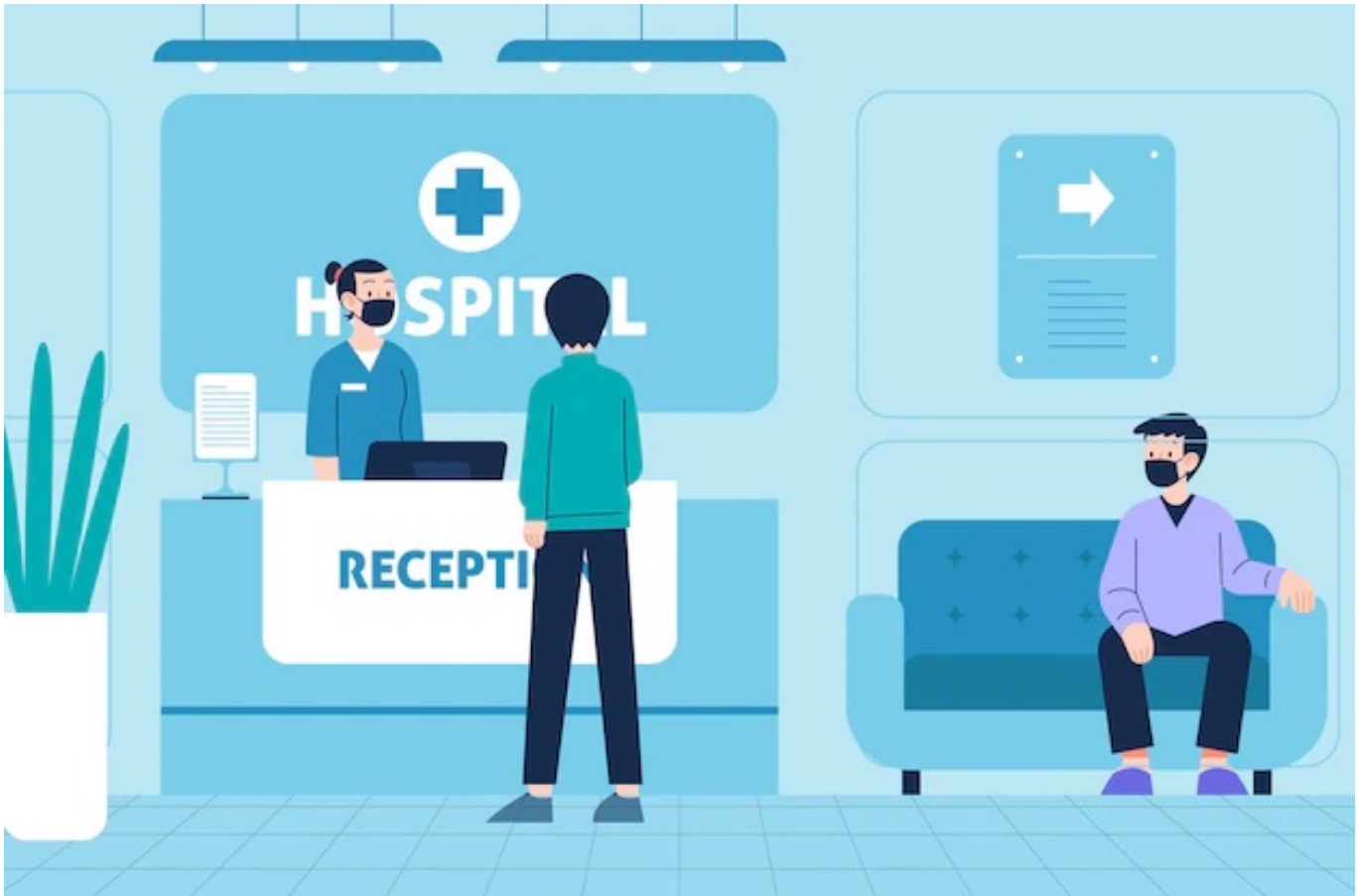# Hospital Front Desk Coordinator

QP Code: HSS/Q6101

Version: 2.0

NSQF Level: 4

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

# Contents

**Qualification Pack**

**Qualification Pack**

# HSS/Q6101: Hospital Front Desk Coordinator

## Brief Job Description

Individuals in this job are usually the first contact point in healthcare organizations encountered by patients and visitors, whether on the phone, online or in person. They assist in coordination at Front Desk at Healthcare Facility.

## Personal Attributes

The job requires individuals to have good communication skills and ability to handle a high level of stress and activity while managing fastpaced office duties. They must be computer savvy. They must be skilled to interact with a wide range of personality types in both pleasant and difficult situations . The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listeningcircumstances.

