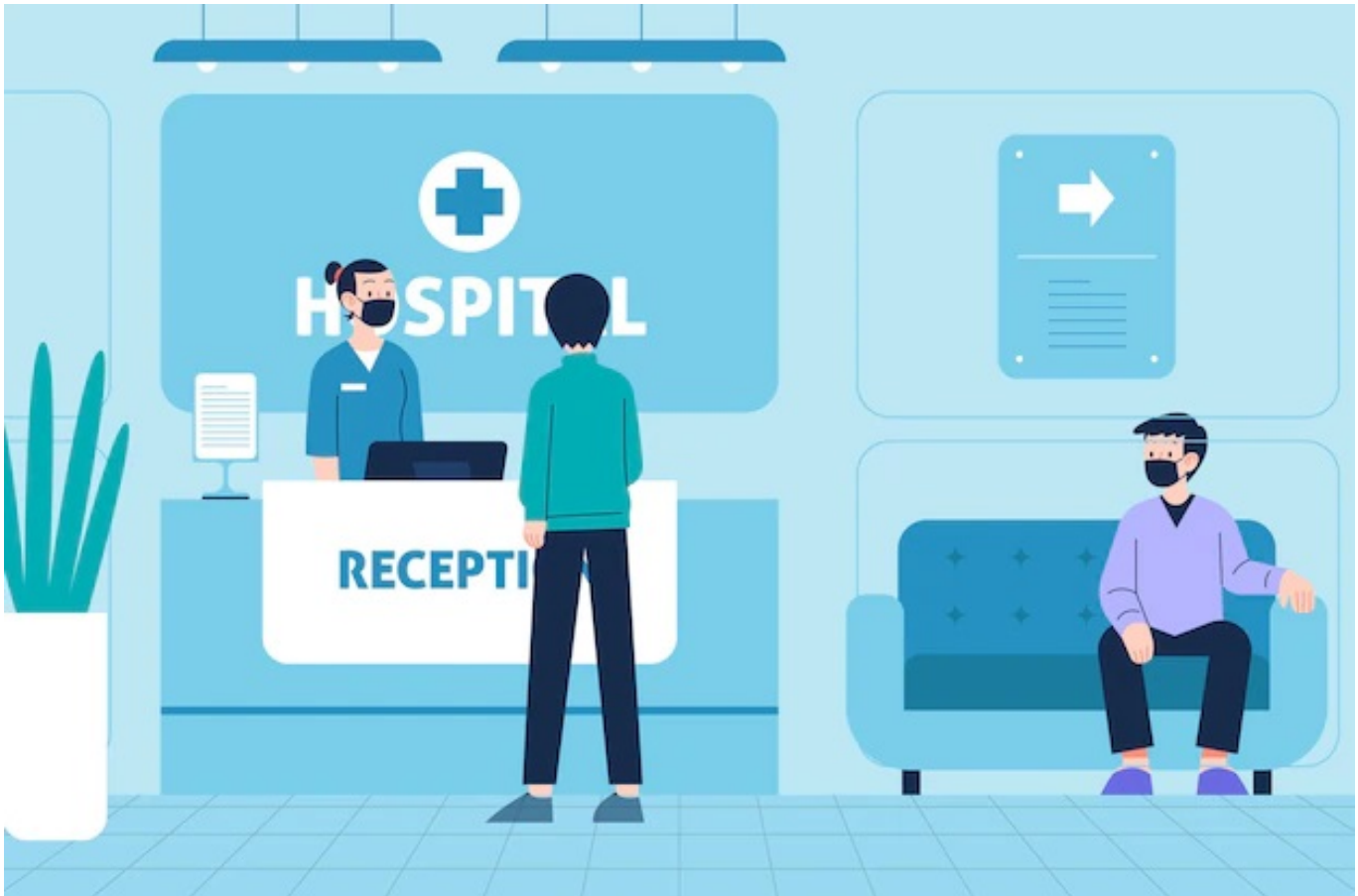# Patient Relations Associate

QP Code: HSS/Q6102

Version: 3.0

NSQF Level: 5

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

Contents

Qualification Pack

HSS/Q6102: Patient Relations Associate

Brief Job Description

Individuals in this job are responsible for counseling, assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions/assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc.

