

Qualification Pack



Central Sterile Service Department (CSSD) Assistant

QP Code: HSS/Q6201

Version: 2.0

NSQF Level: 4

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

Qualification Pack

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HSS/Q6201: Central Sterile Service Department (CSSD) Assistant

Brief Job Description

Healthcare professionals who are responsible for functions of decontamination, assembly and sterile processing, sterile storage and distribution. They direct personnel of department for sterilization, cleaning and disinfection process.

Personal Attributes

The job requires individuals to have good communication and ability to handle a high level of stress and activity while managing fast-paced office duties. The job requires individuals to possess key qualities such as confidence, maturity, compassion, patient centricity, active listening, compassionate, strong interpersonal skills and the ability to work as part of a team, capable to handle work pressure with cool mind, be focused and attentive to detail, eager to learn and update knowledge.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6201: Facilitate effective cleaning functions in CSSD](#)
2. [HSS/N6202: Facilitate effective functioning of steam sterilizer](#)
3. [HSS/N6203: Manage availability, effectiveness and reprocessing of reusable medical device](#)
4. [HSS/N6204: Sterilize loads of CSSD](#)
5. [HSS/N6205: Facilitate effective low temperature sterilizer function](#)
6. [HSS/N9615: Maintain interpersonal relationship with patients, 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](#)

Qualification Pack (QP) Parameters

| | |
|-------------------|----------------------------|
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |

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| | |
|---|--|
| Occupation | Non-Direct Care |
| Country | India |
| NSQF Level | 4 |
| Credits | NA |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/NIL |
| Minimum Educational Qualification & Experience | 12th Class (with Science) with NA of experience OR 10th Class with 2 Years of experience relevant experience OR Certificate-NSQF (Previous relevant Qualification of NSQF Level 3) with 2 Years of experience relevant experience |
| Minimum Level of Education for Training in School | 12th Class |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 28/07/2025 |
| NSQC Approval Date | 28/07/2022 |
| Version | 2.0 |
| Reference code on NQR | 2022/HLT/HSSC/06139 |
| NQR Version | 1.0 |

Remarks:

NA

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HSS/N6201: Facilitate effective cleaning functions in CSSD

Description

This Occupational Standard describes the knowledge, understanding and skills required to ensure mechanical cleaning equipment (ultrasonic and mechanical washer-disinfectors) installed and monitored.

Elements and Performance Criteria

Follow procedures for the purchase of washer-disinfectors, batch and conveyor

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

- PC1.** source standards for mechanical washer-disinfectors
- PC2.** determine the type of mechanical cleaning equipment required, utilising the facility work load and types of surgery performed
- PC3.** source local regulations and water quality information for mechanical washer-disinfector use
- PC4.** coordinate for site inspection prior to installation for correct plumbing, ventilation and floor levels

Complete commissioning

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

- PC5.** determine the criteria for installation, operational and performance qualification of mechanical cleaning equipment in conjunction with manufacturer and organization policies
- PC6.** ensure criteria determined include the quality of water hardness and verification of cleaning efficiency
- PC7.** coordinate to ensure that documentation for installation qualification is completed by the designated personnel
- PC8.** coordinate to ensure documentation for operational qualification are completed by designated personnel

Continually monitor compliance

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

- PC9.** complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved
- PC10.** develop a monitoring program to ensure annual PQ results and parameters are achieved
- PC11.** complete a program for annual PQ, troubleshooting non-compliance

Monitor printouts

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

- PC12.** identify the range of programs and cycle parameter for different types of washer-disinfectors
- PC13.** determine documentation required for printouts, in compliance with standards

Monitor chemical dosing systems

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

- PC14.** select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment
- PC15.** determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness

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PC16. apply appropriate methods for chemical dosing

PC17. use appropriate testing methods to determine the correct dosing for mechanical cleaning chemicals

Monitor quality of metal instrument surface

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

PC18. check washer-disinfector loading for the risk of electro-chemical (galvanic) action on dissimilar metals

PC19. take appropriate corrective action as required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

KU2. how to identify and comply with relevant organisational HSE policies and procedures

KU3. organisation procedures relating to: Identification and use of appropriate personal protection
Purchase of equipment Risk analysis and treatment Compliance monitoring work flow processes

KU4. application of bio-chemical markers in determining the effectiveness of the cleaning process

KU5. criteria for installation, operational and performance qualification of mechanical cleaning equipment

KU6. documentation required for printouts, in compliance with standards

KU7. documentation requirements for installation and operational qualification

KU8. independent monitoring requirements to ensure accuracy of washerdisinfector gauges, sensors and signal processors

KU9. local regulations and water quality information for mechanical washerdisinfector use

KU10. range of programs and cycle parameter for different types of washer disinfectors

KU11. relevant infection prevention guidelines

KU12. testing effectiveness of the cleaning process including test soils, residual protein testing and test for chemical residual

KU13. mechanical washer-disinfectors such as: Washer-disinfectors (batch type) Ultrasonic washer-disinfectors Rack conveyor washer-disinfectors Continuous process washer-disinfector

KU14. apply knowledge of the independent monitoring required for washer- disinfectors to ensure accuracy of gauges, sensors and signal processors

KU15. apply knowledge of the rationale for testing effectiveness of the cleaning process and determining acceptability of test results

KU16. apply appropriate tests to determine effectiveness of the cleaning process and document the results

KU17. take appropriate trouble shooting action where test results are outside acceptable range

KU18. apply bio-chemical markers in determining the effectiveness of the cleaning process

Generic Skills (GS)