## Applicable National Occupational Standards (NOS)

### Compulsory NOS:

1. HSS/N6101: Accomplish allocated task at hospital front desk

2. HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction

3. HSS/N6103: Perform Billing Activities

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

5. HSS/N9616: Maintain professional & medico-legal conduct

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

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

## Qualification Pack (QP) Parameters

| Sector | Healthcare |
|---|---|
| Sub-Sector | Healthcare Management |
| Occupation | Hospital Administration |
| Country | India |

| NSQF Level | 4 |
|---|---|
| Credits | NA |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/4226.0100 |
| Minimum Educational Qualification & Experience | 12th Class<br>OR<br>10th Class with 2 Years of experience relevant experience<br>OR<br>Certificate-NSQF (Previous relevant Qualification of NSQF Level 3) with 2 Years of experience relevant experience |
| Minimum Level of Education for Training in School | 10th Class |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 28/07/2025 |
| NSQC Approval Date | 28/07/2022 |
| Version | 2.0 |
| Reference code on NQR | 2022/HLT/HSSC/06134 |
| NQR Version | 1.0 |

# HSS/N6101: Accomplish allocated task at hospital front desk

## Description

This OS unit is about the skills required for coordinating activities starting from patient/visitor interaction, admission to discharge at healthcare facility

## Elements and Performance Criteria

### Customer Interaction and Handling

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

**PC1.** analyse the requirement of visitors and answer the queries accordingly

### Customer Interactionand Handling

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

**PC2.** handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals

**PC3.** coordinate for care needs with other care providers through appropriatecommunication method

**PC4.** manage need and requirement of patients relative and hospital/clinic staff

**PC5.** enter patient details and other data in hospital information system/relevantcommunication channel

**PC6.** up- to-date with latest details & schedules of doctors, specialties,appointment timings, bed occupancy, approx. discharge timings, cost etc.

### Manage patient flow

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

**PC7.** manage requirements of patients, their attendants & visitors from admission to discharge

**PC8.** manage requirements of doctors & hospital staff

**PC9.** manage special requirements of differently abled persons or special needsrequired by patients

**PC10.** handle tactfully officials & vips as per the needs in accordance to hospital policies

**PC11.** ensure smooth patient flow within the hospital

**PC12.** ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others

### Carry out patientregistration

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

**PC13.** collect information and documents for patient registration complying with regulatory and organizational requirements

**PC14.** cross check the identity document details of the patients against original

**PC15.** complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details,health insurance details, payment method etc.

**PC16.** receive patient/attendant signature on completed patient registrationdocument

**PC17.** update the patient registration details to relevant authority

**PC18.** return the original document immediately after scanning or copying

**PC19.** ensure all mandatory patient details are captured as per regulatory requirement

**PC20.** cross check patient details appropriately for patient identification purposes

*Legal & ethicalaspects of front deskmanagement*

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

**PC21.** address the concerns as per the set tat (turn around time) criteria for thearea involved

**PC22.** set different goals for patient care keeping in mind the hospitals policy

**PC23.** raise alarm and announce emergency code as defined & as per situation

**PC24.** maintain confidentiality of patient records, medico legal cases, preservation, information management

**PC25.** comply with relevant legislation, standards, policies and procedures

*Assist for TPAservices*

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

**PC26.** assist for queries regarding availing of medical insurance

**PC27.** direct the patient/attenders to the concerned department or authority

**PC28.** assist for various third party payment mechanisms including cghs, echs, public sector undertakings, types of special arrangements , universal health insurance coverage scheme in prevalent states

**PC29.** ensure eligible person is availing the facility

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions

**KU2.** hospital topography and spectrum of internal & external clients that visit the hospital

**KU3.** role and importance of the front desk in supporting healthcare operations

**KU4.** organization pricing, discount policy, documentation & reporting process

**KU5.** reporting structure, inter-dependent functions, lines and procedures

**KU6.** relevant occupational health and safety requirements applicable

**KU7.** healthcare delivery system & Universal/National Health Insurance programs

**KU8.** how to receive and make phone calls, including call forward/hold/mute

**KU9.** how to send and receive e-mails

**KU10.** typical problems raised by customers and their solutions, including workaround solutions

**KU11.** typical response times and service times for problems

**KU12.** the importance of documenting, classifying, prioritizing queries & escalation regulatory requirements involved during registration and bill payment