Personal Attributes

The job requires individuals to have good communication and interpersonal skills along with a pleasing personality to counsel & attend to all sorts of enquiries with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N6104: Assess patient requirement and act accordingly

2. HSS/N6105: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

3. HSS/N6106: Liaise & coordinate with healthcare team for effective patient management

4. HSS/N6107: Assist & coordinate during discharge & referral services & TPA services

5. HSS/N6108: Facilitate billing & process cash/credit transactions

6. HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others

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

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

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

10. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Hospital Administration
Country	India
NSQF Level	5
Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4225.9900
Minimum Educational Qualification & Experience	Completed 1st year of UG (UG Certificate) with NA of experience OR Pursuing 2nd year of UG with NA of experience OR Completed 1st year of diploma (after 12th) with NA of experience OR Pursuing 2nd year of 2-year diploma after 12th with NA of experience OR 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) with NA of experience OR Completed 3-year diploma (after 10th) with 1 Year of experience relevant experience OR 12th grade Pass with 2 Years of experience relevant experience OR 10th grade pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4 and with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4.5)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA

Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	3.0
Reference code on NQR	2022/HLT/HSSC/06763
NQR Version	3.0

HSS/N6104: Assess patient requirement and act accordingly

Description

This OS unit is about the tasks involved to assess & determine patients requirements and act accordingly without giving any opinion / assurance on clinical matters

Scope

The scope covers the following :

- Interview & assess patients or their representatives to identify problems relating to care
- Explain policies, procedures, or services to patients using medical or administrative knowledge

Elements and Performance Criteria

Interview & assesspatients or theirrepresentatives toidentify problemsrelating to care

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

PC1.   meet and welcome visitors or patients

PC2.   interview patients or their representatives to identify service requirements relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc. and act as per needs to attain patient satisfaction

PC3.   identify and address the needs of visitors

PC4.   listen carefully to patient queries and dealing with them as per organizational procedure

PC5.   keep calm, empathy while arriving at a mutually acceptable solution

PC6.   follow up with patient and/or with staff till query is resolved

PC7.   spot patient service problems by sense and service accordingly

PC8.   recognize basic requirement of patient related issues

PC9.   enquire patients if they are facing any problems and escalate to relevant authority

PC10.   recognize repeated problems and alert the appropriate authority

PC11.   share patient feedback with others to identify potential problems

PC12.   identify problems with systems and procedures before they begin to affect patients

PC13.   acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation

PC14.   identify and investigate the complaints from healthcare team for whom patient has raised the complaint

PC15.   identify the available options for resolving a patient service problem

PC16.   work out the advantages and disadvantages of each option and pick the best option for the patient and the organization

PC17.   consult other team members and relevant authority to arrive at best option to resolve the patient service problem

PC18.   resolve the issue with other options, if the chosen option fails.

PC19.   discuss and agree the options for and take action to implement the option agreed with your patient

PC20. work with others and your patient to make sure that any promises related to solving the problem are kept

PC21. keep the patient fully informed about the measures being taken to resolve the problem

PC22. check with the patient to make sure the problem has been resolved to their satisfaction as much as possible

PC23. give clear reasons to the patient when the problem has not been resolved to their satisfaction

Explain policies,procedures, orservices to patientsusing medical oradministrativeknowledge

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

PC24. be well acquainted with policies of the organization

PC25. identify availability of beds and available services to assist patient accordingly

PC26. provide personal assistance, medical attention, emotional support, or other personal care to others such as co-workers, customers, or patients

PC27. monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately

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

KU6. relevant occupational health and safety requirements applicable

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

KU8. organization pricing, discount policy

KU9. service recovery matrix followed by Institution

KU10. escalation matrix and procedures for reporting work

KU11. days & Timings of different services / facilities available in the hospital

KU12. service standards required including rights & duties of healthcare providers

KU13. application of relevant regulations and requirements including patient rights

KU14. different types of accommodation available in the facility

KU15. inpatient departmental movement records

KU16. special requirements of differently abled persons or special needs for others

KU17. service recovery matrix , corrective actions , root cause analysis

KU18. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU19. how to receive and make phone calls, including call forward/hold/mute

KU20. how to send and receive e-mails

KU21. typical problems raised by customers and their solutions, including workaround solutions

KU22. typical response times and service times for problems

KU23. the importance of documenting, classifying, prioritizing queries & escalation regulatory requirements involved during registration and bill payment

KU24. about computer knowledge such as MS word, excel, scanning, faxing & emailing

KU25. how to maintain confidentiality

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 Records & EMRf. hospital deaths & complications

KU27. basic structure and function of the body system and associated component

KU28. task of roles in front desk office as per organizational policies

KU29. Knowledge about patients queries and problems which may relate to:department information, doctor/specialist information, accommodation information,health and safety information, organization information, diagnostic servicesinformation, check-in procedures

KU30. local laws and regulations

KU31. information, health and safety guidance

KU32. what permits and checks are required for the patient including foreign patients

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. read doctors prescriptions / orders

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS13. communicate in respectful form and manner in line with organizational protocol

