

# Model Curriculum

## Phlebotomy Technician

**SECTOR: HEALTHCARE**

**SUB-SECTOR: ALLIED HEALTH & PARAMEDICS**

**OCCUPATION: PHLEBOTOMY TECHNICIAN**

**REF ID: HSS/Q0501, VERSION 1.0**

**NSQF LEVEL: 3**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**HEALTHCARE SECTOR SKILL COUNCIL**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'Phlebotomy Technician' OP No. 'HSS/Q 0501 NSQF Level 3'

Date of Issuance: **November 30<sup>th</sup>, 2016**

Valid up to: **March 31<sup>st</sup>, 2018**

\* Valid up to the next review date of the Qualification Pack

  
Authorised Signatory  
(Healthcare Sector Skill Council)

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# Phlebotomy Technician

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Phlebotomy Technician”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>&lt;Phlebotomy Technician &gt;</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	HSS/Q0501, version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	15 – 12 – 2015
<b>Pre-requisites to Training</b>	Class XII in Science		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Acquire knowledge about the healthcare sector and diagnostic services</li> <li>• Demonstrate the ability to perform clinical skills essential in providing basic diagnostic services such as correctly collect, transport, receive, accept or reject and store blood /urine/stool and tissue samples, etc.; update patient records; etc.</li> <li>• Practice infection control measures</li> <li>• Explain techniques to maintain the personal hygiene needs</li> <li>• Describe actions in the event of medical and facility emergencies</li> <li>• Describe professional behavior, personal qualities and characteristics of a Phlebotomy Technician</li> <li>• Explain good communication, communicate accurately and appropriately in the role of Phlebotomy Technician</li> </ul>		

This course encompasses 18 out of 18 National Occupational Standards (NOS) of "Phlebotomy Technician" Qualification Pack issued by "SSC: Healthcare Sector Skill Council".

S.No	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction to Healthcare Systems &amp; Laboratory Services</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> Introduction</p>	<ul style="list-style-type: none"> <li>Understanding basics of Healthcare Service Providers (primary, secondary &amp; tertiary)</li> <li>Understanding the principles of Hospital Functions</li> <li>Understand the Diagnostic Centers and Medical Laboratory Facilities</li> <li>Understanding various laboratory facilities at different level (National / State / District)</li> </ul>	Visit to Diagnostic laboratory
2	<p><b>Role of the Phlebotomy Technician</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 01:00</p> <p><b>Corresponding NOS Code</b> Introduction</p>	<ul style="list-style-type: none"> <li>To develop broad understanding of the Role of PBT</li> <li>To identify Laboratory maintenance needs to be taken care by PBT</li> <li>To develop Understanding of Patient Comforts and Safety</li> <li>To develop understanding of Laboratory Test Results</li> <li>To exhibit Ethical Behaviour</li> </ul>	E-module learning
3	<p><b>Structure and Function of Human Body</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p>	<ul style="list-style-type: none"> <li>Explain organization of body cells, tissues, organs, organ systems, membranes and glands in human body</li> <li>Understanding basic unit of body - Cell</li> <li>Understanding different types of tissues</li> <li>Understanding different types of organ systems.</li> <li>Understanding different types of body fluids, secretions and excretions</li> <li>Understanding different parts of body</li> </ul>	Charts, Diagrams, models, e-module