**KU13.** regulatory requirements involved during registration and bill payment

**KU14.** about computer knowledge such as MS word, excel, scanning, faxing

**KU15.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications

**KU16.** basic structure and function of the body system and associated component

## Generic Skills (GS)

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

**GS1.** document call logs, reports, task lists, and schedules with co-workers

**GS2.** prepare status and progress reports

**GS3.** complete appropriate documentation

**GS4.** fill registration form by getting details form visitors/patient

**GS5.** read about services offered with reference to the organization

**GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars

**GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)

**GS8.** interpret and follow operational instructions and prioritize work

**GS9.** discuss task lists, schedules, and work-loads with co-workers

**GS10.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

**GS11.** communicate in respectful form and manner

**GS12.** make decisions pertaining to the concerned area of work

**GS13.** plan and organize service feedback files/documents

**GS14.** manage relationships with customers who may be stressed, frustrated,confused, or angry

**GS15.** build customer relationships and use customer centric approach

**GS16.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

**GS17.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

**GS18.** analysis of feedbacks, complaints & grievances related to the front office

**GS19.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Customer Interaction and Handling* | **35** | **-** | **-** | **35** |
| **PC1.** analyse the requirement of visitors and answer the queries accordingly | 35 | - | - | 35 |
| *Customer Interactionand Handling* | **-** | **-** | **-** | **-** |
| **PC2.** handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals | - | - | - | - |
| **PC3.** coordinate for care needs with other care providers through appropriatecommunication method | - | - | - | - |
| **PC4.** manage need and requirement of patients relative and hospital/clinic staff | - | - | - | - |
| **PC5.** enter patient details and other data in hospital information system/relevantcommunication channel | - | - | - | - |
| **PC6.** up- to-date with latest details & schedules of doctors, specialties,appointment timings, bed occupancy, approx. discharge timings, cost etc. | - | - | - | - |
| *Manage patient flow* | **35** | **-** | **-** | **35** |
| **PC7.** manage requirements of patients, their attendants & visitors from admission to discharge | 35 | - | - | 35 |
| **PC8.** manage requirements of doctors & hospital staff | - | - | - | - |
| **PC9.** manage special requirements of differently abled persons or special needsrequired by patients | - | - | - | - |
| **PC10.** handle tactfully officials & vips as per the needs in accordance to hospital policies | - | - | - | - |
| **PC11.** ensure smooth patient flow within the hospital | - | - | - | - |
| **PC12.** ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others | - | - | - | - |
| *Carry out patientregistration* | **38** | **100** | **-** | **30** |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC13.** collect information and documents for patient registration complying with regulatory and organizational requirements | 38 | 100 | - | 30 |
| **PC14.** cross check the identity document details of the patients against original | - | - | - | - |
| **PC15.** complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details,health insurance details, payment method etc. | - | - | - | - |
| **PC16.** receive patient/attendant signature on completed patient registrationdocument | - | - | - | - |
| **PC17.** update the patient registration details to relevant authority | - | - | - | - |
| **PC18.** return the original document immediately after scanning or copying | - | - | - | - |
| **PC19.** ensure all mandatory patient details are captured as per regulatory requirement | - | - | - | - |
| **PC20.** cross check patient details appropriately for patient identification purposes | - | - | - | - |
| *Legal & ethicalaspects of front deskmanagement* | **34** | **-** | **-** | **30** |
| **PC21.** address the concerns as per the set tat (turn around time) criteria for thearea involved | 34 | - | - | 30 |
| **PC22.** set different goals for patient care keeping in mind the hospitals policy | - | - | - | - |
| **PC23.** raise alarm and announce emergency code as defined & as per situation | - | - | - | - |
| **PC24.** maintain confidentiality of patient records, medico legal cases, preservation, information management | - | - | - | - |
| **PC25.** comply with relevant legislation, standards, policies and procedures | - | - | - | - |
| *Assist for TPAservices* | **35** | **-** | **-** | **30** |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC26.** assist for queries regarding availing of medical insurance | 35 | - | - | 30 |
| **PC27.** direct the patient/attenders to the concerned department or authority | - | - | - | - |
| **PC28.** assist for various third party payment mechanisms including cghs, echs, public sector undertakings, types of special arrangements , universal health insurance coverage scheme in prevalent states | - | - | - | - |
| **PC29.** ensure eligible person is availing the facility | - | - | - | - |
| **NOS Total** | **177** | **100** | **-** | **160** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | HSS/N6101 |
| **NOS Name** | Accomplish allocated task at hospital front desk |
| **Sector** | Healthcare |
| **Sub-Sector** | Healthcare Management |
| **Occupation** | Healthcare administration |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 06/12/2017 |
| **Next Review Date** | 28/07/2025 |
| **NSQC Clearance Date** | 28/07/2022 |

# HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction

## Description

This OS unit is about the tasks involved to address patient / visitor complaints / concerns by taking appropriate course of action to maintain customer service excellence and arrive at a satisfactory resolution.

