standard operating procedures related to elimination and feeding need such as giving and removing bed pan, diaper change, use of urinal pot and feeding the elderly
- KU15.** standard operating procedures related to assistance in Medication such as administration of oral medicines, eye care & instillation of ointment, and instillation of eye, eye drops, administering nasal drops
- KU16.** how to measure vital parameters such as temperature, pulse, respiration, blood pressure, blood sugar
- KU17.** importance of transferring and associated information such as mobility challenges in elderly, basic law related to transportation, devices used in transportation, three man lift, lifting client from bed to wheelchair
- KU18.** fall prevention and ways to prevent it
- KU19.** importance of records and documentation
- KU20.** importance of balanced and healthy diet as prescribed by the physician/ dietician
- KU21.** symptoms like choking or uneasiness while feeding
- KU22.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU23.** sources of nutrition, diet pyramid for elderly, principles for selection of diet
- KU24.** factor affecting appetite
- KU25.** common fluid and food restrictions
- KU26.** oral nutrition support products and enteral feeds
- KU27.** aspects of physical and mental condition, which might affect a client ability to eat and/or feed oneself including: arthritis, broken bones, confusion, pain, poor dentition, pressure sores, recovery from stroke, swallowing problems, range of menus and menu items
- KU28.** various cultural requirements in relation to food, relevant to the profile of the community served by the organisation

## Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude



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- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the client comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- 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>Introducing oneself and basic hygiene measures</i>  | <b>23</b>    | <b>22</b>       | <b>10</b>     | <b>15</b>  |
| <b>PC1.</b> introduce oneself and provide all the relevant information necessary to begin working with patient and establish a rapport with them.                                | -            | -               | -             | -          |
| <b>PC2.</b> communicate in a manner that develops and maintains trust and respects cultural sensitivities and individual differences.  | -            | -               | -             | -          |
| <b>PC3.</b> ensure patient's privacy using various means like screens, curtains, locking the door, etc. while assisting for any task.  | -            | -               | -             | -          |
| <b>PC4.</b> promote handwashing for self and others before initiating any task   | -            | -               | -             | -          |
| <b>PC5.</b> ensure hygiene and cleanliness in surroundings.  | -            | -               | -             | -          |
| <b>PC6.</b> focus on safety first and ensure that the geriatric is comfortable.  | -            | -               | -             | -          |
| <b>PC7.</b> use proper body mechanics and wear appropriate protective clothing while doing any task.   | -            | -               | -             | -          |
| <i>Provide assistance while feeding, dressing up, and elimination needs</i>  | <b>40</b>    | <b>40</b>       | <b>10</b>     | <b>25</b>  |
| <b>PC8.</b> make the geriatric comfortable and encourage eating as recommended   | -            | -               | -             | -          |
| <b>PC9.</b> select appropriate clothing, food as per culture, gender, age, preferences of the patient, size, weather while dressing up the geriatric.                            | -            | -               | -             | -          |
| <b>PC10.</b> provide assistance for oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving, foot & nail care.                           | -            | -               | -             | -          |
| <b>PC11.</b> assist for using bed pan, urinal, uro-bag, diaper change or other elimination equipment as per instructions of health care team and health condition of geriatrics. | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC12.</b> clean and disinfect the equipment after use   | -            | -               | -             | -          |
| <b>PC13.</b> record changes and report unusual findings to health care team immediately  | -            | -               | -             | -          |
| <b>PC14.</b> measure intake, output and record them  | -            | -               | -             | -          |
| <i>Provide assistance during medication and vital assessments</i>  | <b>40</b>    | <b>30</b>       | <b>10</b>     | <b>21</b>  |
| <b>PC15.</b> read and interpret medication order sheet for dispensing medications  | -            | -               | -             | -          |
| <b>PC16.</b> follow 5R's of medication while dispensing medication   | -            | -               | -             | -          |
| <b>PC17.</b> record and report frequency, time and dosage of medicine each time as per protocol  | -            | -               | -             | -          |
| <b>PC18.</b> provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure | -            | -               | -             | -          |
| <b>PC19.</b> maintain record and report of medication error as per the protocol  | -            | -               | -             | -          |
| <b>PC20.</b> assist healthcare team for vital parameters assessment  | -            | -               | -             | -          |
| <b>PC21.</b> record and document the findings of vital parameters assessment   | -            | -               | -             | -          |
| <b>PC22.</b> inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values                           | -            | -               | -             | -          |
| <i>Support in nutritional and dietary requirements</i>   | <b>40</b>    | <b>40</b>       | <b>10</b>     | <b>25</b>  |
| <b>PC23.</b> plan and prepare therapeutic meal for geriatrics as per health needs  | -            | -               | -             | -          |
| <b>PC24.</b> use appropriate cutlery while feeding the patient, keeping in view the food temperature   | -            | -               | -             | -          |
| <b>PC25.</b> ensure the food provided is according to the dietary prescription of the attending physician or dietician                               | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC26.</b> assist the geriatric in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly   | -            | -               | -             | -          |
| <b>PC27.</b> report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional  | -            | -               | -             | -          |
| <b>PC28.</b> identify problems which may affect the client's ability to eat or drink to the dietitian and/or other relevant health professional, according to organisation policies and procedures | -            | -               | -             | -          |
| <b>PC29.</b> report the progress of client nutritional status to the dietitian, and/or other health professional according to organisational protocols and timeframes                              | -            | -               | -             | -          |
| <b>PC30.</b> report dietary and nutrition issues and needs to the dietitian or healthcare provider   | -            | -               | -             | -          |
| <i>Provide assistance in moving and positioning individuals</i>  | <b>40</b>    | <b>30</b>       | <b>10</b>     | <b>20</b>  |
| <b>PC31.</b> use the equipment for transferring correctly to avoid falls or injuries   | -            | -               | -             | -          |
| <b>PC32.</b> understand geriatric's health condition and estimate if additional help is required   | -            | -               | -             | -          |
| <b>PC33.</b> ensure safety of geriatrics at all time while moving  | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>183</b>   | <b>162</b>      | <b>50</b>     | <b>106</b> |