GS14. discuss task lists, schedules, and work-loads with co-workers

GS15. make decisions pertaining to the concerned area of work

GS16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)

GS17. to plan and organize service feedback files/documents

GS18. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS19. manage relationships with customers who may be stressed, frustrated, confused, or angry

GS20. build customer relationships and use customer centric approach

GS21. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

GS22. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS23. analysis of feedbacks, complaints & grievances related to the front office

GS24. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

GS25. service recovery skills

GS26. managing Key Customers/VIPs / Government officials / Police / Media

GS27. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies

GS28. importance of following laid down rules, procedures, instructions and policies

GS29. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Interview & assesspatients or theirrepresentatives toidentify problemsrelating to care	20	50	10	10
PC1. meet and welcome visitors or patients	-	-	-	-
PC2. interview patients or their representatives to identify service requirements relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc. and act as per needs to attain patient satisfaction	-	-	-	-
PC3. identify and address the needs of visitors	-	-	-	-
PC4. listen carefully to patient queries and dealing with them as per organizational procedure	-	-	-	-
PC5. keep calm, empathy while arriving at a mutually acceptable solution	-	-	-	-
PC6. follow up with patient and/or with staff till query is resolved	-	-	-	-
PC7. spot patient service problems by sense and service accordingly	-	-	-	-
PC8. recognize basic requirement of patient related issues	-	-	-	-
PC9. enquire patients if they are facing any problems and escalate to relevant authority	-	-	-	-
PC10. recognize repeated problems and alert the appropriate authority	-	-	-	-
PC11. share patient feedback with others to identify potential problems	-	-	-	-
PC12. identify problems with systems and procedures before they begin to affect patients	-	-	-	-
PC13. acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. identify and investigate the complaints from healthcare team for whom patient has raised the complaint	-	-	-	-
PC15. identify the available options for resolving a patient service problem	-	-	-	-
PC16. work out the advantages and disadvantages of each option and pick the best option for the patient and the organization	-	-	-	-
PC17. consult other team members and relevant authority to arrive at best option to resolve the patient service problem	-	-	-	-
PC18. resolve the issue with other options, if the chosen option fails.	-	-	-	-
PC19. discuss and agree the options for and take action to implement the option agreed with your patient	-	-	-	-
PC20. work with others and your patient to make sure that any promises related to solving the problem are kept	-	-	-	-
PC21. keep the patient fully informed about the measures being taken to resolve the problem	-	-	-	-
PC22. check with the patient to make sure the problem has been resolved to their satisfaction as much as possible	-	-	-	-
PC23. give clear reasons to the patient when the problem has not been resolved to their satisfaction	-	-	-	-
Explain policies,procedures, orservices to patientsusing medical oradministrativeknowledge	**22**	**-**	**10**	**20**
PC24. be well acquainted with policies of the organization	-	-	-	-
PC25. identify availability of beds and available services to assist patient accordingly	-	-	-	-
PC26. provide personal assistance, medical attention, emotional support, or other personal care to others such as co-workers, customers, or patients	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately	-	-	-	-
NOS Total	**42**	**50**	**20**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6104
NOS Name	Assess patient requirement and act accordingly
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HSS/N6105: Prepare for patient admission, registration & direct patient to accurate unit as per medical advice

Description

This unit covers planning and preparing for meeting patients/relatives/others and seek information pertaining to their needs and accordingly provide assistance

Scope

The scope covers the following :

- Plan & Prepare for meeting patients
- Patient registration as standard registration guidelines
- Manage transfers of patients from reception to required department
- Assist patients to check-in and checkout of department

Elements and Performance Criteria

Plan & Prepare formeeting patients

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

PC1. check assigned duties as per duty roster& assist while preparing duty roaster

PC2. check the appointment and booking details of the patients along with relevant documentation as per diagnosis

PC3. receive and pass on messages and information to appropriate authority

PC4. assess requirement of resources viz. type of room, availability and scheduling

PC5. inform doctors/surgeons about the time of appointment

PC6. identify organizational requirement and protocol for meeting patients

PC7. check for any special requests or requirements on arrival

PC8. check to ensure that communication with the patient can be made in the language known to the patient or attender

PC9. check with doctors and specialists schedule and maintain a daily log

PC10. check with out-patients and reconfirm appointments

PC11. ensure all forms are ready that need to be filled by the patients

Patient registrationas standardregistrationguidelines

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

PC12. collect information and documents from new patient or recheck of repeat patient, the details required for patient registration as per organizations standards and government rules

PC13. cross check the identity document details of the patients against original

PC14. complete the registration details after interacting with the patient on details including room type, room number, tariff details, health insurance details, and payment method