## Elements and Performance Criteria

*Provide comfort to visitors/customers and patients as per organizational process*

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

**PC1.** maintain service excellence in healthcare settings keeping empathy, passion andpatience

**PC2.** meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies

**PC3.** coordinate to address complaints related to service provided

**PC4.** ensure corrective & preventive actions are taken timely for patients / visitors concerns

**PC5.** know the departmental process and adhere to them while assisting

**PC6.** indulge in training at regular intervals to learn best practices

**PC7.** apply process quality tools used in the organization as directed

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** legislation, standards, policies, and procedures followed in the organization

**KU2.** hospital topography and spectrum of internal & external clients that visit the hospital

**KU3.** role and importance of the front desk in supporting healthcare operations

**KU4.** organization pricing, discount policy, documentation & reporting process

**KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area

**KU6.** relevant occupational health and safety requirements applicable in the work place

**KU7.** healthcare delivery system & Universal/National Health Insurance programs

**KU8.** organization pricing, discount policy

**KU9.** how to receive and make phone calls, including call forward/hold/mute

**KU10.** how to send and receive e-mails

**KU11.** typical problems raised by customers and their solutions, including workaround solutions

**KU12.** typical response times and service times for problems

**KU13.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

**KU14.** regulatory requirements involved during registration and bill payment

**KU15.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications

**KU16.** basic structure and function of the body system and associated component

**KU17.** How to maintain service excellence in healthcare settings includinga. corporate / Empanelled patientsb. patient feedbacks / grievance redressalc. handling irate clientsd. emergency patientse. foreign Nationalsf. insurance & TPAs conduct

## Generic Skills (GS)

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

**GS1.** document call logs, reports, task lists, and schedules with co-workers

**GS2.** prepare status and progress reports

**GS3.** complete appropriate documentation

**GS4.** fill registration form by getting details form visitors/patient

**GS5.** read about services offered with reference to the organization

**GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars

**GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)

**GS8.** interpret and follow operational instructions and prioritize work

**GS9.** discuss task lists, schedules, and work-loads with co-workers

**GS10.** question customers appropriately in order to understand the nature of theproblem and assist accordingly

**GS11.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

**GS12.** communicate in respectful form and manner

**GS13.** make decisions pertaining to the concerned area of work

**GS14.** plan and organize service feedback files/documents

**GS15.** manage relationships with customers who may be stressed, frustrated,confused, or angry

**GS16.** build customer relationships and use customer centric approach

**GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

**GS18.** tackle complaints / grievances from internal & external clients

**GS19.** analysis of feedbacks, complaints & grievances related to the front office

**GS20.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Provide comfort to visitors/customers and patients as per organizational process* | **50** | **-** | **-** | **50** |
| **PC1.** maintain service excellence in healthcare settings keeping empathy, passion andpatience | 50 | - | - | 50 |
| **PC2.** meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies | - | - | - | - |
| **PC3.** coordinate to address complaints related to service provided | - | - | - | - |
| **PC4.** ensure corrective & preventive actions are taken timely for patients / visitors concerns | - | - | - | - |
| **PC5.** know the departmental process and adhere to them while assisting | - | - | - | - |
| **PC6.** indulge in training at regular intervals to learn best practices | - | - | - | - |
| **PC7.** apply process quality tools used in the organization as directed | - | - | - | - |
| **NOS Total** | **50** | **-** | **-** | **50** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | HSS/N6102 |
| **NOS Name** | Ensure Customer Service Excellence & Patient Satisfaction |
| **Sector** | Healthcare |
| **Sub-Sector** | Healthcare Management |
| **Occupation** | Healthcare administration |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 06/12/2017 |
| **Next Review Date** | 28/07/2025 |
| **NSQC Clearance Date** | 28/07/2022 |

# HSS/N6103: Perform Billing Activities

## Description

This OS unit is about how to process cash and credit transactions

## Elements and Performance Criteria

*Process payments transactions & Reconcile patient accounts*

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

**PC1.** identify the services being rendered to the client

**PC2.** assess accurateness of the invoice generated through various means

**PC3.** check that payments from patients are valid and accurate

**PC4.** record payments from patients promptly and accurately as per organizationalpolicies

**PC5.** record clearly and accurately the reasons if payments are overdue

**PC6.** identify problems accurately and sort them out promptly

**PC7.** inform senior or concerned authority promptly about any problems which cant be sorted out

**PC8.** store collected payments securely and in line with organization policies

**PC9.** check that charges, credits made to patient accounts are correct

**PC10.** identify and sort out problems with patient accounts

**PC11.** inform senior or concerned authority promptly about problems with patientaccounts which are beyond the limits of competence & authority