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### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N6006   |
| <b>NOS Name</b>            | Provide geriatric care to meet diverse needs and assistance for daily living activities |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Allied Health & Paramedics  |
| <b>Occupation</b>          | Special Care Services   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 4   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | NA  |
| <b>Next Review Date</b>    | 17/11/2027  |
| <b>NSQC Clearance Date</b> | 17/11/2022  |

## Qualification Pack

# HSS/N6007: Provide support in performing procedures as instructed in a care plan as per limits of competence and authority

## Description

This OS unit is about assisting the geriatrics with professional techniques in providing support in performing procedures as instructed in a care plan in collaboration with a healthcare team

## Scope

The scope covers the following :

- Assistance for special procedures as per care plan

## Elements and Performance Criteria

- *Assistance for special procedures as per care plan*

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

- PC1.** introduce oneself to begin working and establish a rapport
- PC2.** communicate in a manner that develops and maintains trust and respects cultural sensitivities
- PC3.** ensure patient's privacy using various means
- PC4.** ensure effective infection control at all times
- PC5.** use proper body mechanics and wear appropriate protective clothing while doing any task
- PC6.** carry out delegated activities following the protocols and procedures in accordance with the individual's treatment plan such as application of hot or cold compression, ryle's tube feeding, enema, suppository, oxygen administration under the supervision of a healthcare professionals
- PC7.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC8.** assist healthcare team for vital parameters recording and reporting
- PC9.** inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** elderly, elderly care a growing challenge
- KU4.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU5.** hot and cold compression
- KU6.** oxygen administration
- KU7.** use of suppository

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- KU8.** nebulization procedure
- KU9.** suctioning procedure
- KU10.** steam inhalation procedure
- KU11.** indications of wound dressing
- KU12.** importance of records and documentation

### Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the client's comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- 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 |
|---|--------------|-----------------|---------------|------------|
| • Assistance for special procedures as per care plan  | 40           | 30              | 19            | 20         |
| <b>PC1.</b> introduce oneself to begin working and establish a rapport  | -            | -               | -             | -          |
| <b>PC2.</b> communicate in a manner that develops and maintains trust and respects cultural sensitivities   | -            | -               | -             | -          |
| <b>PC3.</b> ensure patient's privacy using various means  | -            | -               | -             | -          |
| <b>PC4.</b> ensure effective infection control at all times   | -            | -               | -             | -          |
| <b>PC5.</b> use proper body mechanics and wear appropriate protective clothing while doing any task   | -            | -               | -             | -          |
| <b>PC6.</b> carry out delegated activities following the protocols and procedures in accordance with the individual's treatment plan such as application of hot or cold compression, ryle's tube feeding, enema, suppository, oxygen administration under the supervision of a healthcare professionals | -            | -               | -             | -          |
| <b>PC7.</b> follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure  | -            | -               | -             | -          |
| <b>PC8.</b> assist healthcare team for vital parameters recording and reporting   | -            | -               | -             | -          |
| <b>PC9.</b> inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values   | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>40</b>    | <b>30</b>       | <b>19</b>     | <b>20</b>  |



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### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N6007   |
| <b>NOS Name</b>            | Provide support in performing procedures as instructed in a care plan as per limits of competence and authority |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Allied Health & Paramedics  |
| <b>Occupation</b>          | Special Care Services   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 3   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | NA  |
| <b>Next Review Date</b>    | 17/11/2027  |
| <b>NSQC Clearance Date</b> | 17/11/2022  |

## Qualification Pack

# HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise

## Description

This OS unit is about knowledge and skills required to establish companionship while promoting rehabilitation, practicing yoga and exercise with diverse needs along with to cope up with changes in health.

## Scope

The scope covers the following :

- Communicate with geriatrics and their acquaintances effectively
- Help geriatrics to cope up with their health conditions
- Establishing companionship
- Promote usage of safety, comfort & assistive devices

## Elements and Performance Criteria

### *Communicate with geriatric and their acquaintances effectively*

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

- PC1.** introduce oneself to the geriatric and their acquaintances to make them feel comfortable
- PC2.** recognize and respect older people's social, cultural and spiritual differences
- PC3.** discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances
- PC4.** respect the rights of the geriatrics and their acquaintances
- PC5.** contact the service provider in case of any assistance required
- PC6.** monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly

### *Help geriatrics to cope up with their health conditions*

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

- PC7.** provide support for transition from Hospital to Home for post-operative rehabilitation
- PC8.** obtain relevant information from the geriatrics and their acquaintances about their health conditions
- PC9.** assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc
- PC10.** promote relaxation techniques such meditation, exercise physiology among geriatrics
- PC11.** address the concerns with required actions for meeting health needs
- PC12.** escalate any concerns that cannot be resolved to appropriate authority
- PC13.** inform to all the concerned authorities about the health status
- PC14.** be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free
- PC15.** adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences

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### *Establishing companionship*

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

- PC16.** research, identify and network with relevant services to explore community inclusion opportunities for the geriatric
- PC17.** assist in household activities such as housekeeping and laundry as in case needed
- PC18.** promote improved safety at home by identify and manage safety risks
- PC19.** make recommendations for simple home modifications for safety
- PC20.** establish companionship with elderly to help them against stress or anxiety
- PC21.** facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments
- PC22.** meet personal support needs
- PC23.** support independence and wellbeing of geriatrics

### *Promote usage of safety, comfort & assistive devices*

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

- PC24.** assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's
- PC25.** apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or un-conscious patients, dementia etc
- PC26.** promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric
- PC27.** safely keep the devices as per manufacturer's recommendation
- PC28.** escalate the concerns in case of any malfunction to the relevant authority