PC15. receive patient signature on completed patient registration document

PC16. record the information on all fields in the hospital management system

PC17. return the original document immediately after scanning or copying

PC18. ensure all mandatory patient details are captured as per regulatory requirement

PC19. ensure patient details are recorded appropriately in the hospital system for future reference

Manage transfers ofpatients fromreception to requireddepartment

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

PC20. guide or escort the patient to the department as per appointment schedule and as per organizations procedures

PC21. get the required forms filled by the patient/attenders

PC22. deal fairly, efficiently and promptly with questions and complaints, in line with organizations procedures

PC23. respond to any referred emergencies, problems and requirementspromptly and in accordance with organizations policies

PC24. report any situation which cannot be resolved as per escalation matrix

PC25. liaise and communicate with department where appointment has been set up

PC26. present a professional image and treat individuals with respect at alltimes

Assist patients tocheck-in andcheckout ofdepartment

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

PC27. liaise with the concerned staff regarding check-in and checkout orinterdepartmental shifts of patients

PC28. assist patients to deal with documentation required for checking-in/out

PC29. ensure that the patients get accommodation as per the need andarrangements or a suitable/acceptable alternative with ability to pay required

PC30. report non-compliance with standards/procedures to the appropriatepersons, where necessary

PC31. develop specific goals and plans to prioritize, organize, and accomplish work

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 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. service recovery matrix followed by Institution

KU10. escalation matrix and procedures for reporting work

KU11. days & Timings of different services / facilities available in the hospital

KU12. service standards required including rights & duties of healthcare providers

KU13. application of relevant regulations and requirements including patient rights

KU14. different types of accommodation available in the facility

KU15. inpatient departmental movement records

KU16. special requirements of differently abled persons or special needs for others

KU17. service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis

KU18. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU19. hospital floor and exit plans

KU20. process map for emergencies within the facilities and the community

KU21. how to receive and make phone calls, including call forward, call hold, and call mute

KU22. how to send and receive e-mails

KU23. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU24. typical response times and service times for problems

KU25. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

KU26. regulatory requirements involved during registration and bill payment

KU27. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU28. how to maintain confidentiality

KU29. vacant bed position, booked admissions & tentative discharges on a daily basis

KU30. out-reach services of the hospital

KU31. safety requirements set by accreditation agencies or statutory bodies

KU32. what permits and checks are required for the patient including foreign patients

KU33. 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

KU34. basic structure and function of the body system and associated component

KU35. task of roles in front desk offices

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 from visitors/patients

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.   read doctors prescriptions / orders

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS13. communicate in respectful form and manner in line with organizational protocol

GS14. discuss task lists, schedules, and work-loads with co-workers

GS15. make decisions pertaining to the concerned area of work

GS16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)

GS17. to plan and organize service feedback files/documents

GS18. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS19. manage relationships with customers who may be stressed, frustrated, confused, or angry

GS20. build customer relationships and use customer centric approach

GS21. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

GS22. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS23. analysis of feedbacks, complaints & grievances related to the front office

GS24. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

GS25. service recovery skills

GS26. managing Key Customers/VIPs / Government officials / Police / Media

GS27. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies

GS28. importance of following laid down rules, procedures, instructions and policies