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

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- GS1.** ensure documentation is complete and accurate
- GS2.** read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal and/or written instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** send and receive message accurately
- GS9.** make decisions pertaining to the concerned area of work
- GS10.** select and use personal protection equipment
- GS11.** organise own workload in accordance with supervisor requirements
- GS12.** apply knowledge of the importance of cleaning as a contribution to client safety
- GS13.** apply problem solving skills - to use available resources and prioritise workload and troubleshoot (e.g. re non-compliance)
- GS14.** monitor printouts and take corrective action to address deviations outside verified cycle parameters
- GS15.** monitor quality of metal instrument surface and take corrective action as required
- GS16.** analyse workplace information to determine mechanical cleaning equipment requirements
- GS17.** source and apply information and methods and testing for chemical dosing
- GS18.** source and interpret information and standards relating to cleaning equipment
- GS19.** source and interpret local regulations and water quality information
- GS20.** take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- GS21.** test effectiveness of the cleaning process and determine acceptability of test results

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Follow procedures for the purchase of washer-disinfectors, batch and conveyor</i> | 10 | - | 10 | 50 |
| PC1. source standards for mechanical washer-disinfectors | 10 | - | 10 | 15 |
| PC2. determine the type of mechanical cleaning equipment required, utilising the facility work load and types of surgery performed | - | - | - | 15 |
| PC3. source local regulations and water quality information for mechanical washer-disinfectors use | - | - | - | 10 |
| PC4. coordinate for site inspection prior to installation for correct plumbing, ventilation and floor levels | - | - | - | 10 |
| <i>Complete commissioning</i> | 12 | - | 10 | 40 |
| PC5. determine the criteria for installation, operational and performance qualification of mechanical cleaning equipment in conjunction with manufacturer and organization policies | 12 | - | 10 | 10 |
| PC6. ensure criteria determined include the quality of water hardness and verification of cleaning efficiency | - | - | - | 10 |
| PC7. coordinate to ensure that documentation for installation qualification is completed by the designated personnel | - | - | - | 10 |
| PC8. coordinate to ensure documentation for operational qualification are completed by designated personnel | - | - | - | 10 |
| <i>Continually monitor compliance</i> | 10 | - | 10 | 30 |
| PC9. complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved | 10 | - | 10 | 10 |
| PC10. develop a monitoring program to ensure annual PQ results and parameters are achieved | - | - | - | 10 |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC11. complete a program for annual PQ, troubleshooting non-compliance | - | - | - | 10 |
| <i>Monitor printouts</i> | 10 | - | 5 | 20 |
| PC12. identify the range of programs and cycle parameter for different types of washer-disinfectors | 10 | - | 5 | 10 |
| PC13. determine documentation required for printouts, in compliance with standards | - | - | - | 10 |
| <i>Monitor chemical dosing systems</i> | 10 | - | 10 | 40 |
| PC14. select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment | 10 | - | 10 | 10 |
| PC15. determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness | - | - | - | 10 |
| PC16. apply appropriate methods for chemical dosing | - | - | - | 10 |
| PC17. use appropriate testing methods to determine the correct dosing for mechanical cleaning chemicals | - | - | - | 10 |
| <i>Monitor quality of metal instrument surface</i> | 10 | - | 10 | 20 |
| PC18. check washer-disinfecter loading for the risk of electro-chemical (galvanic) action on dissimilar metals | 10 | - | 10 | 10 |
| PC19. take appropriate corrective action as required | - | - | - | 10 |
| NOS Total | 62 | - | 55 | 200 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | HSS/N6201 |
| NOS Name | Facilitate effective cleaning functions in CSSD |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Non Direct Care |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/07/2018 |
| Next Review Date | 28/07/2025 |
| NSQF Clearance Date | 28/07/2022 |

Qualification Pack

HSS/N6202: Facilitate effective functioning of steam sterilizer

Description

This unit describes the skills and knowledge required to monitor and facilitate management of the steam quality and pre-vacuum steam sterilizers. The worker is required to understand the workings and optimal operational requirements of steam sources, reticulation and operational requirements for pre-vacuum steam sterilizers.

Elements and Performance Criteria

Contribute to planning preventative maintenance for steam sterilizers

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

- PC1.** ensure maintenance schedules are met with regard to standards
- PC2.** apply practice standards to monitor processes of the sterilisation cycle
- PC3.** assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle
- PC4.** manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures
- PC5.** ensure planned maintenance schedules are met with regard to standards
- PC6.** take action where discrepancies are identified to facilitate repair
- PC7.** report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle
- PC8.** liaise with engineering and technical services departments and companies
- PC9.** initiate change processes when required

Maintain records

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

- PC10.** complete records of results of monitoring, according to organisation policies and procedures
- PC11.** complete records of all equipment maintenance and repair

Contribute to organization and operational policies and procedures

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

- PC12.** review and analyse international industry best practice in relation to steam sterilisers
- PC13.** provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice
- PC14.** monitor and if necessary, adjust work practices to reflect organisational policies and procedures
- PC15.** maintain literature and manufacturer's information relevant to the effectiveness of sterilisation processes

Liaise with maintenance personnel/technicians

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

- PC16.** liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer

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PC17. liaise with maintenance personnel/ technicians to identify reasons for not using a particular steriliser

PC18. identify circumstances in which maintenance personnel should be summoned

Complete validation processes

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

PC19. complete validation, following installation qualification, operational qualification and performance qualification processes

PC20 . complete documentation requirements as required by organisational policies and procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

KU2. how to identify and comply with relevant organisational HSE policies and procedures

KU3. organisational procedures relating to planning preventative maintenance for steam sterilisers