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities
- KU4.** elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** human anatomy and physiology
- KU7.** types and usage of comfort, supportive and assistive devices
- KU8.** the concept of companionship and socialization, the importance of caring, kind and being compassionate
- KU9.** patience and empathetic behavior
- KU10.** mental health issues/concerns in elderly
- KU11.** relevant yoga postures, meditation techniques and exercise physiology relevant to geriatrics
- KU12.** how to preserve dignity through professional support while maintaining daily living activity
- KU13.** home safety management with respect to types and causes of accident faced by elderly including strategies for ensuring home safety for elderly

## Qualification Pack

**KU14.** the nature, extent and boundaries of their work role

### Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the client's comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Communicate with geriatric and their acquaintances effectively</i>   | <b>20</b>    | <b>25</b>       | <b>20</b>     | <b>15</b>  |
| <b>PC1.</b> introduce oneself to the geriatric and their acquaintances to make them feel comfortable                              | -            | -               | -             | -          |
| <b>PC2.</b> recognize and respect older people's social, cultural and spiritual differences                                       | -            | -               | -             | -          |
| <b>PC3.</b> discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances | -            | -               | -             | -          |
| <b>PC4.</b> respect the rights of the geriatrics and their acquaintances  | -            | -               | -             | -          |
| <b>PC5.</b> contact the service provider in case of any assistance required   | -            | -               | -             | -          |
| <b>PC6.</b> monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly                         | -            | -               | -             | -          |
| <i>Help geriatrics to cope up with their health conditions</i>  | <b>20</b>    | <b>10</b>       | <b>10</b>     | <b>15</b>  |
| <b>PC7.</b> provide support for transition from Hospital to Home for post-operative rehabilitation                                | -            | -               | -             | -          |
| <b>PC8.</b> obtain relevant information from the geriatrics and their acquaintances about their health conditions                 | -            | -               | -             | -          |
| <b>PC9.</b> assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc                    | -            | -               | -             | -          |
| <b>PC10.</b> promote relaxation techniques such meditation, exercise physiology among geriatrics                                  | -            | -               | -             | -          |
| <b>PC11.</b> address the concerns with required actions for meeting health needs  | -            | -               | -             | -          |
| <b>PC12.</b> escalate any concerns that cannot be resolved to appropriate authority   | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC13.</b> inform to all the concerned authorities about the health status   | -            | -               | -             | -          |
| <b>PC14.</b> be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free   | -            | -               | -             | -          |
| <b>PC15.</b> adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences   | -            | -               | -             | -          |
| <i>Establishing companionship</i>  | <b>20</b>    | <b>10</b>       | <b>10</b>     | <b>15</b>  |
| <b>PC16.</b> research, identify and network with relevant services to explore community inclusion opportunities for the geriatric  | -            | -               | -             | -          |
| <b>PC17.</b> assist in household activities such as housekeeping and laundry as in case needed   | -            | -               | -             | -          |
| <b>PC18.</b> promote improved safety at home by identify and manage safety risks   | -            | -               | -             | -          |
| <b>PC19.</b> make recommendations for simple home modifications for safety   | -            | -               | -             | -          |
| <b>PC20.</b> establish companionship with elderly to help them against stress or anxiety   | -            | -               | -             | -          |
| <b>PC21.</b> facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments  | -            | -               | -             | -          |
| <b>PC22.</b> meet personal support needs   | -            | -               | -             | -          |
| <b>PC23.</b> support independence and wellbeing of geriatrics  | -            | -               | -             | -          |
| <i>Promote usage of safety, comfort &amp; assistive devices</i>  | <b>25</b>    | <b>25</b>       | <b>20</b>     | <b>15</b>  |
| <b>PC24.</b> assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's   | -            | -               | -             | -          |
| <b>PC25.</b> apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or unconscious patients, dementia etc | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC26.</b> promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric | -            | -               | -             | -          |
| <b>PC27.</b> safely keep the devices as per manufacturer's recommendation   | -            | -               | -             | -          |
| <b>PC28.</b> escalate the concerns in case of any malfunction to the relevant authority   | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>85</b>    | <b>70</b>       | <b>60</b>     | <b>60</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N6008  |
| <b>NOS Name</b>            | Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise |
| <b>Sector</b>              | Healthcare   |
| <b>Sub-Sector</b>          | Allied Health & Paramedics   |
| <b>Occupation</b>          | Special Care Services  |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 4  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 17/11/2027   |
| <b>NSQC Clearance Date</b> | 17/11/2022   |