GS29. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan & Prepare formeeting patients	**20**	**-**	**10**	**20**
PC1. check assigned duties as per duty roster& assist while preparing duty roaster	-	-	-	-
PC2. check the appointment and booking details of the patients along with relevant documentation as per diagnosis	-	-	-	-
PC3. receive and pass on messages and information to appropriate authority	-	-	-	-
PC4. assess requirement of resources viz. type of room, availability and scheduling	-	-	-	-
PC5. inform doctors/surgeons about the time of appointment	-	-	-	-
PC6. identify organizational requirement and protocol for meeting patients	-	-	-	-
PC7. check for any special requests or requirements on arrival	-	-	-	-
PC8. check to ensure that communication with the patient can be made in the language known to the patient or attender	-	-	-	-
PC9. check with doctors and specialists schedule and maintain a daily log	-	-	-	-
PC10. check with out-patients and reconfirm appointments	-	-	-	-
PC11. ensure all forms are ready that need to be filled by the patients	-	-	-	-
Patient registrationas standardregistrationguidelines	**20**	**-**	**10**	**20**
PC12. collect information and documents from new patient or recheck of repeat patient, the details required for patient registration as per organizations standards and government rules	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. cross check the identity document details of the patients against original	-	-	-	-
PC14. complete the registration details after interacting with the patient on details including room type, room number, tariff details, health insurance details, and payment method	-	-	-	-
PC15. receive patient signature on completed patient registration document	-	-	-	-
PC16. record the information on all fields in the hospital management system	-	-	-	-
PC17. return the original document immediately after scanning or copying	-	-	-	-
PC18. ensure all mandatory patient details are captured as per regulatory requirement	-	-	-	-
PC19. ensure patient details are recorded appropriately in the hospital system for future reference	-	-	-	-
Manage transfers ofpatients fromreception to requireddepartment	**20**	**50**	**10**	**10**
PC20. guide or escort the patient to the department as per appointment schedule and as per organizations procedures	-	-	-	-
PC21. get the required forms filled by the patient/attenders	-	-	-	-
PC22. deal fairly, efficiently and promptly with questions and complaints, in line with organizations procedures	-	-	-	-
PC23. respond to any referred emergencies, problems and requirementspromptly and in accordance with organizations policies	-	-	-	-
PC24. report any situation which cannot be resolved as per escalation matrix	-	-	-	-
PC25. liaise and communicate with department where appointment has been set up	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. present a professional image and treat individuals with respect at alltimes	-	-	-	-
Assist patients tocheck-in andcheckout ofdepartment	**20**	**-**	**8**	**25**
PC27. liaise with the concerned staff regarding check-in and checkout orinterdepartmental shifts of patients	-	-	-	-
PC28. assist patients to deal with documentation required for checking-in/out	-	-	-	-
PC29. ensure that the patients get accommodation as per the need andarrangements or a suitable/acceptable alternative with ability to pay required	-	-	-	-
PC30. report non-compliance with standards/procedures to the appropriatepersons, where necessary	-	-	-	-
PC31. develop specific goals and plans to prioritize, organize, and accomplish work	-	-	-	-
NOS Total	**80**	**50**	**38**	**75**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6105
NOS Name	Prepare for patient admission, registration & direct patient to accurate unit as per medical advice
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HSS/N6106: Liaise & coordinate with healthcare team for effective patient management

Description

This unit describes the process of acting as a liaison and coordinating with the healthcare team for effective patient management using patient information management systems appropriately

Scope

The scope covers the following :

- Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management

Elements and Performance Criteria

Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management

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

PC1. liaise with respective healthcare facility on duty to assist the patient during transfers from one place to another

PC2. ensure that the healthcare facility is taking care of patients condition while transferring the patient and is able to identify any emergency condition and accordingly raise alarm if required

PC3. assess patients size and healthcare assistants ability to assist

PC4. ensure patients privacy & confidentiality during the transfer

PC5. establish patients needs and requests quickly and sensitively

PC6. confirm at the time of handling over & taking over of the patient at the respective department & ensure that the documentation are in line with the rules and legislations of organizations procedures

PC7. ask the patient of any specific requirement in line with organizations procedures

PC8. apologize for any delay or inconvenience

PC9. encourage and build mutual trust, respect, and cooperation among teammembers

PC10. resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc

PC11. monitor and supervise coordinators if any reporting happens for resolving

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. service recovery matrix followed by Institution

KU10. escalation matrix and procedures for reporting work related Issues

KU11. days & Timings of different services / facilities available in the hospital

KU12. service standards required including rights & duties of healthcare providers

KU13. application of relevant regulations and requirements including patient rights

KU14. different types of accommodation available in the facility

KU15. inpatient departmental movement records

KU16. special requirements of differently abled persons or special needs for others

KU17. service recovery matrix , preventive actions, corrective actions , root cause analysis

KU18. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU19. hospital floor and exit plans

KU20. process map for emergencies within the facilities and the community

KU21. how to receive and make phone calls, including call forward, call hold, and call mute

KU22. inventory management techniques

KU23. typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions

KU24. typical response times and service times for problems

KU25. the importance of documenting, classifying, prioritizing queries & escalate toappropriate authority if unresolved

KU26. regulatory requirements involved during registration and bill payment

KU27. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU28. how to maintain confidentiality

KU29. vacant bed position, booked admissions & tentative discharges on a daily basis

KU30. out-reach services of the hospital

KU31. safety requirements set by accreditation agencies or statutory bodies

KU32. what permits and checks are required for the patient including foreign patients

KU33. 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

KU34. basic structure and function of the body system and associated component

KU35. how to relate information to patients

KU36. importance of listening and building rapport

KU37. peculiarities of different cultures and backgrounds and how they affect their job

KU38. importance of equality when serving people with specific needs

KU39. importance of complying with equality requirements

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 from visitors/patients

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. read doctors prescriptions / orders

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS13. communicate in respectful form and manner in line with organizational protocol

GS14. discuss task lists, schedules, and work-loads with co-workers

GS15. make decisions pertaining to the concerned area of work

GS16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)