KU4. quality management documentation such as: monitoring, fault analysis, maintenance of sterilizers and steamquality non-conformance/non-compliance reporting validation reports fault registers maintenance record documentation relating to the non-conformance/non-compliance(fault detection, reporting and rectification)

KU5. air detector function test (in detail) and air detector performance test

KU6. air detector function, operation, adjustment and testing

KU7. detailed knowledge of infection control principles as they affect the sterilisation work environment

KU8. detailed knowledge of the processes of maintaining and using tracking systems

KU9. detailed knowledge of the record keeping requirements and organisational policies and procedures

KU10. detailed knowledge of the working of all equipment and machinery used in the sterilisation cycle and support equipment e.g. boilers and steam reticulation

KU11. load release issues, including the variety of acceptable monitoring criteria suitable for load release

KU12. methods used to audit machine performance and report discrepancies

KU13. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area

KU14. operation, monitoring and performance testing of downward displacement steam sterilizers and limitations on types of possible items for sterilization

KU15. relevant regulatory guidelines for sterilising services

KU16. routine monitoring, including trends in leak rate test results and appropriate action, air removal test results and appropriate action

KU17. steam supply requirements including issues about boiler types and their location, steam piping and steam delivery requirements and testing for steam quality - dry saturated steam, superheat measurement and management

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- KU18.** infection prevention guidelines, especially in relation to the care of reusable medical equipment
- KU19.** the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence
- KU20.** steriliser construction and operation such as steam quality, pre-vacuum steam steriliser, load retaining device, chamber cleaning accessories, water quality (feed and service), steam source, reticulation, trapping, solenoids, drain lines, air removal pumps, vacuum pump, steris operational parameters, etc. Hydrogen Peroxide plasma operational parameters etc
- KU21.** investigation of defects and failures such as defects in lagging, steam traps and gradient of pipes, Total Dissolved Solids (TDS) in boiler, pressure failure, assembly and packaging failure
- KU22.** monitoring and accessory equipment such as performance qualification equipment, superheat , thermocouple equipment, physical parametric process recorders, including printouts and graphics and chart recorders, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, process challenge devices, performance qualification equipment, including thermo-coupling devices, leak rate test, bowie Dick type air removal test

Generic Skills (GS)

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

- GS1.** ensure documentation is complete and accurate
- GS2.** read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal and/or written instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** send and receive message accurately
- GS9.** make decisions pertaining to the concerned area of work
- GS10.** select and use personal protection equipment
- GS11.** prepare, operate, load and unload sterilisers
- GS12.** organise own workload in accordance with supervisor requirements
- GS13.** address relevant HSE, infection control and manual handling requirements
- GS14.** use and monitor low temperature sterilizers (peracetic acid and hydrogen peroxide plasma), including loading and operation, physical, chemical and biological monitoring, maintenance by operators, liaison with service contractors
- GS15.** use methods to audit machine performance
- GS16.** take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- GS17.** apply knowledge of the importance of cleaning as a contribution to client safety

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- GS18.** apply problem solving skills - to use available resources and prioritise workload and troubleshoot
- GS19.** monitor printouts and take corrective action to address deviations outside verified cycle parameters
- GS20.** monitor quality of metal instrument surface and take corrective action as required
- GS21.** analyse workplace information to determine mechanical cleaning equipment requirements
- GS22.** source and apply information, methods and testing for chemical dosing
- GS23.** source and interpret information and standards relating to cleaning equipment
- GS24.** source and interpret local regulations and water quality information
- GS25.** take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- GS26.** test effectiveness of the cleaning process and determine acceptability of test results

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Contribute to planning preventative maintenance for steam sterilizers</i> | 22 | - | - | 15 |
| PC1. ensure maintenance schedules are met with regard to standards | 12 | - | - | 10 |
| PC2. apply practice standards to monitor processes of the sterilisation cycle | - | - | - | - |
| PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle | - | - | - | - |
| PC4. manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures | - | - | - | - |
| PC5. ensure planned maintenance schedules are met with regard to standards | 10 | - | - | 5 |
| PC6. take action where discrepancies are identified to facilitate repair | - | - | - | - |
| PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle | - | - | - | - |
| PC8. liaise with engineering and technical services departments and companies | - | - | - | - |
| PC9. initiate change processes when required | - | - | - | - |
| <i>Maintain records</i> | 10 | - | - | 5 |
| PC10. complete records of results of monitoring, according to organisation policies and procedures | 10 | - | - | 5 |
| PC11. complete records of all equipment maintenance and repair | - | - | - | - |
| <i>Contribute to organization and operational policies and procedures</i> | 10 | - | - | 5 |
| PC12. review and analyse international industry best practice in relation to steam sterilisers | 10 | - | - | 5 |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice | - | - | - | - |
| PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures | - | - | - | - |
| PC15. maintain literature and manufacturer's information relevant to the effectiveness of sterilisation processes | - | - | - | - |
| <i>Liaise with maintenance personnel/technicians</i> | 10 | - | - | 10 |
| PC16. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer | 10 | - | - | 10 |
| PC17. liaise with maintenance personnel/ technicians to identify reasons for not using a particular steriliser | - | - | - | - |
| PC18. identify circumstances in which maintenance personnel should be summoned | - | - | - | - |
| <i>Complete validation processes</i> | 10 | - | - | 10 |
| PC19. complete validation, following installation qualification, operational qualification and performance qualification processes | 10 | - | - | 10 |
| PC20 . complete documentation requirements as required by organisational policies and procedures | - | - | - | - |
| NOS Total | 62 | - | - | 45 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N6202 |
| NOS Name | Facilitate effective functioning of steam sterilizer |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Non Direct Care |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/07/2018 |
| Next Review Date | 28/07/2025 |
| NSQC Clearance Date | 28/07/2022 |

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HSS/N6203: Manage availability, effectiveness and reprocessing of reusable medical device

Description

This Occupational Standard describes the skills and knowledge required to ensure that reusable medical equipment and devices are maintained at a high operational and readiness standard.