## Qualification Pack

### HSS/N6009: Provide assistance during end-of-life care

#### Description

This OS unit is about obtaining skills and knowledge required by a professional for help during end-of-life care

#### Scope

The scope covers the following :

- Assistance during end-of-life care

#### Elements and Performance Criteria

##### *Assistance during end-of-life care*

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

- PC1.** attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene
- PC2.** attend to emotional and social support
- PC3.** feed in conjunction with families coaxing terminally ill patients to eat
- PC4.** ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure
- PC5.** place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician
- PC6.** remove jewelry and any personal items, unless requested or advised otherwise
- PC7.** ensure that appropriate records are made of any personal items left on the body or otherwise

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities
- KU4.** elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** human body system
- KU7.** sign and symptoms of dying aged
- KU8.** issues related to withholding or providing nutrition and hydration as death approaches
- KU9.** needs of dying person that will influence the goals of care
- KU10.** manage last offices including preparing and packing body

#### Generic Skills (GS)

## Qualification Pack

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the client's comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Assistance during end-of-life care</i>  | 25           | 25              | 20            | 15         |
| <b>PC1.</b> attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene   | -            | -               | -             | -          |
| <b>PC2.</b> attend to emotional and social support   | -            | -               | -             | -          |
| <b>PC3.</b> feed in conjunction with families coaxing terminally ill patients to eat   | -            | -               | -             | -          |
| <b>PC4.</b> ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure | -            | -               | -             | -          |
| <b>PC5.</b> place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician                        | -            | -               | -             | -          |
| <b>PC6.</b> remove jewelry and any personal items, unless requested or advised otherwise   | -            | -               | -             | -          |
| <b>PC7.</b> ensure that appropriate records are made of any personal items left on the body or otherwise   | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>25</b>    | <b>25</b>       | <b>20</b>     | <b>15</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N6009                                  |
| <b>NOS Name</b>            | Provide assistance during end-of-life care |
| <b>Sector</b>              | Healthcare                                 |
| <b>Sub-Sector</b>          | Allied Health & Paramedics                 |
| <b>Occupation</b>          | Special Care Services                      |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 17/11/2027                                 |
| <b>NSQC Clearance Date</b> | 17/11/2022                                 |

## Qualification Pack

### HSS/N9622: Follow sanitization and infection control guidelines

#### Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

#### Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

#### Elements and Performance Criteria

##### *Social distancing practices*

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

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

##### *Personal and workplace hygiene*

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

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

##### *Waste disposal methods*

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

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

##### *Reporting and information gathering*

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

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

##### *Mental and emotional wellbeing*

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

## Qualification Pack

**PC10.** seek help and guidance in case of stress and anxiety

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

### Generic Skills (GS)

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

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Social distancing practices</i>  | <b>5</b>     | <b>3</b>        | -             | -          |
| <b>PC1.</b> maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.                                      | -            | -               | -             | -          |
| <b>PC2.</b> carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.   | -            | -               | -             | -          |
| <i>Personal and workplace hygiene</i>   | <b>4</b>     | <b>4</b>        | -             | -          |
| <b>PC3.</b> follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.                                       | -            | -               | -             | -          |
| <b>PC4.</b> follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc. | -            | -               | -             | -          |
| <b>PC5.</b> clean and disinfect all materials/supplies before and after use.  | -            | -               | -             | -          |
| <i>Waste disposal methods</i>   | <b>3</b>     | <b>2</b>        | -             | -          |
| <b>PC6.</b> segregate waste as per guidelines   | -            | -               | -             | -          |
| <b>PC7.</b> dispose waste as per guidelines   | -            | -               | -             | -          |
| <i>Reporting and information gathering</i>  | <b>3</b>     | <b>2</b>        | -             | -          |
| <b>PC8.</b> keep abreast of the latest information and guidelines from reliable sources.  | -            | -               | -             | -          |
| <b>PC9.</b> report signs and symptoms related to illness of self and others immediately to appropriate authority  | -            | -               | -             | -          |
| <i>Mental and emotional wellbeing</i>   | <b>2</b>     | <b>2</b>        | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes                                  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC10.</b> seek help and guidance in case of stress and anxiety | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>17</b>    | <b>13</b>       | -             | -          |



## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N9622  |
| <b>NOS Name</b>            | Follow sanitization and infection control guidelines |
| <b>Sector</b>              | Healthcare   |
| <b>Sub-Sector</b>          | Generic  |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 3  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 17/11/2027   |
| <b>NSQC Clearance Date</b> | 17/11/2022   |

## Qualification Pack

### 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

## Qualification Pack

### *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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC1.</b> understand the significance of employability skills in meeting the job requirements  | -            | -               | -             | -          |
| <i>Constitutional values - Citizenship</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices   | -            | -               | -             | -          |
| <i>Becoming a Professional in the 21st Century</i>   | <b>1</b>     | <b>3</b>        | -             | -          |
| <b>PC3.</b> 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>  | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC4.</b> speak with others using some basic English phrases or sentences  | -            | -               | -             | -          |
| <i>Communication Skills</i>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC5.</b> follow good manners while communicating with others  | -            | -               | -             | -          |
| <b>PC6.</b> work with others in a team   | -            | -               | -             | -          |
| <i>Diversity &amp; Inclusion</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC7.</b> communicate and behave appropriately with all genders and PwD  | -            | -               | -             | -          |
| <b>PC8.</b> report any issues related to sexual harassment   | -            | -               | -             | -          |
| <i>Financial and Legal Literacy</i>  | <b>3</b>     | <b>4</b>        | -             | -          |
| <b>PC9.</b> use various financial products and services safely and securely  | -            | -               | -             | -          |

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                 |
|----------------------------|---------------------------------|
| <b>NOS Code</b>            | DGT/VSQ/N0101                   |
| <b>NOS Name</b>            | Employability Skills (30 Hours) |
| <b>Sector</b>              | Cross Sectoral                  |
| <b>Sub-Sector</b>          | Professional Skills             |
| <b>Occupation</b>          | Employability                   |
| <b>NSQF Level</b>          | 2                               |
| <b>Credits</b>             | 1                               |
| <b>Version</b>             | 1.0                             |
| <b>Last Reviewed Date</b>  | NA                              |
| <b>Next Review Date</b>    | 28/02/2026                      |
| <b>NSQC Clearance Date</b> | 28/02/2023                      |

## Qualification Pack

### HSS/N6005: Provide support related to palliative care

#### Description

This OS unit is about skills and knowledge required for delivering care services to a geriatric using a palliative approach

#### Scope

The scope covers the following :

- Assistance for special procedures as per care plan

#### Elements and Performance Criteria

- *Assistance for special procedures as per care plan*

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

- PC1.** communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner
- PC2.** apply risk identification and minimization strategies related to palliative care
- PC3.** ensure privacy while assisting for any task
- PC4.** assist healthcare team for implementation of appropriate therapies for pain and distress alleviation, rehabilitation and palliation
- PC5.** provide care related to Activities of Daily Living for a bedridden patient
- PC6.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC7.** contribute to effective working relationships
- PC8.** monitor own stress level in relation to working with people with dementia
- PC9.** use appropriate self-care strategies and seek support if required
- PC10.** participate in inter-disciplinary team working to support individuals
- PC11.** ensure personal fitness for work and seek assistance as required
- PC12.** report incidents according to organisation policies and procedures

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** ageing and Ageing process, Changes in Elderly, Rights of Elderly (Constitutional Rights)
- KU3.** characteristics/traits/qualities of caregivers, Roles & responsibilities of caregivers, Scope/Job opportunities, Code of conduct
- KU4.** communication the art and soul of palliative care
- KU5.** palliative care and disease associated
- KU6.** models of palliative care provision