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions

**KU2.** hospital topography and spectrum of internal & external clients that visit the hospital

**KU3.** role and importance of the front desk in supporting healthcare operations

**KU4.** organization pricing, discount policy, documentation & reporting process

**KU5.** reporting structure, inter-dependent functions, lines and procedures

**KU6.** relevant occupational health and safety requirements applicable

**KU7.** healthcare delivery system & Universal/National Health Insurance programs

**KU8.** organization pricing, discount policy

**KU9.** organizational guidelines for setting patient credit limits

**KU10.** organizations procedures for storing cash and cash equivalents securely

**KU11.** typical problems raised by customers and their solutions, including workaround solutions

**KU12.** typical response times and service times for problems

**KU13.** about Processing cash and non-cash payments

**KU14.** spotting counterfeit payments

**KU15.** details of different types of taxes (VAT, Service tax, GST etc.) or as applicable

**KU16.** accounting principles

**KU17.** complementary and billable services available

**KU18.** how to handle card swiping machine

**KU19.** how to prepare invoice

**KU20.** offers, discounts, tie ups with bank cards

**KU21.** differentiate fake and original currency notes

**KU22.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

**KU23.** regulatory requirements involved during registration and bill payment

**KU24.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

**KU25.** how to identify overdue payments and patients who have gone over their credit limits

**KU26.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, Misappropriation, Report mix-ups, Damage to propertyd. any kind of harassment at workplacee. legal aspects of medical recordsf. hospital deaths & complications

## Generic Skills (GS)

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

**GS1.** document call logs, reports, task lists, and schedules with co-workers

**GS2.** prepare status and progress reports

**GS3.** complete appropriate documentation

**GS4.** fill registration form by getting details form visitors/patient

**GS5.** read about services offered with reference to the organization and also from external forums such as websites and blogs

**GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars

**GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)

**GS8.** interpret and follow operational instructions and prioritize work

**GS9.** discuss task lists, schedules, and work-loads with co-workers

**GS10.** question customers appropriately in order to understand the nature of theproblem and assist accordingly

**GS11.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

**GS12.** communicate in respectful form and manner in line with organizational protocol

**GS13.** make decisions pertaining to the concerned area of work

**GS14.** plan and organize service feedback files/documents

**GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry

**GS16.** build customer relationships and use customer centric approach

**GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

**GS18.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

**GS19.** analysis of feedbacks, complaints & grievances related to the front office

**GS20.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

**GS21.** determine impact of incorrect payments received

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Process payments transactions & Reconcile patient accounts* | **50** | **100** | **-** | **30** |
| **PC1.** identify the services being rendered to the client | 50 | 100 | - | 30 |
| **PC2.** assess accurateness of the invoice generated through various means | - | - | - | - |
| **PC3.** check that payments from patients are valid and accurate | - | - | - | - |
| **PC4.** record payments from patients promptly and accurately as per organizationalpolicies | - | - | - | - |
| **PC5.** record clearly and accurately the reasons if payments are overdue | - | - | - | - |
| **PC6.** identify problems accurately and sort them out promptly | - | - | - | - |
| **PC7.** inform senior or concerned authority promptly about any problems which cant be sorted out | - | - | - | - |
| **PC8.** store collected payments securely and in line with organization policies | - | - | - | - |
| **PC9.** check that charges, credits made to patient accounts are correct | - | - | - | - |
| **PC10.** identify and sort out problems with patient accounts | - | - | - | - |
| **PC11.** inform senior or concerned authority promptly about problems with patientaccounts which are beyond the limits of competence & authority | - | - | - | - |
| **NOS Total** | **50** | **100** | **-** | **30** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | HSS/N6103 |
| **NOS Name** | Perform Billing Activities |
| **Sector** | Healthcare |
| **Sub-Sector** | Healthcare Management |
| **Occupation** | Healthcare administration |
| **NSQF Level** | 4 |
| **Credits** | TBD |
| **Version** | 1.0 |
| **Last Reviewed Date** | 06/12/2017 |
| **Next Review Date** | 28/07/2025 |
| **NSQC Clearance Date** | 28/07/2022 |