Elements and Performance Criteria

Maintain, monitor and record stock levels of reusable medical devices and packing material

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

- PC1.** maintain a record of usage as per agreed stock levels
- PC2.** identify stock requirements against usage trends, availability and organisation policies and guidelines
- PC3.** monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation
- PC4.** check the quality of new reusable medical devices and packaging material at time of delivery
- PC5.** replenish stocks of reusable medical devices and packaging material in order to meet demand
- PC6.** prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines
- PC7.** maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines
- PC8.** analyse data collected for monitoring and maintenance
- PC9.** complete records of results of monitoring, according to organisational policies and procedures
- PC10.** complete records of all equipment maintenance and repair
- PC11.** archive records to address legislative requirements
- PC12.** maintain, evaluate and act upon non-compliance records and reports
- PC13.** manage recall processes

Manage maintenance of reusable medical devices

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

- PC14.** conduct random inspections of all reusable medical devices
- PC15.** organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation
- PC16.** maintain a maintenance and repair record for medical devices
- PC17.** follow organisation policies and procedures when reusable medical devices are beyond maintenance and repair

Provide information about the care of reusable medical equipment

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

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- PC18.** develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information
- PC19.** conduct training sessions with sterilisation staff in the care of reusable medical devices
- PC20 .** maintain a register of sterilisation staff competency in the care of reusable medical devices

Facilitate monitoring and maintenance requirements

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

- PC21.** complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance
- PC22.** take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures
- PC23.** follow practices and procedures for tracing back through the decontamination cycle to clients and users
- PC24.** report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures
- PC25.** follow the protocols for critical incidents and sentinel events investigation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify and follow procedures for safe practice
- KU2.** how to identify and comply with relevant organisational HSE policies and procedures
- KU3.** organisational procedures relating to code of practice, stock redundancy and disposal requirements of the organisation, purchasing of equipment and devices and trials for consumables
- KU4.** detailed knowledge of infection control principles as they affect the sterilisation work environment
- KU5.** detailed knowledge of instruments and associated care and maintenance requirements
- KU6.** organisational code of practice
- KU7.** hazard identification and risk control
- KU8.** HSE policies, guidelines and symbols and their relevance to working in the sterilisation area
- KU9.** relevant regulatory guidelines for sterilising services
- KU10.** infection prevention guidelines, especially in relation to the care of reusable medical equipment
- KU11.** storage requirements for reusable medical equipment
- KU12.** the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence
- KU13.** guidelines for purchase, reprocessing and reporting non-compliance
- KU14.** training and assessment requirements relevant to the care of reusable medical equipment
- KU15.** reusable medical equipment such as surgical and medical instrumentation, anaesthetic/respiratory equipment, hollow ware, specialist surgical instruments and fibre optic equipment

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KU16. items and materials required for packing such as internal chemical indicators, sterilisation tape, tray liners, tamper proof devices, rigid sterilisation container filters etc.

Generic Skills (GS)

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

- GS1.** complete documentation accurately of tests, cycles and items and proof of process
- GS2.** maintain stock registers
- GS3.** maintain training registers
- GS4.** maintain a maintenance and repair record for medical devices
- GS5.** read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
- GS6.** demonstrate communication skills as required by specific work role
- GS7.** demonstrate active listening skills
- GS8.** interpret and follow verbal and/or written instructions
- GS9.** report incidents in line with organizational requirements
- GS10.** discuss task lists, schedules, and work-loads with co-workers
- GS11.** send and receive message accurately
- GS12.** make decisions pertaining to the concerned area of work
- GS13.** select and use personal protection equipment
- GS14.** organise own workload in accordance with supervisor requirements
- GS15.** address relevant HSE, infection control and manual handling requirements
- GS16.** the importance of sterilisation technology as a contribution to client safety and the relationship to well-maintained reusable medical equipment
- GS17.** follow organisation policies and procedures for problem solving in relation to maintenance of reusable medical devices
- GS18.** determine stock requirements against usage trends, availability

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain, monitor and record stock levels of reusable medical devices and packing material</i> | 10 | - | - | 10 |
| PC1. maintain a record of usage as per agreed stock levels | 10 | - | - | 10 |
| PC2. identify stock requirements against usage trends, availability and organisation policies and guidelines | - | - | - | - |
| PC3. monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation | - | - | - | - |
| PC4. check the quality of new reusable medical devices and packaging material at time of delivery | - | - | - | - |
| PC5. replenish stocks of reusable medical devices and packaging material in order to meet demand | - | - | - | - |
| PC6. prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines | - | - | - | - |
| PC7. maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines | - | - | - | - |
| PC8. analyse data collected for monitoring and maintenance | - | - | - | - |
| PC9. complete records of results of monitoring, according to organisational policies and procedures | - | - | - | - |
| PC10. complete records of all equipment maintenance and repair | - | - | - | - |
| PC11. archive records to address legislative requirements | - | - | - | - |
| PC12. maintain, evaluate and act upon non-compliance records and reports | - | - | - | - |
| PC13. manage recall processes | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Manage maintenance of reusable medical devices</i> | 10 | - | - | 10 |
| PC14. conduct random inspections of all reusable medical devices | 10 | - | - | 10 |
| PC15. organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation | - | - | - | - |
| PC16. maintain a maintenance and repair record for medical devices | - | - | - | - |
| PC17. follow organisation policies and procedures when reusable medical devices are beyond maintenance and repair | - | - | - | - |
| <i>Provide information about the care of reusable medical equipment</i> | 10 | - | - | 10 |
| PC18. develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information | 10 | - | - | 10 |
| PC19. conduct training sessions with sterilisation staff in the care of reusable medical devices | - | - | - | - |
| PC20 . maintain a register of sterilisation staff competency in the care of reusable medical devices | - | - | - | - |
| <i>Facilitate monitoring and maintenance requirements</i> | 10 | - | - | 10 |
| PC21. complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance | 10 | - | - | 10 |
| PC22. take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures | - | - | - | - |
| PC23. follow practices and procedures for tracing back through the decontamination cycle to clients and users | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC24. report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures | - | - | - | - |
| PC25. follow the protocols for critical incidents and sentinel events investigation | - | - | - | - |
| NOS Total | 40 | - | - | 40 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N6203 |
| NOS Name | Manage availability, effectiveness and reprocessing of reusable medical device |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Non Direct Care |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/07/2018 |
| Next Review Date | 28/07/2025 |
| NSQC Clearance Date | 28/07/2022 |