## Qualification Pack

- KU7.** multidisciplinary team approach
- KU8.** standard operating procedure for caring during palliative care
- KU9.** bereavement support
- KU10.** working with diversity through inclusivity
- KU11.** spiritual, existential dimensions of palliative care
- KU12.** attending to suffering
- KU13.** death, loss, and grief
- KU14.** healthcare ethics
- KU15.** self-care and resilience

## Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the patient's comfort and willingness
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| • Assistance for special procedures as per care plan   | 10           | 20              | 10            | 10         |
| PC1. communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner                                       | -            | -               | -             | -          |
| PC2. apply risk identification and minimization strategies related to palliative care  | -            | -               | -             | -          |
| PC3. ensure privacy while assisting for any task   | -            | -               | -             | -          |
| PC4. assist healthcare team for implementation of appropriate therapies for pain and distress alleviation, rehabilitation and palliation | -            | -               | -             | -          |
| PC5. provide care related to Activities of Daily Living for a bedridden patient  | -            | -               | -             | -          |
| PC6. follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure                | -            | -               | -             | -          |
| PC7. contribute to effective working relationships   | -            | -               | -             | -          |
| PC8. monitor own stress level in relation to working with people with dementia   | -            | -               | -             | -          |
| PC9. use appropriate self-care strategies and seek support if required   | -            | -               | -             | -          |
| PC10. participate in inter-disciplinary team working to support individuals  | -            | -               | -             | -          |
| PC11. ensure personal fitness for work and seek assistance as required   | -            | -               | -             | -          |
| PC12. report incidents according to organisation policies and procedures   | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>10</b>    | <b>20</b>       | <b>10</b>     | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N6005                                  |
| <b>NOS Name</b>            | Provide support related to palliative care |
| <b>Sector</b>              | Healthcare                                 |
| <b>Sub-Sector</b>          | Allied Health & Paramedics                 |
| <b>Occupation</b>          | Special Care Services                      |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 4  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 17/11/2027                                 |
| <b>NSQF Clearance Date</b> | 17/11/2022                                 |

## Qualification Pack

### HSS/N6010: Provide support to people living with dementia

#### Description

This OS unit is about assisting the geriatrics living with dementia with professional techniques in providing support in performing procedures as instructed in a care plan

#### Scope

The scope covers the following :

- Assistance for special procedures as per care plan

#### Elements and Performance Criteria

##### *Assistance for special procedures as per care plan*

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

- PC1.** communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner
- PC2.** apply risk identification and minimization strategies to dementia care and services
- PC3.** ensure privacy while assisting for any task
- PC4.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC5.** contribute to effective working relationships
- PC6.** monitor own stress level in relation to working with people with dementia
- PC7.** use appropriate self-care strategies and seek support if required
- PC8.** participate in inter-disciplinary team working to support individuals
- PC9.** ensure personal fitness for work and seek assistance as required
- PC10.** report incidents according to organisation policies and procedures

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities
- KU4.** understand about elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** characteristics/traits/qualities of caregivers, roles & responsibilities of caregivers, scope/job opportunities, code of conduct
- KU7.** human body system
- KU8.** dementia and associated symptoms
- KU9.** support required to care for dementia affected individuals

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the patient's comfort and willingness
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Assistance for special procedures as per care plan</i>  | <b>10</b>    | <b>20</b>       | <b>10</b>     | <b>10</b>  |
| <b>PC1.</b> communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner                        | -            | -               | -             | -          |
| <b>PC2.</b> apply risk identification and minimization strategies to dementia care and services                                  | -            | -               | -             | -          |
| <b>PC3.</b> ensure privacy while assisting for any task  | -            | -               | -             | -          |
| <b>PC4.</b> follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure | -            | -               | -             | -          |
| <b>PC5.</b> contribute to effective working relationships  | -            | -               | -             | -          |
| <b>PC6.</b> monitor own stress level in relation to working with people with dementia  | -            | -               | -             | -          |
| <b>PC7.</b> use appropriate self-care strategies and seek support if required  | -            | -               | -             | -          |
| <b>PC8.</b> participate in inter-disciplinary team working to support individuals  | -            | -               | -             | -          |
| <b>PC9.</b> ensure personal fitness for work and seek assistance as required   | -            | -               | -             | -          |
| <b>PC10.</b> report incidents according to organisation policies and procedures  | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>10</b>    | <b>20</b>       | <b>10</b>     | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N6010                                      |
| <b>NOS Name</b>            | Provide support to people living with dementia |
| <b>Sector</b>              | Healthcare                                     |
| <b>Sub-Sector</b>          | Allied Health & Paramedics                     |
| <b>Occupation</b>          | Special Care Services                          |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 4  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 17/11/2027                                     |
| <b>NSQC Clearance Date</b> | 17/11/2022                                     |