S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Codes</b> HSS/ N 0501, HSS/ N 0502, HSS/ N 0503, HSS/ N 0504, HSS/ N 0505, HSS/ N 0506, HSS/ N 0507 &amp; HSS/</p>		
6	<p><b>Bio Medical Waste Management</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9609</p>	<ul style="list-style-type: none"> <li>To gain understanding of importance of proper and safe disposal of bio-medical waste &amp; treatment</li> <li>To gain understanding of categories of bio-medical waste</li> <li>To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</li> <li>To gain broad understanding of standards for bio-medical waste disposal</li> <li>To gain broad understanding of means of bio-medical waste treatment</li> </ul>	Different coded color bins, different variety of bio medical waste management, Visit to treatment plan of bio medical waste etc
7	<p><b>Basic Sensitization to Haematology and Clinical Pathology</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Codes</b> HSS/ N 0501, HSS/ N 0505, HSS/ N 0506 &amp; HSS/ N 0508</p>	<ul style="list-style-type: none"> <li>Understand blood and collection of blood sample in detail</li> <li>Understand Haemoglobin (Hb) in detail</li> <li>Understand reticulocytes in detail</li> <li>Understand red blood cells in detail</li> <li>Understand White blood cells in detail</li> <li>Understand Haemostasis &amp; Coagulation Mechanism and testing in brief</li> <li>Understand Detailed Examination of Sputum</li> <li>Understand Detailed Examination of Semen</li> <li>Understand Detailed Examination of CSF and Other Body Fluids Like Pleural Fluid, Pericardial Fluid, Peritoneal Fluid, Synovial Fluid, Ascitic Fluid.</li> </ul>	Use of E-modules from internet to learn sample and cells for blood, sputum, semen, CSF, Pleural Fluid, Pericardial Fluid, Peritoneal Fluid, Synovial Fluid, Ascitic Fluid, Slides, microscope, needles, gauge etc
8	<p><b>Pre-analytical Laboratory Testing Process</b></p> <p><b>Theory Duration</b></p>	<ul style="list-style-type: none"> <li>To gain broad understanding of different types of samples to be taken in medical laboratory</li> <li>To gain broad understanding about Sample Handling</li> <li>To gain broad understanding of different equipment useful for blood sample collection.</li> <li>To gain broad understanding of correct</li> </ul>	Equipment's used for sample collection, sample test request forms, Test formats, Slides, microscope, needles, gauge etc.

S.No	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 35:00  <b>Practical Duration</b> (hh:mm) 40:00  <b>Corresponding NOS Codes</b> HSS/N/0501, HSS/N/0502, HSS/N/0503, HSS/N/0504, HSS/N/0505, HSS/N/0506, HSS/N/0507	method of interpretation of test request forms. <ul style="list-style-type: none"> <li>To gain broad understanding of correct method of Preparation of an appropriate site for obtaining blood samples.</li> <li>To gain broad understanding of correct method of drawing blood specimens from patients</li> <li>To gain broad understanding of correct method of preparation and labelling of the blood sample for test, procedures and identification purposes</li> <li>To gain broad understanding of correct method of assisting the patient before, during and after collection of the blood specimen</li> <li>To gain broad understanding on collection method of samples other than blood samples</li> <li>To gain broad understanding of correct procedure of sample transportation.</li> </ul>	
9	<b>Infection control and prevention</b>  <b>Theory Duration</b> (hh:mm) 05:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/N/0509	<ul style="list-style-type: none"> <li>Understand practices to curb infection</li> <li>Understand hospital borne infections</li> <li>Understand prevention and treatment of needle stick injury</li> <li>Understand management of blood and body substance spills in the health caresetting</li> </ul>	Hand sanitizers, PPE, Hand washing techniques, steriliser, disinfectants, policies and procedures for infection control
10	<b>Personnel Hygiene</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 02:00 <b>Corresponding NOS</b>	<ul style="list-style-type: none"> <li>To develop understanding of the concept of Healthy Living</li> <li>To develop understanding &amp; procedures of Hand Hygiene</li> <li>To develop techniques of Grooming</li> <li>To be equipped with Techniques of Use of PPE</li> <li>To be vaccinated against common infectious diseases</li> </ul>	PPE, vaccination kits, hand hygiene measures