Qualification Pack

HSS/N6204: Sterilize loads of CSSD

Description

This unit of competency describes the skills and knowledge required to follow correct procedures to choose and operate sterilization equipment, interpret sterilizer function and parameters appropriately, load items for sterilization and release of sterilized items for distribution

Elements and Performance Criteria

Prepare sterilization equipment

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

- PC1.** clean and check steam steriliser, low temperatures steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisation policies and procedures
- PC2.** conduct performance test cycles according to organisation policies and procedures and maintain documentation
- PC3.** observe safety precautions to ensure sterilisers function safely

Load sterilizer

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

- PC4.** assign appropriate cycle and batch control number and complete documentation
- PC5.** check packaging, sealing and labelling for compatibility with organisation policies and procedures
- PC6.** check load content and configuration for compliance with annual steriliser performance qualification
- PC7.** select sterilisation method appropriate to the load
- PC8.** load steriliser to ensure sterilant contact and according to manufacturer's recommendations
- PC9.** list and assign load description documentation to the correct cycle and according to organisation policies and procedures

Operate sterilizer

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

- PC10.** check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container
- PC11.** check function of physical process recording accessories
- PC12.** select appropriate cycle in accordance with organisation policies and procedures
- PC13.** identify, report and troubleshoot according to manufacturer's recommendations and organisation policies and procedures
- PC14.** follow regular maintenance program and documentation according to organisation policies and procedures
- PC15.** interpret and document results from physical, chemical and biological tests

Monitor disinfection processes

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

- PC16.** check sterilisation cycle physical and biological monitoring according to organisation policies and procedures, and record results on completion of cycle

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- PC17.** remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisation policies and procedures
- PC18.** remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures
- PC19.** unload cooled load using appropriate handling techniques in accordance with requirements
- PC20 .** complete the documentation of the sterilising cycle for parametric release

Follow HSE procedures

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

- PC21.** use ergonomic safe practices when loading and unloading a steriliser
- PC22.** utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures

Comply with quality management requirements

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

- PC23.** adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures
- PC24.** comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures
- PC25.** report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures
- PC26.** store and archive documentation in accordance with organisation policies and procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify and follow procedures for safe practice
- KU2.** how to identify and comply with relevant organisational HSE policies and procedures
- KU3.** organisational procedures relating to identification and use of appropriate personal protection , safe use of sterilising equipment, for problem solving in relation to steriliser maintenance and service
- KU4.** quality management documentation such as cycle, batch control and load description documentation, steriliser usage and utilisation, volume of sterilised items by defined category, cleaning, monitoring, testing, fault analysis and maintenance of sterilisers and associated equipment
- KU5.** cleaning protocols and special requirements for sterilisers and trolleys
- KU6.** conditions and parameters for successful sterilisation
- KU7.** a range of sterilisers such as pre-vacuum steam, downward displacement steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers
- KU8.** dry heat sterilisation (where required), including:
- KU9.** cycle stages and physical parameters that influence sterilisation outcomes
- KU10.** significant mechanical components of dry heat sterilisers
- KU11.** the biocidal action of steam heat conduction and the impact on sterilisation outcomes
- KU12.** environmental conditions required for efficient functioning of a sterilisation area

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- KU13.** fundamental knowledge of infection control principles as it affects the sterilisation work environment
- KU14.** fundamental knowledge of microbiology as it affects the sterilisation work environment
- KU15.** leak rate test
- KU16.** low temperature sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes
- KU17.** differences between methods of low temperature sterilisation processes including hydrogen peroxide plasma, peracetic acid and ethylene oxide
- KU18.** significant mechanical components of low temperature sterilisers
- KU19.** the biocidal action of chemical sterilants and impact on sterilisation outcomes
- KU20.** HSE policies, guidelines and symbols and their relevance to working in the sterilisation area
- KU21.** physical, chemical and biological monitoring devices The importance of sterilisation technology as a contribution to client safety
- KU22.** steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes
- KU23.** significant mechanical components of steam sterilisers
- KU24.** the biocidal action of steam under pressure and the impact on sterilisation outcomes
- KU25.** monitoring and accessory equipment such as physical parametric process recorders, including print outs, graphics and chart recorders, information technology data systems
- KU26.** bowie Dick type air removal test
- KU27.** sterilisation methods currently in use in India
- KU28.** terminology used in sterilising

Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** complete documentation of tests, cycles, items and proof of process
- GS3.** read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
- GS4.** demonstrate communication skills as required by specific work role, including active listening skills, interpreting and following verbal and/or written instructions, reporting incidents in line with organisation requirements, discussing task lists, schedules, and work-loads with co-workers
- GS5.** make decisions pertaining to the concerned area of work
- GS6.** select and use personal protection equipment
- GS7.** prepare, operate, load and unload sterilisers
- GS8.** organise own workload in accordance with supervisor requirements
- GS9.** the importance of cleanliness and sterilization as a contribution to client safety
- GS10.** apply fundamental knowledge of microbiology as it affects the sterilisation work environment

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- GS11.** follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service
- GS12.** identify problems with test results
- GS13.** interpret test results of different types of sterilisation methods

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare sterilization equipment</i> | 15 | 50 | - | 10 |
| PC1. clean and check steam steriliser, low temperatures steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisation policies and procedures | 15 | 50 | - | 10 |
| PC2. conduct performance test cycles according to organisation policies and procedures and maintain documentation | - | - | - | - |
| PC3. observe safety precautions to ensure sterilisers function safely | - | - | - | - |
| <i>Load sterilizer</i> | 13 | 50 | - | 10 |
| PC4. assign appropriate cycle and batch control number and complete documentation | 13 | 50 | - | 10 |
| PC5. check packaging, sealing and labelling for compatibility with organisation policies and procedures | - | - | - | - |
| PC6. check load content and configuration for compliance with annual steriliser performance qualification | - | - | - | - |
| PC7. select sterilisation method appropriate to the load | - | - | - | - |
| PC8. load steriliser to ensure sterilant contact and according to manufacturer's recommendations | - | - | - | - |
| PC9. list and assign load description documentation to the correct cycle and according to organisation policies and procedures | - | - | - | - |
| <i>Operate sterilizer</i> | 10 | 50 | - | 10 |
| PC10. check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container | 10 | 50 | - | 10 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC11. check function of physical process recording accessories | - | - | - | - |
| PC12. select appropriate cycle in accordance with organisation policies and procedures | - | - | - | - |
| PC13. identify, report and troubleshoot according to manufacturer's recommendations and organisation policies and procedures | - | - | - | - |
| PC14. follow regular maintenance program and documentation according to organisation policies and procedures | - | - | - | - |
| PC15. interpret and document results from physical, chemical and biological tests | - | - | - | - |
| <i>Monitor disinfection processes</i> | 15 | 50 | - | 10 |
| PC16. check sterilisation cycle physical and biological monitoring according to organisation policies and procedures, and record results on completion of cycle | 15 | 50 | - | 10 |
| PC17. remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisation policies and procedures | - | - | - | - |
| PC18. remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures | - | - | - | - |
| PC19. unload cooled load using appropriate handling techniques in accordance with requirements | - | - | - | - |
| PC20 . complete the documentation of the sterilising cycle for parametric release | - | - | - | - |
| <i>Follow HSE procedures</i> | 10 | - | - | 10 |
| PC21. use ergonomic safe practices when loading and unloading a steriliser | 10 | - | - | 10 |
| PC22. utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Comply with quality management requirements</i> | 10 | - | - | 10 |
| PC23. adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures | 10 | - | - | 10 |
| PC24. comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures | - | - | - | - |
| PC25. report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures | - | - | - | - |
| PC26. store and archive documentation in accordance with organisation policies and procedures | - | - | - | - |
| NOS Total | 73 | 200 | - | 60 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|----------------------------|
| NOS Code | HSS/N6204 |
| NOS Name | Sterilize loads of CSSD |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Non Direct Care |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/07/2018 |
| Next Review Date | 28/07/2025 |
| NSQC Clearance Date | 28/07/2022 |

Qualification Pack

HSS/N6205: Facilitate effective low temperature sterilizer function

Description

This unit describes the skills and knowledge required to monitor and facilitate management of the low temperature sterilisers like ETO and Plasma. Professionals required to understand the workings and optimal operational requirements of safety, functional and operational requirements for Ethylene oxide and plasma sterilisers.

Elements and Performance Criteria

Contribute to planning preventative maintenance for low temperature sterilisers

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

- PC1.** ensure maintenance schedules are met with regard to standards
- PC2.** apply practice standards to monitor processes of the sterilisation cycle
- PC3.** assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle
- PC4.** manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures
- PC5.** ensure planned maintenance schedules are met with regard to standards
- PC6.** take action where discrepancies are identified to facilitate repair
- PC7.** report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle
- PC8.** liaise with engineering and technical services departments and companies
- PC9.** initiate change processes when required

Maintain records

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

- PC10.** complete records of results of monitoring, according to organisation policies and procedures
- PC11.** complete records for maintenance and repair of equipments

Contribute to organizational and operational policies and procedures

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

- PC12.** review and analyse international industry best practice in relation to the type of low temperature steriliser being used
- PC13.** provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice
- PC14.** monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use

Liaise with maintenance personnel

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

- PC15.** liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser
- PC16.** liaise with maintenance personnel/ technicians to determine circumstances in which maintenance personnel should be summoned