GS17. to plan and organize service feedback files/documents

GS18. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS19. manage relationships with customers who may be stressed, frustrated, confused, or angry

GS20. build customer relationships and use customer centric approach

GS21. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

GS22. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS23. analysis of feedbacks, complaints & grievances related to the front office

GS24. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

GS25. service recovery skills

GS26. managing key Customers/VIPs / Government officials / Police / Media

GS27. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies

GS28. importance of following laid down rules, procedures, instructions and policies

GS29. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Apply appropriate mechanism for in-house coordination using patient information tools for effective patient management	**25**	-	**10**	**25**
PC1. liaise with respective healthcare facility on duty to assist the patient during transfers from one place to another	-	-	-	-
PC2. ensure that the healthcare facility is taking care of patients condition while transferring the patient and is able to identify any emergency condition and accordingly raise alarm if required	-	-	-	-
PC3. assess patients size and healthcare assistants ability to assist	-	-	-	-
PC4. ensure patients privacy & confidentiality during the transfer	-	-	-	-
PC5. establish patients needs and requests quickly and sensitively	-	-	-	-
PC6. confirm at the time of handling over & taking over of the patient at the respective department & ensure that the documentation are in line with the rules and legislations of organizations procedures	-	-	-	-
PC7. ask the patient of any specific requirement in line with organizations procedures	-	-	-	-
PC8. apologize for any delay or inconvenience	-	-	-	-
PC9. encourage and build mutual trust, respect, and cooperation among teammembers	-	-	-	-
PC10. resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc	-	-	-	-
PC11. monitor and supervise coordinators if any reporting happens for resolving	-	-	-	-
NOS Total	**25**	-	**10**	**25**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6106
NOS Name	Liaise & coordinate with healthcare team for effective patient management
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HSS/N6107: Assist & coordinate during discharge & referral services & TPA services

Description

This unit describes the skills required for providing assistance to the patient/attenders during referrals, discharge and assistance for availing TPA services

Scope

The scope covers the following :

- Manage transfers of patients
- Assist in-patients to check-out
- Assistance during Referral services
- Assistance during TPA service

Elements and Performance Criteria

Manage transfers of patients

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

PC1. assist in proper transfer of patients with patient centred & safety approach

PC2. get the required forms filled by the patients/attenders

PC3. deal fairly, efficiently and promptly with questions and complaints, in line with organizations procedures

PC4. respond to any referred patient emergencies, problems and requirements promptly and in accordance with company policies

PC5. report any situation which cannot be resolved as per escalation matrix

PC6. liaise and communicate with department where diagnostics were carried out

PC7. record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies

PC8. present a professional image and treat individuals with respect at all times

Assist in-patients tocheck-out

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

PC9. liaise with the concerned staff regarding checkout

PC10. assist patients to deal with documentation required for checking out

PC11. ensure that the patients medication and diagnostic procedure bills etc are provided to the patient/attendant

Assistance during Referral services

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

PC12. maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and patient safety

PC13. ensure complete and accurate registration, including patient demographic and current insurance information

PC14. assemble information concerning patients clinical background and referral need

PC15. contact review organizations and insurance companies to ensure prior approval requirements are met

PC16. review details and expectations about the referral with patients

PC17. assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)

PC18. be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns

PC19. assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely manner

PC20. ensure that referrals are addressed in a timely manner

Assistance during TPA service

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

PC21. enquire patients regarding availing of medical insurance

PC22. guide the patient to the correct TPA department

PC23. connect with TPA department and informing about the patients needs

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 thehospital

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. service recovery matrix followed by Institution

KU10. escalation matrix and procedures for reporting work

KU11. days & Timings of different services / facilities available in the hospital

KU12. service standards required including rights & duties of healthcare providers

KU13. application of relevant regulations and requirements including patient rights

KU14. different types of accommodation available in the facility

KU15. inpatient departmental movement records

KU16. special requirements of differently abled persons or special needs for others

KU17. service recovery matrix , preventive actions, corrective actions , root cause analysis

KU18. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU19. hospital floor and exit plans

KU20. process map for emergencies within the facilities and the community

KU21. how to receive and make phone calls, including call forward, call hold, and call mute

KU22. inventory management techniques

KU23. typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions

KU24. typical response times and service times for problems

KU25. the importance of documenting, classifying, prioritizing queries & escalate toappropriate authority if unresolved

KU26. regulatory requirements involved during registration and bill payment

KU27. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU28. how to maintain confidentiality

KU29. vacant bed position, booked admissions & tentative discharges on a daily basis

KU30. out-reach services of the hospital

KU31. safety requirements set by accreditation agencies or statutory bodies

KU32. what permits and checks are required for the patient including foreign patients