S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Codes</b> HSS/N/9606, HSS/N/0509</p>		
11	<p><b>Safety &amp; First Aid</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Codes</b> HSS/N/9606, HSS/N/0509</p>	<ul style="list-style-type: none"> <li>To develop understanding and precautions to ensure Patient's Safety</li> <li>To develop basic understanding and precautions to ensure sample preservation while transporting</li> <li>Describe common emergency conditions and what to do in medical emergencies</li> <li>Describe basics of first aid</li> <li>To develop understanding and precautions to ensure self-safety</li> </ul>	<p>Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc.</p>
12	<p><b>Basic Sensitization to Bacteriology, Histopathology, Cytopathology, Immunology, Serology and Blood Banking</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Codes</b> HSS/ N 0501, HSS/ N 0505, HSS/ N 0506 &amp; HSS/ N 0508</p>	<ul style="list-style-type: none"> <li>Explain basics of histopathology</li> <li>Explain basics of cytology and cytopathology</li> <li>Explain basics of Microbiology</li> <li>Explain basics of Immunology and Serology</li> <li>Explain basics of Immuno- hematology</li> </ul>	<p>Slides, microscope, needles, gauge etc</p>
13	<p><b>Observing, Reporting &amp; Documentation</b></p> <p><b>Theory Duration</b> (hh:mm)</p>	<ul style="list-style-type: none"> <li>Understand the importance and method of observing and reporting while dealing with patients during sample and report collection</li> <li>Describe quality assurance process during report delivery</li> <li>Understanding the importance of verbally</li> </ul>	<p>Sample forms and formats</p>

S.No	Module	Key Learning Outcomes	Equipment Required
	05:00 <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> HSS/ N 0508	informing the person in authority <ul style="list-style-type: none"> <li>Understand guidelines for documentation</li> <li>Understand uses and importance of records in laboratory set up</li> <li>Understand essential requirement of records</li> <li>Understand abbreviations and symbols</li> <li>Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form</li> </ul>	
14	<b>Professional Behavior in Healthcare Setting</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 02:00  <b>Corresponding NOS Codes</b> HSS/N/9603 & HSS / N / 9607	<ul style="list-style-type: none"> <li>How to maintain restful environment</li> <li>Learn General and Specific etiquettes to be observed on duty</li> <li>Understand need for compliance of organizational hierarchy and reporting</li> <li>Understand the legal and ethical issues</li> <li>Understand importance of conservation of resources in laboratories</li> </ul>	Use of internet to adopt best practises across the world for professional etiquettes
15	<b>Patient's Rights &amp; Responsibilities</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 02:00  <b>Corresponding NOS Code</b> HSS / N / 9605	<ul style="list-style-type: none"> <li>Understand sensitivities involved in patient's right</li> <li>Learn medical laboratory technician's role in maintaining patient's rights</li> </ul>	internet use to learn patient rights
16	<b>Patient's Environment in Hospital, Laboratory &amp; Home Setting</b>  <b>Theory Duration</b> (hh:mm)	<ul style="list-style-type: none"> <li>Describe things necessary to make the patient feel safe and comfortable while collection</li> <li>Describe impact of comfort on patients health</li> <li>Describe importance and methodology of cleanliness, and hygiene environment in collection space</li> </ul>	Mock environment of diagnostic lab

S.No	Module	Key Learning Outcomes	Equipment Required
	<p>02:00 <b>Practical Duration</b> (hh:mm) 03:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9606</p>	<ul style="list-style-type: none"> <li>Describe variation of patients environment according to settings: Hospital, Laboratory and Home</li> </ul>	
17	<p><b>Basic Sensitization to Parasitology, Mycology and Virology</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Codes</b> HSS/ N 0501, HSS/ N 0505, HSS/ N 0506 &amp; HSS/ N 0508</p>	<ul style="list-style-type: none"> <li>Describe the classification and general properties of viruses</li> <li>Describe the classification, pathogenicity and terminology of laboratory diagnostic tests of human viruses.</li> </ul>	E-modules to learn and understand
18	<p><b>Basic Sensitization on Analytical Laboratory Testing Process</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Codes</b> HSS/ N 0506, HSS/ N 0508, HSS/ N 0509 &amp; HSS/ N/9602, HSS/ N 9606</p>	<ul style="list-style-type: none"> <li>To gain broad understanding about Laboratory Planning</li> <li>To gain broad understanding about Specimen Handling</li> <li>To gain broad understanding of Techniques of Disinfection &amp; Sterilization and maintenance of rubber goods, laboratory equipment &amp; other instruments</li> <li>To gain broad understanding of maintaining record of inventory, test results, etc.</li> <li>Able to inspect the availability of medical supplies or diagnostic kits</li> <li>To develop understanding about laboratory safety</li> </ul>	E-modules to learn and understand

