Model Curriculum

QP Name: COVID Frontline Worker (Basic Care Support)

QP Code: HSS/Q5104

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

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

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5329.0101
Minimum Educational Qualification and Experience	10th Class
Pre-Requisite License or Training	
Minimum Job Entry Age	18 Years
Last Reviewed On	31/05/2021
Next Review Date	31/05/2022
NSQC Approval Date	28/05/2021
QP Version	1.0
Model Curriculum Creation Date	
Model Curriculum Valid Up to Date	31/05/2022
Model Curriculum Version	1.0
Minimum Duration of the Course	771 Hours
Maximum Duration of the Course	771 Hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Assist patient in maintaining activities of daily living such as bathing, dressing, eating, drinking, grooming up, elimination needs of the patient under the supervision of a nurse.
- Mobilize patient within the hospital.
- Respond to patient's call and assist nurse in measuring patient parameters accurately.
- Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor.
- Carry out last office (death care).
- Maintain a safe, healthy and secure environment.
- Follow Sanitization and Infection Control Guidelines.
- Compile information related to the job role about COVID specific care facilities, portals, and resources from latest updates about COVID protocols.
- Demonstrate the patient positioning and ambulation including proning inhalation.
- Provide assistance in reading and recording vital parameters such as pulse, SpO2, BP, temperature, etc.
- Recording and maintaining the documentation required for COVID patient including data entry as per guidelines.
- Working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter etc).

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
HSS/N9622: Follow Sanitization and Infection Control Guidelines **NOS Version No. 1.0** **NSQF level 3**	**05:00**	**04:00**	**03 Months (72 Days @8 hours/Day)**	**00:00**	**771:00**
Module 1: Infection control practices and waste management	05:00	04:00		00:00	
HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital **NOS Version No. 1.0** **NSQF level 4**	**39:00**	**49:00**		**00:00**	

Module 2: Introduction to the Program	01:00	02:00		00:00	
Module 3: Introduction to Human Body- Structure & Function	06:00	00:00		00:00	
Module 4: Transfer Patient, Sample and other related documents within the hospital	19:00	36:00		00:00	
Module 5: Observing, Reporting, data entry and Documentation	13:00	11:00		00:00	
HSS/N5115 Carry out last office (death care) NOS Version No. 1.0 NSQF level 4	**17:00**	**18:00**		**00:00**	
Module 6: Carry out last office (death care)	17:00	18:00		00:00	
HSS/N5135. Provide support in routine activities of in-patient department NOS Version 1.0 NSQF Level 4	**23:00**	**31:00**		**00:00**	
Module 7: Support in routine activities of in-patient department	23:00	31:00		00:00	
Bridge Module:	**02:00**	**07:00**		**00:00**	
Module 8: Understanding the working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter, Steam Inhalation, Suction Apparatus)	02:00	07:00		00:00	
Total Duration	**86:00**	**109:00**	**03 Months (72 Days @8 hours/Day)**	**00:00**	**771:00**

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Module Details

Module 1: Infection control practices and waste management
Mapped to: HSS/N9622, v1.0

Terminal Outcomes:

- Apply self-hygiene and social distancing practices and follow infection control guidelines.
- Demonstrate correct waste disposal methods as per guidelines and regulations.

Duration: 05:00	Duration: 04:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the concept of disease outbreak, epidemics, and pandemics and their impact on society at large. - Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. - Differentiate between self-quarantine and self-isolation and their significance. - Discuss the significance of social distancing and alternate ways of carrying out everyday tasks (use of e-payment gateways/online learning/virtual meetings, etc.) during a pandemic. - Discuss the significance of conforming to basic personal and workplace hygiene practices such as washing hands, using alcohol-based hand sanitizers, examining office supplies/deliveries and their sanitization, etc. - List various surfaces that may serve as potential fomites at workplace. - Identify PPE to be used at workplace and the process of donning, doffing, and discarding them. - Discuss the importance and process of identifying and reporting symptoms to the concerned authorities. - Discuss organizational hygiene and sanitation guidelines and ways of following them and reporting breaches/gaps if any. - Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of waste. - Discuss the ways of dealing with stress and anxiety during a disease outbreak.	- Show how to sanitize and disinfect one's work area regularly. - Demonstrate the correct way of washing hands using soap and water, and alcohol-based hand rubs. - Display the correct way of donning, doffing and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc. - Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). - Prepare a list of relevant hotline/emergency numbers. - Select different types of waste and various types of colour coded bins/containers used for disposal of waste.
Classroom Aids:	
Computer with internet, Video presentation	
Tools, Equipment and Other Requirements	
E-modules depicting sanitization, infection control and waste disposal practices	

Module 2: Introduction to the Program

Mapped to: HSS/N5134, v1.0

Terminal Outcomes:

- Give an overview of the Healthcare Industry in India.
- Describe the different departments in a hospital.
- Identify the different tools and equipment specific to related job role.
- Discuss about COVID care facilities, resources for covid related information related to the job role