KU33. 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

KU34. basic structure and function of the body system and associated component

KU35. how to relate information to patients

KU36. importance of listening and building rapport

KU37. peculiarities of different cultures and backgrounds and how they affect their job

KU38. importance of equality when serving people with specific needs

KU39. importance of complying with equality requirements

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 from visitors/patients

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. read doctors prescriptions / orders

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS13. communicate in respectful form and manner in line with organizational protocol

GS14. discuss task lists, schedules, and work-loads with co-workers

GS15. make decisions pertaining to the concerned area of work

GS16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)

GS17. to plan and organize service feedback files/documents

GS18. coordinate to plan duty rosters/leave/ substitutions at hospital front desk

GS19. manage relationships with customers who may be stressed, frustrated, confused, or angry

GS20. build customer relationships and use customer centric approach

GS21. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS22. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS23. analysis of feedbacks, complaints & grievances related to the front office

GS24. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS25. service recovery skills

GS26. managing Key Customers/VIPs / Government officials / Police / Media

GS27. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies

GS28. importance of following laid down rules, procedures, instructions and policies

GS29. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage transfers of patients	**20**	**-**	**10**	**20**
PC1. assist in proper transfer of patients with patient centred & safety approach	-	-	-	-
PC2. get the required forms filled by the patients/attenders	-	-	-	-
PC3. deal fairly, efficiently and promptly with questions and complaints, in line with organizations procedures	-	-	-	-
PC4. respond to any referred patient emergencies, problems and requirements promptly and in accordance with company policies	-	-	-	-
PC5. report any situation which cannot be resolved as per escalation matrix	-	-	-	-
PC6. liaise and communicate with department where diagnostics were carried out	-	-	-	-
PC7. record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies	-	-	-	-
PC8. present a professional image and treat individuals with respect at all times	-	-	-	-
Assist in-patients tocheck-out	**20**	**-**	**10**	**25**
PC9. liaise with the concerned staff regarding checkout	-	-	-	-
PC10. assist patients to deal with documentation required for checking out	-	-	-	-
PC11. ensure that the patients medication and diagnostic procedure bills etc are provided to the patient/attendant	-	-	-	-
Assistance during Referral services	**20**	**-**	**10**	**25**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and patient safety	-	-	-	-
PC13. ensure complete and accurate registration, including patient demographic and current insurance information	-	-	-	-
PC14. assemble information concerning patients clinical background and referral need	-	-	-	-
PC15. contact review organizations and insurance companies to ensure prior approval requirements are met	-	-	-	-
PC16. review details and expectations about the referral with patients	-	-	-	-
PC17. assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)	-	-	-	-
PC18. be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns	-	-	-	-
PC19. assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely manner	-	-	-	-
PC20. ensure that referrals are addressed in a timely manner	-	-	-	-
Assistance during TPA service	**30**	**50**	**10**	**10**
PC21. enquire patients regarding availing of medical insurance	-	-	-	-
PC22. guide the patient to the correct TPA department	-	-	-	-
PC23. connect with TPA department and informing about the patients needs	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**90**	**50**	**40**	**80**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6107
NOS Name	Assist & coordinate during discharge & referral services & TPA services
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HSS/N6108: Facilitate billing & process cash/credit transactions

Description

This unit describe the skills required for coordination and facilitation for billing services through cash or credit transactions

Scope

The scope covers the following :

- Facilitate the process of payments transactions
- Assist for reconcile patient accounts

Elements and Performance Criteria

Facilitate the process of payments transactions

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

PC1. identify the services being rendered to the client through appropriate channel

PC2. assess accurateness of the invoice generated through various means

PC3. record payments from patients accurately as per organizational SOPs

PC4. record clearly and accurately the reasons if payments are overdue

PC5. identify problems accurately and sort them out promptly as per SOPs

PC6. facilitate for storage of payments securely a per organizational SOPs

Assist for reconcile patient accounts

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

PC7. check that charges, credits made to patient accounts are correct

PC8. coordinate for Identifying and sorting out problems with patient accounts

PC9. escalate to concerned authority timely about problems with patient accounts which are beyond the limits of competency & 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 thehospital

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. service recovery matrix followed by Institution

KU10. escalation matrix and procedures for reporting work

KU11. days & Timings of different services / facilities available in the hospital

KU12. service standards required including rights & duties of healthcare providers

KU13. application of relevant regulations and requirements including patient rights

KU14. different types of accommodation available in the facility

KU15. inpatient departmental movement records

KU16. special requirements of differently abled persons or special needs for others

KU17. service recovery matrix , preventive actions, corrective actions , root cause analysis