S.No	Module	Key Learning Outcomes	Equipment Required
19	<p><b>Basic Sensitization on Post-Analytical Laboratory Testing Process</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Codes</b> HSS/ N 0506, HSS/ N 0508, HSS/N 0509 &amp; HSS/N/9602, HSS/N 9606</p>	<ul style="list-style-type: none"> <li>Describe archiving protocol emphasizing on storage and retrieval of samples, specimens, data and records.</li> <li>Describe source of error/ interference/ quality of work and initiate corrective action as applicable</li> <li>Establish and monitor quality assurance programs or activities to ensure the accuracy of laboratory working</li> </ul>	Visit to diagnostic lab, lab testing methods, tools and kits, mannequins etc
20	<p><b>Sensitization on current best practices in laboratory</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 9611</p>	<ul style="list-style-type: none"> <li>Acquire elementary knowledge on Good Clinical Laboratory Practices (GCLP) of WHO</li> <li>Acquire elementary knowledge of laboratory safety guidance of OSHA (Occupational Safety and Health Administration), U.S. Department of Labor</li> <li>Acquire elementary knowledge of laboratory safety protocols used as per organizational policies</li> </ul>	Internet reference and NABL references to learn best practises
21	<p><b>Basic Computer Knowledge</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p>	<ul style="list-style-type: none"> <li>To gain broad understanding about Application of computers in laboratoryPractice</li> <li>Introduction to Computers: <ul style="list-style-type: none"> <li>Block diagram</li> <li>Input and Output devices</li> <li>Storage devices</li> </ul> </li> <li>Introduction to operating systems <ul style="list-style-type: none"> <li>Need of Operating systems (OS)</li> </ul> </li> </ul>	Computer with internet facility

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Corresponding NOS Codes</b> HSS/ N 0501, HSS/ N 0505, HSS/ N 0506 &amp; HSS/ N 0508</p>	<ul style="list-style-type: none"> <li>Function of OS</li> <li>Windows 2000 – Utilities and basic operations</li> <li>Microsoft office 2000 – MS Word, MS Excel</li> </ul>	
22	<p><b>Soft Skills and Communications</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Codes</b> HSS / N/9603, HSS/N/9604, HSS/N/9605 &amp; HSS/N/9607</p>	<ul style="list-style-type: none"> <li>Understand Art of Effective Communication</li> <li>Able to handle effective Communication with Patients &amp; Family</li> <li>Able to handle effective Communication with Peers/ colleagues using medical terminology in communication</li> <li>Learn basic reading and writing skills</li> <li>Learn sentence formation</li> <li>Learn grammar and composition</li> <li>Learn how to enhance vocabulary</li> <li>Learn Goal setting, team building, team work, time management, thinking and reasoning &amp; communicating with others</li> <li>Learn problem solving</li> <li>Understand need for customer service and service excellence in Medical service</li> <li>Understand work ethics in hospital set up</li> <li>Learn objection handling</li> <li>Learn Telephone and Email etiquettes</li> <li>Learn Basic computer working like feeding the data, saving the data and retrieving the data.</li> <li>Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</li> <li>Learn identification of rapidly changing situations and adapt accordingly</li> <li>Learn decision making ability</li> <li>Learn planning and organization of work</li> </ul>	Self-learning and understanding
23	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> (hh:mm) 178:00</p>	<p><b>Unique Equipment Required:</b> Syringes &amp; Needles, Butterfly needle(as required), Spirit &amp; cotton / Spirit swabs, Betadine / Povidone iodine solution, All types of vacutainers - SST, Red top, Lavender Top, Grey top, Green Top, Light blue, Yellow top, including Blood culture bottle; Vacutainer Needles, Gloves, Tourniquet, Hand sanitizer, Highlighter &amp; Marker, White stickers, Test tube racks, Stool &amp; Urine Routine &amp; Culture</p>	