## 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) (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 criteriabelow).
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

### Qualification Pack

subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on 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.)

### Assessment Weightage

Compulsory NOS

| National Occupational Standards   | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|---|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N6006.Provide geriatric care to meet diverse needs and assistance for daily living activities                         | 183          | 162             | 50            | 106        | 501         | -          |
| HSS/N6007.Provide support in performing procedures as instructed in a care plan as per limits of competence and authority | 40           | 30              | 19            | 20         | 109         | -          |
| HSS/N6008.Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise                                | 85           | 70              | 60            | 60         | 275         | -          |
| HSS/N6009.Provide assistance during end-of-life care  | 25           | 25              | 20            | 15         | 85          | -          |
| HSS/N9622.Follow sanitization and infection control guidelines  | 17           | 13              | -             | -          | 30          | -          |
| DGT/VSQ/N0101.Employability Skills (30 Hours)   | 20           | 30              | -             | -          | 50          | -          |
| <b>Total</b>  | <b>370</b>   | <b>330</b>      | <b>-</b>      | <b>-</b>   | <b>1050</b> | <b>NaN</b> |

Optional: 1 Palliative Care



### Qualification Pack

| National Occupational Standards                      | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N6005.Provide support related to palliative care | 10           | 20              | 10            | 10         | 50          | -          |
| <b>Total</b>   | -            | -               | -             | -          | -           | <b>NaN</b> |

Optional: 2 Dementia Care

| National Occupational Standards                          | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N6010.Provide support to people living with dementia | 10           | 20              | 10            | 10         | 50          | -          |
| <b>Total</b>   | -            | -               | -             | -          | -           | <b>NaN</b> |

## Qualification Pack

### Acronyms

|             |   |
|-------------|---|
| <b>NOS</b>  | National Occupational Standard(s)               |
| <b>NSQF</b> | National Skills Qualifications Framework        |
| <b>QP</b>   | Qualifications Pack                             |
| <b>TVET</b> | Technical and Vocational Education and Training |

## Qualification Pack

### Glossary

|  |  |
|--|--|
| <b>Sector</b>                                | 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.  |
| <b>Sub-sector</b>                            | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.   |
| <b>Occupation</b>                            | Occupation is a set of job roles, which perform similar/ related set of functions in an industry.  |
| <b>Job role</b>                              | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.  |
| <b>Occupational Standards (OS)</b>           | 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. |
| <b>Performance Criteria (PC)</b>             | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.  |
| <b>National Occupational Standards (NOS)</b> | NOS are occupational standards which apply uniquely in the Indian context.   |
| <b>Qualifications Pack (QP)</b>              | 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.   |
| <b>Unit Code</b>                             | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'  |
| <b>Unit Title</b>                            | Unit title gives a clear overall statement about what the incumbent should be able to do.  |
| <b>Description</b>                           | 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.   |
| <b>Scope</b>                                 | 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

|   |  |
|---|--|
| <b>Knowledge and Understanding (KU)</b> | 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.   |
| <b>Organisational Context</b>           | 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.   |
| <b>Technical Knowledge</b>              | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.   |
| <b>Core Skills/ Generic Skills (GS)</b> | 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. |
| <b>Electives</b>                        | 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.  |
| <b>Options</b>                          | 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.  |