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify and follow procedures for safe practice
- KU2.** how to identify and comply with relevant organisational HSE policies and procedures
- KU3.** organisational procedures relating to identification and use of appropriate personal protection, infection risks and how to implement an appropriate response, safe use of sterilising equipment
- KU4.** quality management documentation such as: cycle, batch control and load description documentation steriliser usage and utilisation volume of sterilised items by defined category cleaning, monitoring, testing, fault analysis and maintenance of sterilisers and associated equipment dispatch/distribution by destination non-conformance/non-compliance reporting archiving and filing of steriliser records validation report
- KU5.** a range of sterilisers such as pre-vacuum steam, downward displacement steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers etc.
- KU6.** air removal test
- KU7.** applicable quarantine protocols
- KU8.** cleaning protocols and special requirements for sterilisers and trolleys
- KU9.** conditions and parameters for successful sterilisation
- KU10.** dry heat sterilisation (where required), including cycle stages and physical parameters that influence sterilisation outcomes, significant mechanical components of dry heat sterilisers, the biocidal action of steam heat conduction and the impact on sterilisation outcomes
- KU11.** environmental conditions required for efficient functioning of a sterilisation area
- KU12.** fundamental knowledge of infection control principles as it affects the sterilisation work environment
- KU13.** fundamental knowledge of microbiology as it affects the sterilisation work environment
- KU14.** leak rate test
- KU15.** low temperature sterilisation, including: cycle stages and physical parameters that influence sterilisation outcomes differences between methods of low temperature sterilisation processes including hydrogen peroxide plasma, peracetic acid and ethylene oxide significant mechanical components of low temperature sterilisers the biocidal action of chemical sterilants and impact on sterilisation outcomes
- KU16.** HSE policies, guidelines and symbols and their relevance to working in the sterilisation area
- KU17.** organisational policies and procedures for sterilisation
- KU18.** physical, chemical and biological monitoring devices The importance of sterilisation technology as a contribution to client safety
- KU19.** process challenge device
- KU20.** range of sterilisation tests
- KU21.** infection prevention guidelines
- KU22.** specific monitoring equipment and procedures for each method of sterilising
- KU23.** standards for record maintenance

Qualification Pack

- KU24.** steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes, significant mechanical components of steam sterilisers
- KU25.** monitoring of equipment such as physical parametric, batch control labelling guns, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, dryness testing
- KU26.** sterilisation methods currently in use in India
- KU27.** terminology used in sterilising
- KU28.** the legal responsibilities in relation to confidentiality, patient rights, duty of care and implications of negligence

Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** complete documentation of tests, cycles, items and proof of process
- GS3.** read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
- GS4.** demonstrate communication skills as required by specific work role, including active listening skills, interpreting and following verbal and/or written instructions, reporting incidents
- GS5.** make decisions pertaining to the concerned area of work
- GS6.** select and use personal protection equipment
- GS7.** prepare, operate, load and unload sterilisers
- GS8.** organise own workload in accordance with supervisor requirements
- GS9.** address relevant HSE, infection control and manual handling requirements
- GS10.** take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- GS11.** the importance of cleanliness and sterilization as a contribution to client safety
- GS12.** apply fundamental knowledge of microbiology as it affects the sterilisation work environment
- GS13.** follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service
- GS14.** identify problems with test results
- GS15.** interpret test results of different types of sterilisation methods

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Contribute to planning preventative maintenance for low temperature sterilisers</i> | 10 | - | - | 10 |
| PC1. ensure maintenance schedules are met with regard to standards | 10 | - | - | 10 |
| PC2. apply practice standards to monitor processes of the sterilisation cycle | - | - | - | - |
| PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle | - | - | - | - |
| PC4. manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures | - | - | - | - |
| PC5. ensure planned maintenance schedules are met with regard to standards | - | - | - | - |
| PC6. take action where discrepancies are identified to facilitate repair | - | - | - | - |
| PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle | - | - | - | - |
| PC8. liaise with engineering and technical services departments and companies | - | - | - | - |
| PC9. initiate change processes when required | - | - | - | - |
| <i>Maintain records</i> | 10 | - | - | 10 |
| PC10. complete records of results of monitoring, according to organisation policies and procedures | 10 | - | - | 10 |
| PC11. complete records for maintenance and repair of equipments | - | - | - | - |
| <i>Contribute to organizational and operational policies and procedures</i> | 10 | - | - | 10 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC12. review and analyse international industry best practice in relation to the type of low temperature steriliser being used | 10 | - | - | 10 |
| PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice | - | - | - | - |
| PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use | - | - | - | - |
| <i>Liaise with maintenance personnel</i> | 10 | - | - | 10 |
| PC15. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser | 10 | - | - | 10 |
| PC16. liaise with maintenance personnel/ technicians to determine circumstances in which maintenance personnel should be summoned | - | - | - | - |
| NOS Total | 40 | - | - | 40 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N6205 |
| NOS Name | Facilitate effective low temperature sterilizer function |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Non Direct Care |
| NSQF Level | 5 |
| Credits | TBD |
| Version | 1.0 |
| Last Reviewed Date | 04/07/2018 |
| Next Review Date | 28/07/2025 |
| NSQF Clearance Date | 28/07/2022 |

Qualification Pack

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

Description

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

Elements and Performance Criteria

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

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

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

Working with other people to meet requirements

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

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

Establishing and managing requirements

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

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

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

HSS/N9616: Maintain professional & medico-legal conduct

Description

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

Elements and Performance Criteria

Maintain professional behavior

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

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

Acting within the limit of ones competence and authority

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

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Elements and Performance Criteria

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

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

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

Handling hazardous situation

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

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

Reporting any hazardous situation

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Elements and Performance Criteria

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

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

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

Complying with an effective infection control protocols

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

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

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

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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/N6201.Facilitate effective cleaning functions in CSSD | 62 | - | - | 55 | 317 | 20 |
| HSS/N6202.Facilitate effective functioning of steam sterilizer | 62 | - | - | 45 | 107 | 20 |
| HSS/N6203.Manage availability, effectiveness and reprocessing of reusable medical device | 40 | - | - | 40 | 80 | 20 |
| HSS/N6204.Sterilize loads of CSSD | 73 | 200 | - | 60 | 333 | 10 |
| HSS/N6205.Facilitate effective low temperature sterilizer function | 40 | - | - | 40 | 80 | 10 |
| HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others | 13 | - | - | - | 13 | 5 |
| HSS/N9616.Maintain professional & medico-legal conduct | 19 | - | - | - | 19 | 5 |
| HSS/N9617.Maintain a safe, healthy and secure working environment | 20 | - | - | 30 | 50 | 5 |