KU18. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU19. hospital floor and exit plans

KU20. process map for emergencies within the facilities and the community

KU21. how to receive and make phone calls, including call forward, call hold, and call mute

KU22. inventory management techniques

KU23. typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions

KU24. typical response times and service times for problems

KU25. the importance of documenting, classifying, prioritizing queries & escalate toappropriate authority if unresolved

KU26. regulatory requirements involved during registration and bill payment

KU27. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU28. how to maintain confidentiality

KU29. vacant bed position, booked admissions & tentative discharges on a daily basis

KU30. out-reach services of the hospital

KU31. safety requirements set by accreditation agencies or statutory bodies

KU32. what permits and checks are required for the patient including foreign patients

KU33. 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

KU34. basic structure and function of the body system and associated component

KU35. how to relate information to patients

KU36. importance of listening and building rapport

KU37. peculiarities of different cultures and backgrounds and how they affect their job

KU38. importance of equality when serving people with specific needs

KU39. importance of complying with equality requirements

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 from visitors/patients

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. read doctors prescriptions / orders

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS13. communicate in respectful form and manner in line with organizational protocol

GS14. discuss task lists, schedules, and work-loads with co-workers

GS15. make decisions pertaining to the concerned area of work

GS16. assess if patient needs movement supports (Wheel chair, trolley, escort etc)

GS17. to plan and organize service feedback files/documents

GS18. coordinate to plan duty rosters/leave/ substitutions at hospital front desk

GS19. manage relationships with customers who may be stressed, frustrated, confused, or angry

GS20. build customer relationships and use customer centric approach

GS21. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS22. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS23. analysis of feedbacks, complaints & grievances related to the front office

GS24. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS25. service recovery skills

GS26. managing Key Customers/VIPs / Government officials / Police / Media

GS27. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies

GS28. importance of following laid down rules, procedures, instructions and policies

GS29. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Facilitate the process of payments transactions	20	50	10	10
PC1. identify the services being rendered to the client through appropriate channel	-	-	-	-
PC2. assess accurateness of the invoice generated through various means	-	-	-	-
PC3. record payments from patients accurately as per organizational SOPs	-	-	-	-
PC4. record clearly and accurately the reasons if payments are overdue	-	-	-	-
PC5. identify problems accurately and sort them out promptly as per SOPs	-	-	-	-
PC6. facilitate for storage of payments securely a per organizational SOPs	-	-	-	-
Assist for reconcile patient accounts	20	-	10	20
PC7. check that charges, credits made to patient accounts are correct	-	-	-	-
PC8. coordinate for Identifying and sorting out problems with patient accounts	-	-	-	-
PC9. escalate to concerned authority timely about problems with patient accounts which are beyond the limits of competency & authority	-	-	-	-
NOS Total	40	50	20	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6108
NOS Name	Facilitate billing & process cash/credit transactions
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HSS/N9615: Maintain interpersonal relationship with client, 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.

Scope

The scope covers the following :

- Communicating and maintaining professional behavior with co-workers and patients & their families
- Working with other people to meet requirements
- Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements

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	-	-	-	-
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	-	-	-	-
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	-	-	-	-
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	-	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with client, colleagues, and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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.

Scope

The scope covers the following :

- Maintain professional behavior
- Acting within the limit of ones competence and authority
- Following the code of conduct and demonstrating best practices in the field

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	-	-	-	-
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	-	-	-	-
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	-	-	-	-
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	0.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Complying the health, safety and security requirements and procedures for workplace
- Handling hazardous situation
- Reporting any hazardous situation

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**	**-**	**2**	**10**
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	**8**	**-**	**5**	**10**
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	**5**	**-**	**2**	**10**
PC11. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-

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	-	9	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	0.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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

Scope

The scope covers the following :

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

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**	**-**	**3**	**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	-	-	-	-
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**	**-**	**5**	**10**
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	-	-	-	-

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**	**-**	**5**	**10**
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	-	-	-	-
NOS Total	**21**	**-**	**13**	**30**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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/N6104.Assess patient requirement and act accordingly	42	50	20	30	142	10
HSS/N6105.Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	80	50	38	75	243	10
HSS/N6106.Liaise & coordinate with healthcare team for effective patient management	25	-	10	25	60	10
HSS/N6107.Assist & coordinate during discharge & referral services & TPA services	90	50	40	80	260	10
HSS/N6108.Facilitate billing & process cash/credit transactions	40	50	20	30	140	10
HSS/N9615.Maintain interpersonal relationship with client, 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	-	9	30	59	10
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	**370**	**230**	**0**	**0**	**1050**	**100**

Acronyms

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

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.

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.