Duration: 01:00	Duration: 02:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the role and responsibility of a COVID Frontline Worker (Basic Care Support). - Discuss the code of ethics and therapeutic Communication. - Discuss in brief the healthcare delivery system. - Describe the various services offered to patients in a hospital setting. - Explain various departments and their functions in the hospital. - Explain the standard hierarchy of healthcare professionals in a healthcare facility. - Differentiate between the IPD and the OPD. - Explain about COVID specific care facilities, portals, and resources for latest updates about COVID protocols. - List different types of medical instruments and equipment used in the job role of a Basic Care Support like patient bed, screen, BP apparatus, Wheelchair etc.	Identify different types of medical instruments and equipment used in the job role of basic care support worker.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
NA	

Module 3: Introduction to Human Body- Structure & Function

Mapped to: HSS/N5134, v1.0

Terminal Outcomes:

- Explain the structure and function of human body.

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the organisation of body cells, tissues, organs, organ systems, membranes and glands in the human body. - Describe cell and various types of tissues. - Describe different types of organ systems. - Discuss different types of body fluids, secretions and excretions.	- Identify various body parts/organs including organs that can be donated using 3D models/ human organ system. - Prepare human body systems using charts and models.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

Module 4: Position, Transferring, Mobility of patient, sample etc with in the hospital

Mapped to: HSS/N5134, v1.0

Terminal Outcomes:

- Describe the importance of positioning/transferring /mobility of patients.
- Demonstrate the method of various positioning.
- Demonstrate the use of various transfer equipment like wheelchair, stretcher, etc.

Duration: *19:00*	**Duration**: *36:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the importance of positioning of the patient during treatment and recovery phase such positioning in lithotomy, Fowler's or Sim's position and proning. - Explain various types of positions and postures to be maintained ideal for various procedures. - Describe various kinds of means available for transferring patient like wheelchair, stretcher etc. - Describe precautions to be taken while transferring patient. - Explain the importance of proning inhalation in case of hypoxia. - Describe the precautions to be taken while transferring the sample to the lab.	- Practice various patient positioning on manikin. - Demonstrate the patient positioning and ambulation including proning inhalation. - Demonstrate the use of transfer equipment's like bed, trolley, wheelchair, stretcher, crutches, walker, etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Manikins, crutches, canes, walker, wheelchair, stretcher, patient bed	

Module 5: Observing, reporting, data entry and documentation.
Mapped to: HSS/N5134, v1.0

Terminal Outcomes:

- Demonstrate the method of documentation, data entry and their retrieval.

Duration: *13:00*	Duration: *11:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain use and importance of records and reports. - List down the various types of records - Explain the process of reporting in patient condition. - Explain the method of documentations and their retrieval. - Identify different computer components and setup operating system in a computer. - Explain the importance of maintaining records and documentation required for COVID patient. - Explain the method of documentations and their retrieval.	- Create, format, and edit document application software such as MS Word, MS Excel, PowerPoint. - Perform data entry (Typing) in English, Hindi/Regional language with a reasonable speed and accuracy. - Perform data sharing/transfer data from/to computer through cables/ wireless modes using different mobile apps/ remote access software.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV aids, mick	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents	

Module 6: Last office care
Mapped to: HSS/N5115, v1.0

Terminal Outcomes:

- Explain the signs of death.
- Do's and Don'ts during death care specially in COVID 19 bodies.

Duration: *17:00*	Duration: *18:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss in brief the signs of death. - Discuss various cultural and religious sensitivities attached to death. - Explain the method of deceased body packing specially covid 19 bodies. - Explain the procedure of handing over the valuable items that the deceased might be wearing specially covid 19 bodies. - Describe the process of deceased body identification details as per the hospital policies.	- Demonstrate the skill set for dead body packaging specially covid 19 bodies. - Demonstrate the shifting and tagging of the body to the mortuary specially covid 19 bodies.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, B	
Tools, Equipment and Other Requirements	
Manikin, bed sheet, identification band/ label, personal care tray, patient dress, bandages, cotton, adhesive tape	

Module 7: Support in routine activities of in-patient department

Mapped to: HSS/N5135, v1.0

Terminal Outcomes:

- Demonstrate the method of CPR as per COVID protocols.
- Demonstrate the steps of managing spills.
- Discuss the significance of keeping record of intake and output of the patient.
- Demonstrate the method of bedmaking.
- Explain about patient daily living activities like bathing, grooming, elimination, dressing, eating, drinking etc.