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) <b>182:00</b></p> <p><b>OJT Duration</b> (hh:mm) <b>240:00</b></p>	<p>Containers / 24 hour urine containers, Aluminum Foil, Manual Receipt Book, Pen, Blank TRF, Glucose powder, Needle Cutter, Spillage handling kit (red bag, culture vial carrying 1% hypochlorite, paper towelette), Bio hazard bags for Waste Disposal / Blue sharps container for waste disposal; First Aid Box - Thrombophob, Tongue Depressor; Swab sticks, Tuberculin syringe, Tuberculin vial - 1 TU, Blotting Paper for BT, Capillary tube for CT, Stop watch, Simple Weighing balance, Height chart, Weighing scale for weight of patients, Plastic Measuring cylinder - 1 L, Tissue paper, Registers for documentation, Mannequin of phlebotomy</p> <p><b>Class Room equipped with following arrangements:</b></p> <ul style="list-style-type: none"> <li>• Interactive lectures &amp; Discussion</li> <li>• Brain Storming</li> <li>• Charts &amp; Models</li> <li>• Activity</li> <li>• Video presentation</li> </ul> <p><b>Skill lab equipped with following arrangements:</b></p> <ul style="list-style-type: none"> <li>• Unique equipment as enlisted at the last</li> <li>• Practical Demonstration of various functions</li> <li>• Case study</li> <li>• Role play</li> </ul> <p><b>Visit to Diagnostic Center &amp; Hospital</b></p> <ul style="list-style-type: none"> <li>• Field assignment</li> </ul>	

**Grand Total Course Duration: 0360:00 Hours (Theory Duration: 178:00+ Practical Duration: 182:00)**  
**Mandatory 240 Hours of OJT/Internship/Clinical or Laboratory Training)**

*(This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council)*

## Trainer Prerequisites for Job role: “Phlebotomy Technician” mapped to Qualification Pack: “HSS/Q0501”, version 1.0

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HSS/Q0501”.
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	B.Sc. MLT/NSQF Level 4 certified MLT with 2 years of phlebotomy experience, Diploma MLT/NSQF Level 3 certified Phlebotomy Technician with 3 years of phlebotomy experience B.Sc/M.Sc./PhD in Medical biochemistry/Medical Microbiology/clinical pathology with 2years’ of phlebotomy experience Medical graduate with post graduate degree in Pathology/ Microbiology/ Laboratory Medicine/ Biochemistry; Nurse ANM/GNM/A grade with 2 years of phlebotomy experience.
4a	<b>Domain Certification</b>	Certified for Job Role: “Phlebotomy Technician” mapped to OP: “HSS/Q0501” with scoring of minimum 80%.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102” with scoring of minimum 80%.
5	<b>Experience</b>	Minimum 2 years site experience with B.Sc. MLT/NSQF Level 4 certified MLT <u>HSS/Q0301, version 1.0</u> or Nurse ANM/GNM/A grade or B.Sc/M.Sc./PhD in Medical biochemistry/Medical Microbiology/clinical pathology Or Minimum 3years site experience for Diploma MLT/NSQF Level 3 certified Phlebotomy Technician HSS/Q0501, version 1.0

## Annexure: Assessment Criteria

Assessment Criteria for Phlebotomy Technician	
Job Role	Phlebotomy Technician
Qualification Pack Code	HSS/Q0501, version 1.0
Sector Skill Council	Healthcare Sector Skill Council