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

## Description

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

## Elements and Performance Criteria

### Communicating & maintaining professional behaviorwith co-workers andpatients & theirfamilies

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

**PC1.** communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them

**PC2.** utilize all training and information at ones disposal to provide relevantinformation to the individual

**PC3.** confirm that the needs of the individual have been met

**PC4.** respond to queries and information needs of all individuals

**PC5.** adhere to guidelines provided by ones organization or regulatory body relating to confidentiality

**PC6.** respect the individuals need for privacy

**PC7.** maintain any records required at the end of the interaction

### Working with otherpeople to meetrequirements

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

**PC8.** integrate ones work with other peoples work effectively

**PC9.** utilize time effectively and pass on essential information to other people on timely basis

**PC10.** work in a way that shows respect for other people

**PC11.** carry out any commitments made to other people

**PC12.** reason out the failure to fulfill commitment

**PC13.** identify any problems with team members and other people and take the initiative to solve these problems

### Establishing andmanagingrequirements

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

**PC14.** clearly establish, agree, and record the work requirements

**PC15.** ensure his/her work meets the agreed requirements

**PC16.** treat confidential information correctly

**PC17.** work in line with the organizations procedures and policies and within the limits of his/her job role

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** guidelines on communicating with patients and other individuals

**KU2.** guidelines on maintaining confidentiality and respecting need for privacy

**KU3.** the business, mission, and objectives of the organization

**KU4.** the scope of work of the role

**KU5.** the responsibilities and strengths of the team and their importance to the organization

**KU6.** the information that is considered confidential to the organization

**KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis

**KU8.** procedures in the organization to deal with conflict and poor workingrelationships

**KU9.** the relevant policies and procedures of the organization

**KU10.** how to communicate effectively (face-to-face, by telephone and in writing)

**KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals

**KU12.** when to ask for assistance when situations are beyond ones competence andauthority

**KU13.** how to maintain confidentiality and to respect an individuals need for privacy

**KU14.** how to ensure that all information provided to individuals is from reliable sources

**KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination

**KU16.** the essential information that needs to be shared with other people

**KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

**KU18.** the importance of integrating ones work effectively with others

**KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided

**KU20.** the types of opportunities an individual may seek out to improve relationships with others

**KU21.** how to deal with difficult working relationships with other people to sort out

**KU22.** the importance of asking the appropriate individual for help when required

**KU23.** the importance of planning, prioritizing and organizing, timely work

**KU24.** the importance of clearly establishing work requirement

**KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play

**KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited

**KU27.** the importance of keeping the work area clean and tidy

## Generic Skills (GS)

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

**GS1.** write effective communications to share information with the team members andother people outside the team

**GS2.** write at least one local/ official language used in the local community

**GS3.** report progress and results

**GS4.** record problems and resolutions

**GS5.** read and understand work related documents and information shared bydifferent sources

**GS6.** read organizational policies and procedures

**GS7.** communicate essential information to colleagues face-to-face or throughtelecommunication

**GS8.** speak at least one local language

**GS9.** question others appropriately in order to understand the nature of the requestor compliant

**GS10.** report progress and results

**GS11.** interact with other individuals

**GS12.** negotiate requirements and revised agreements for delivering them

**GS13.** make decisions on information to be communicated based on needs of theindividual and various regulations and guidelines

**GS14.** plan and organize files and documents

**GS15.** be responsive to problems of the individuals

**GS16.** be available to guide, counsel and help individuals when required

**GS17.** be patient and non-judgmental at all times

**GS18.** communicate effectively with patients and their family, physicians, and othermembers of the health care team

**GS19.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

**GS20.** be sensitive to potential cultural differences

**GS21.** maintain patient confidentiality

**GS22.** respect the rights of the patient(s)

**GS23.** understand problems and suggest an optimum solution after evaluatingpossible solutions

## Assessment Criteria

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

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

# HSS/N9616: Maintain professional & medico-legal conduct

## Description

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

## Elements and Performance Criteria

### Maintain professional behavior

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

**PC1.** adhere to legislation, protocols and guidelines relevant to ones role and field of practice

**PC2.** work within organizational systems and requirements as appropriate to ones role

**PC3.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority

**PC4.** maintain competence within ones role and field of practice

**PC5.** maintain personal hygiene and contribute actively to the healthcare ecosystem

### Acting within the limit of ones competence and authority

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

**PC6.** use relevant research based protocols and guidelines as evidence to informones practice

**PC7.** promote and demonstrate good practice as an individual and as a team member at all times

**PC8.** identify and manage potential and actual risks to the quality and safety of practice

**PC9.** evaluate and reflect on the quality of ones work and make continuingimprovements

**PC10.** use relevant research-based protocols and guidelines as evidence to inform ones practice

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

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

**PC11.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority

**PC12.** promote and demonstrate good practice as an individual and as a team member at all times

**PC13.** identify and manage potential and actual risks to the quality and safety of practice

**PC14.** maintain personal hygiene and contribute actively to the healthcare ecosystem

**PC15.** maintain a practice environment that is conducive to the provision of medico-legal healthcare

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** relevant legislation, standards, policies & procedures followed in the organization