Duration: 23:00	Duration: 31:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the procedures and codes of answering a call bell. - Explain about patient daily living activities like bathing, grooming, elimination, dressing, eating, drinking, bed making etc. - List patient complaints such as dizziness, vertigo, etc. - Discuss various complaints that need immediate reporting and action. - List various changes in patients' overall condition that are critical to be reported. - Describe how to assist the medical staff in checking a patient's parameters such as height and weight. - Explain various colour changes observed in skin and their significance. - Explain difference in colour, consistency and volume of urine and faeces. - Discuss the significance of keeping record of intake and output of the patient. - Discuss the process of reporting the incidences of spillage. - Explain spill management. - Discuss the importance of conducting Cardiopulmonary Resuscitation (CPR) as per COVID Protocols. - List down the various types of records. - Explain the process of reporting a patient's condition.	- Demonstrate the practical skills for maintaining activities of daily living for patient. - Demonstrate hand hygiene practice. - Demonstrate donning and doffing of PPE. - Demonstrate the steps of managing spills. - Demonstrate the steps involved in collecting, transporting soiled linen and other clothing. - Demonstrate way to provide assistance in reading and recording vital parameters such as pulse, SpO2, BP, temperature, etc. - Create, format, and edit document application software such as MS Word, MS Excel, PowerPoint.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Manikin, oral care tray, air mattress, bed linen, intake output charts, bath basins, bathing tray, hair care tray, shampoo, soap, spirit, oil, toothpaste, toothbrush, skin care tray, nail care tray wheelchair, trolley, CPR Manikin, Wheelchair, bedpan, urinal, bed linen, urinary catheter, adult diaper etc	

Module 8: Working of basic medical equipment.
Mapped to: Bridge Module

Terminal Outcomes:

- Explain the working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter, Steam Inhalation, Suction Apparatus)

Duration: 02:00	Duration: 07:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the use and importance of oxygen concentrator, oxygen cylinder, nebulizer, ECG machine, pulse oximeter, steam inhaler, and suction Apparatus effectively. - Discuss about the fire safety protocols before, during and after handling of equipment.	Demonstrate the method of operating oxygen concentrator, oxygen cylinder, nebulizer machine, ECG machine, pulse oximeter, steam inhaler, and suction apparatus.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Oxygen cylinder, Concentrator, pulse oximeter, spirometer, steam inhaler, suction apparatus, nebulizer etc	

Mandatory Duration: *576:00*	Recommended Duration: *00:00*

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Follow covid appropriate behaviour (frequent handwashing and sanitization).
- Use COVID specific care facilities, portals, and resources for latest updates about COVID protocols.
- Demonstrate documentation and recording of equipment to hospital staff with data entry as per protocols including reading of instrument/equipment, recording and record maintenance.
- Perform the use of face mask, nasal cannula and nasal prongs and Nebulizer mask, operating oxygen concentrator, adjust oxygen flow rate in concentrator, method of cleaning of equipment and their attachments, use of finger pulse oximeter and ECG recording.
- Demonstrate the skill set for dead body packaging specially covid 19 bodies.
- Demonstrate the method of CPR as per the COVID protocol.
- Demonstrate the patient positioning and ambulation including proning inhalation.
- Demonstrate the use of transfer equipment's like bed, trolley, wheelchair, stretcher, crutches, walkers etc.
- Demonstrate the method of bedmaking.
- Demonstrate the process of bathing, grooming, and dressing of a patient.
- Demonstrate the shifting and tagging of the body to the mortuary specially covid 19 bodies.
- Demonstrate handling of biomedical waste from its segregation in different coloured dustbin as per the protocol.
- Demonstrate spillage management with 1% hypochlorite solution.
- Demonstrate donning and doffing off PPE.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Medical Graduate	MBBS, BAMS, BHMS	1		0		1 Year of clinical experience in patient care is mandatory
Ph.D.	Nursing	1		0		
M.Sc	Nursing	1		0		
B.Sc. or Post Basic B.Sc.	Nursing	1		0		
Diploma	GNM (General Nursing Midwifery)	2		0		

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "COVID Frontline Worker (Basic Care Support)" mapped to QP: "HSS/Q5104 v1.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Medical Graduate	MBBS, BAMS, BHMS	**3**		**0**		
Ph.D.	Nursing	3		0		
M. Sc	Nursing	3		0		
B.Sc. or Post Basic B.Sc.	Nursing	3		0		
Diploma	GNM (General Nursing Midwifery)	5		0		

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "COVID Frontline Worker (Basic Care Support)" mapped to QP: "HSS/Q5104 v1.0" with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The On the Job (OJT) training component, which is a mandatory part of the training, done by the candidate at a healthcare organization has to be appropriately captured as per OJT log book framework. This shall be assessed and would carry the weightage during final assessment done by HSSC as per assessment strategy defined for COVID Frontline Worker (Basic Care Support).

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

3. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

i.   True / False Statements
ii. Multiple Choice Questions
iii. Matching Type Questions.
iv. Fill in the blanks
v.   Scenario based Questions
vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and

introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

1) Guidance regarding NSQF
2) Qualification Pack Structure
3) Guidance for the assessor to conduct theory, practical and viva assessments
4) Guidance for trainees to be given by assessor before the start of the assessments.
5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
6) Viva guidance for uniformity and consistency across the batch.
7) Mock assessments
8) Sample question paper and practical demonstration

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.
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.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
CPR	Cardio Pulmonary Resuscitation