Qualification Pack

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols | 21 | - | - | 30 | 51 | 5 |
| Total | 350 | 200 | - | 300 | 1050 | 100 |

Qualification Pack

Acronyms

| | |
|------------------|---|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| Casualty | The person “ child or adult ” who has suffered the injury or illness |
| Emergency | Any situation that immediately threatens the health and safety of children, staff or yourself |
| MHRD | Ministry of Human Resource Development |
| NVEQF | National Vocational Education Qualifications Framework |
| NVQF | National Vocational Qualifications Framework |
| NSQF | National Skills Qualification Framework |
| OS | Occupational Standard(s) |

Qualification Pack

Glossary

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

Qualification Pack

| | |
|--|--|
| 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. |
| Legal responsibilities | Legal responsibilities may include an understanding of responsibilities contained in relevant state/territory and federal legislation and regulations, specific responsibilities to maintain confidentiality, confirm informed consent and exercising duty of care. |
| Principles underpinning bio-ethics | Principles underpinning bio-ethics must include respect the rights of the individual, respect the autonomy of the individual, cause no harm, and advance the common good. |
| Relevant patient information | Relevant patient information may include identifying people at risk such as children, pregnant women and their foetus, breastfeeding mothers; and includes information such as explaining the implications of contrast/ radiopharmaceutical administration. |
| Key elements of fitness to Practise | Key elements of fitness to practise must include competence, professionalism, including a sense of responsibility and accountability, self-awareness and professional values, sound mental health and the capacity to maintain health and wellbeing for practice. |
| Reporting obligations | Reporting obligations must include making a notification about the health (impairment), conduct or performance of a registered health practitioner that may be placing the public at risk; as well as of their own impairments to practice. |
| Quality frameworks | Quality frameworks may include workplace specific frameworks and the Standards for Hospitals developed by National Accreditation Board for Hospitals & Healthcare Providers |

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| <p>Principles of advocacy</p> | <p>Principles of advocacy may include supporting and promoting the rights and interests of individuals, assisting individuals to achieve or maintain their rights and representing their needs. Advocacy strategies include- representing the consumer, supporting the consumer to represent their own interests and ensuring people are empowered to voice their perspectives</p> |
| <p>Healthcare team members</p> | <p>Healthcare team members may include registered health practitioners, accredited health professionals, and licensed and unlicensed healthcare workers.</p> |
| <p>Communication methods</p> | <p>Communication methods must consider the information needs of the audience and may include the radiation therapy technologist using the appropriate medical terminology and applying knowledge of departmental/practice protocols.</p> |
| <p>Reflective practice</p> | <p>Reflective practice may include self-reflection during and after a clinical challenge or experience. It may involve structured and informal reflection to review and integrate knowledge and findings into practice.</p> |
| <p>Patient identification procedures</p> | <p>Patient identification procedures must use at least three recognized patient identifiers, and may include procedures for transferring patients from other health professionals. Procedures may be contained in workplace materials and organisational procedures manuals.</p> |
| <p>Infection control risk management</p> | <p>Infection control risk management must demonstrate understanding of transmission modes of hospital-acquired infections (host, agent and environment); established practices for preventing the transmission including effective hand hygiene; and ability to implement WHO Practical Guidelines for Infection Control in Health Care Facilities</p> |
| <p>Control measures</p> | <p>Control measures must include time, distance and patient shielding.</p> |
| <p>Responsibilities for notification of safety hazards</p> | <p>Responsibilities for notification of safety hazards may include protocols or instructions, legislation and regulations.</p> |
| <p>Incident reporting requirements</p> | <p>Incident reporting requirements may be identified in workplace materials, relevant state/territory and federal legislation and regulations, including those published by the Atomic Energy Regulatory Board.</p> |
| <p>Patient information systems</p> | <p>Patient information systems may include Picture and Archiving Communication System, radiation oncology information systems, Radiology Information System, electronic medical records, risk management systems.</p> |
| <p>Clinical history</p> | <p>Clinical history may include patient/client records, previous medical imaging/treatment, information collected from patient/client during the procedure.</p> |

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| Informed consent | Informed consent is a person’s voluntary decision about healthcare that is made with knowledge and understanding of the benefits and risks involved. |
| Responsibilities for conveying information | Responsibilities for conveying information may include protocols or instructions about verbal or written communication and record keeping. |
| Identifying significant findings | Identifying significant findings includes recognising and applying knowledge of normal from abnormal imaging appearances and relating appearances to the patient/client’s clinical history. |
| Treatment planning | Treatment planning must include imaging and treatment modalities used including CT, MRI, PET and may include brachytherapy, superficial radiotherapy, radiosurgery/stereotactic radiotherapy, pediatric radiotherapy, total body radiation and proton therapy. |
| Planning procedures | Planning procedures must include identifying tumour and target volumes, and normal tissue volumes. |
| Treatment plans | Treatment plans may include 2D, 3D and 4D, conformal radiation therapy (3D CRT), intensity-modulated radiation therapy (IMRT) and may include volumetric-modulated arc therapy (VMAT). |
| Implementation of plans | Implementation of plans must identify and apply radical and palliative treatment doses and acceptable dose limits to critical structures. |