**KU2.** the medical procedures and functioning of required medical equipment

**KU3.** role and importance of assisting other healthcare providers in delivering care

**KU4.**    how to engage and interact with other providers in order to deliver quality and maintain continued care

**KU5.**    personal hygiene measures and handling techniques

**KU6.**    the limitations and scope of the role and responsibilities of self and others

**KU7.**    the importance of working within the limits of ones competence and authority

**KU8.**    the importance of personally promoting and demonstrating good practice

**KU9.**    The detrimental effects of non-compliance

**KU10.**    the importance of intercommunication skills

**KU11.**    the legislation, protocols and guidelines affecting ones work

**KU12.**    the organizational systems and requirements relevant to ones role

**KU13.**    the sources of information and literature to maintain a constant access to upcoming research and changes in the field

**KU14.**    the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances

**KU15.**    the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements

**KU16.**    how to report and minimize risks

**KU17.**    the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others

**KU18.**    the processes by which improvements to protocols/guidelines andorganizational systems/requirements should be reported

**KU19.**    the procedure for accessing training, learning and development needs for oneself and/or others within ones organization

**KU20.**    the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team

**KU21.**    the risks to quality and safety arising from:o Working outside the boundaries of competence and authorityo Not keeping up to date with best practiceo Poor communicationo Insufficient support o Lack of resources

**KU22.**    the importance of personal hygiene

## Generic Skills (GS)

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

**GS1.**    document reports, task lists, and schedules

**GS2.**    prepare status and progress reports

**GS3.**    record daily activities

**GS4.**    update other co-workers

**GS5.**    read about changes in legislations and organizational policies

**GS6.**    keep updated with the latest knowledge

**GS7.**    discuss task lists, schedules, and work-loads with co-workers

**GS8.**    give clear instructions to patients and co-workers

**GS9.** keep patient informed about progress

**GS10.** avoid using jargon, slang or acronyms when communicating with a patient

**GS11.** make decisions pertaining to the concerned area of work in relation to job role

**GS12.** act decisively by balancing protocols and work at hand

**GS13.** communicate effectively with patients and their family, physicians, and othermembers of the health care team

**GS14.** be responsive and listen empathetically to establish rapport in a way thatpromotes openness on issues of concern

**GS15.** be sensitive to potential cultural differences

**GS16.** maintain patient confidentiality

**GS17.** respect the rights of the patient(s)

## Assessment Criteria

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

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

## National Occupational Standards (NOS) Parameters

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

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

## Description

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

## Elements and Performance Criteria

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

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

**PC1.** identify individual responsibilities in relation to maintaining workplace health safety and security requirements

**PC2.** comply with health, safety and security procedures for the workplace

**PC3.** comply with health, safety and security procedures and protocols forenvironmental safety

*Handling hazardous situation*

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

**PC4.** identify potential hazards and breaches of safe work practices

**PC5.** identify and interpret various hospital codes for emergency situations

**PC6.** correct any hazards that individual can deal with safely, competently and within the limits of authority

**PC7.** provide basic life support (BLS) and first aid in hazardous situations, whenever applicable

**PC8.** follow the organizations emergency procedures promptly, calmly, and efficiently

**PC9.** identify and recommend opportunities for improving health, safety, and security to the designated person

**PC10.** complete any health and safety records legibly and accurately

*Reporting any hazardous situation*

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

**PC11.** report any identified breaches in health, safety, and security procedures to the designated person

**PC12.** promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the importance of health, safety, and security in the workplace

**KU2.** the basic requirements of the health and safety and other legislations andregulations that apply to the workplace

**KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace

**KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace

**KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace

**KU6.** how to report the hazard

**KU7.** requirements of health, safety and security in workplace

**KU8.** how to create safety records and maintaining them

**KU9.** the importance of being alert to health, safety, and security hazards in the work environment

**KU10.** the common health, safety, and security hazards that affect people working in an administrative role

**KU11.** how to identify health, safety, and security hazards

**KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

## Generic Skills (GS)

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

**GS1.** report and record incidents

**GS2.** read and understand company policies and procedures

**GS3.** clearly report hazards and incidents with the appropriate level of urgency

**GS4.** make decisions pertaining to the area of work

**GS5.** plan for safety of the work environment

**GS6.** communicate effectively with patients and their family, physicians, and othermembers of the health care team

**GS7.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

**GS8.** identify hazards, evaluate possible solutions and suggest effective solutions

**GS9.** analyze the seriousness of hazards

**GS10.** analyze, evaluate and apply the information gathered from observation,experience, reasoning, or communication to act efficiently

## Assessment Criteria

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

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

## National Occupational Standards (NOS) Parameters

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

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

## Description

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

## Elements and Performance Criteria

*Classification of theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand storage of Waste*

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

**PC1.** handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

**PC2.** store clinical or related waste in an area that is accessible only to authorized persons

**PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

*Complying with aneffective infectioncontrol protocols*

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

**PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control

**PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization

**PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate

**PC7.** ollow protocols for care following exposure to blood or other body fluids as required

**PC8.** remove spills in accordance with the policies and procedures of the organization

**PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled

**PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work

**PC11.** confine records, materials and medicaments to a welldesignated clean zone

**PC12.** confine contaminated instruments and equipment to a welldesignatedcontaminated zone

**PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols

**PC14.** replace surface covers where applicable

**PC15.** maintain and store cleaning equipment

**PC16.** report and deal with spillages and contamination in accordance with current legislation and procedures

*Maintaining personalprotection andpreventing thetransmission ofinfections fromperson to person*

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

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

**PC18.** cover cuts and abrasions with waterproof dressings and change as necessary

**PC19.** change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact

**PC20.** perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** relevant up-to-date information on health, safety, and security that applies to the organization

**KU2.** organizations emergency procedures and responsibilities for handling hazardous situations

**KU3.** person(s) responsible for health, safety, and security in the organization

**KU4.** good personal hygiene practice including hand care

**KU5.** importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

**KU6.** the importance to adhere to the organizational and national waste management principles and procedures

**KU7.** the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

**KU8.** the required actions and reporting procedures for any accidents, spillages and contamination involving waste

**KU9.** the requirements of the relevant external agencies involved in the transport and receipt of your waste

**KU10.** the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

**KU11.** The current national legislation, guidelines, local policies and protocols which affect work practice

**KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

**KU13.** identification and management of infectious risks in the workplace

**KU14.** aspects of infectious diseases including opportunistic organisms & pathogens

**KU15.** basic microbiology including bacteria and bacterial spores, fungi, viruses

**KU16.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

**KU17.** how to clean and sterile techniques

**KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old

**KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill

**KU20.** sharps handling and disposal techniques

**KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed

**KU22.** good personal hygiene practice including hand care

**KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

## Generic Skills (GS)

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

**GS1.** report and record incidents

**GS2.** read and understand company policies and procedures to managingbiomedical waste and infection control and prevention

**GS3.** listen patiently

**GS4.** report hazards and incidents clearly with the appropriate level of urgency

**GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

**GS6.** apply additional precautions when standard precautions are not sufficient

**GS7.** consistently ensure instruments used for invasive procedures are sterile at time ofuse (where appropriate)

**GS8.** consistently follow the procedure for washing and drying hands

**GS9.** consistently maintain clean surfaces and limit contamination

**GS10.** how to make exceptional effort to keep the environment and work place clean

**GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections

**GS12.** analyze the seriousness of hazards pertaining to hospital waste and relatedinfections

**GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act

**GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

## Assessment Criteria

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

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

## National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

**Assessment Guidelines**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.

2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.

5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for 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/N6101.Accomplish allocated task at hospital front desk | 177 | 100 | - | 160 | 437 | 20 |
| HSS/N6102.Ensure Customer Service Excellence & Patient Satisfaction | 50 | - | - | 50 | 100 | 20 |
| HSS/N6103.Perform Billing Activities | 50 | 100 | - | 30 | 180 | 20 |
| HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others | 13 | - | - | - | 13 | 10 |
| HSS/N9616.Maintain professional & medico-legal conduct | 19 | - | - | - | 19 | 10 |
| HSS/N9617.Maintain a safe, healthy and secure working environment | 20 | - | - | 30 | 50 | 10 |
| HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols | 21 | - | - | 30 | 51 | 10 |
| **Total** | **350** | **200** | **-** | **300** | **850** | **100** |

## Acronyms

| | |
|------|-------------------------------------------------|
| **NOS** | National Occupational Standard(s) |
| **NSQF** | National Skills Qualifications Framework |
| **QP** | Qualifications Pack |
| **TVET** | Technical and Vocational Education and Training |
| **PCR** | Patient Care Report |
| **TAT** | Turnaround Time |
| **HIS** | Hospital Information Systems |
| **BMW** | Bio Medical Waste Management |
| **CGHS** | Central Government Health Scheme |
| **ECHS** | Ex-Servicemen Contributory Health Scheme |
| **TPA** | Third Party Administration |

## 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. |
| **Casualty** | The person â€" child or adult â€" who has suffered the injury or illness |
| **Emergency** | Any situation that immediately threatens the health and safety of children, staff or yourself |