Sr. No.	Guidelines for Assessment
1.	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2.	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3.	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4.	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5.	To pass the Qualification Pack, every trainee should score as per assessment grid.
6.	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack



<b>Skills Practical and Viva (80% weightage)</b>	
	<b>Marks Allotted</b>
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
<b>Theory (20% weightage)</b>	
	<b>Marks Allotted</b>
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600
Overall Result	Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail
<b>Detailed Break Up of Marks</b>	<b>Skills Practical &amp; Viva</b>
<b>Subject Domain</b>	<b>Pick any 2 NOS each of 200 marks totaling 400</b>

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth	200	15	5	10
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)		50	20	30
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws		15	10	5
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable		15	10	5
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure		30	15	15
	PC6. Take relevant history of the patient covering health and high-risk behaviour		15	10	5
	PC7. Take account of current and recent medications or chronic infections		15	10	5
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders		15	10	5
	PC9. Ask for informed written consent to the patient		30	15	15
	<b>Total</b>			200	105
2. HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient's arm and inspect the antecubital fossa or forearm	200	40	10	30
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery		40	10	30
	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma		40	10	30
	PC4. Locate the vein correctly for determining the correct size of needle		40	10	30
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein		40	10	30
	<b>Total</b>			200	50
3. HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible	200	50	20	30
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps, Vacuum-extraction blood tubes, Glass tubes with screw caps, A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and		100	20	80

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms, leak-proof transportation bags and containers, a puncture-resistant sharps container				
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over		50	40	10
	<b>Total</b>		200	80	120
4.HSS/ N 0504: Draw blood specimens from patients using correct techniques	PC1. Anchor the vein by holding the patient's arm and placing a thumb below the venepuncture site	<b>200</b>	25	10	15
	PC2. Ask the patient to form a fist so the veins are more prominent		10	2	8
	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry		40	10	30
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected		25	10	15
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball		40	10	30
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised		10	2	8
	PC7. Ask the patient not to bend the arm, because doing so causes a haematoma		10	5	5
	PC8. Use appropriate equipment if required		10	8	2
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)		30	5	25
	<b>Total</b>			200	62
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes	PC1. Label blood sample so that the results of the test match the patient	<b>200</b>	25	5	20
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number		25	5	20
	PC3. Make sure that both of the above MUST match the same on the requisition form		25	5	20
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube		25	5	20
	PC5. Make sure that automated systems include labels with bar codes.		15	5	10
	PC6. Discard the used needle and syringe or blood		20	5	15

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	sampling device into a puncture-resistant sharps container				
	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken		20	5	15
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise		20	5	15
	PC9. Perform hand hygiene		15	5	10
	PC10. Recheck the labels on the tubes and the forms before dispatch		10	0	10
	<b>Total</b>			200	45
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory	<b>200</b>	100	40	60
	PC2. Use one requisition for each culture set, indicating the site used and time collected		100	40	60
	<b>Total</b>		200	80	120
7.HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen	PC1. Deal with patients and be able to calm them	<b>200</b>	20	0	20
	PC2. Work well under pressure and communicate effectively with the patients		40	10	30
	PC3. Converse with patients to allay fear of procedure		20	5	15
	PC4. Maintain standards for quality care for patients		20	10	10
	PC5. Assist the patient before, during and after collection of blood specimen		40	10	30
	PC6. Greet patients and assist them in proper specimen collection methods		40	10	30
	PC7. Provide a calm environment for patients in which blood samples are drawn		20	10	10
	<b>Total</b>			200	55
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully	<b>200</b>	20	10	10
	PC2. Update patient medical record		40	20	20
	PC3. Perform basic clerical tasks		20	0	20
	PC4. Clearly check label of blood samples		40	10	30

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	PC5. Keep track of patient data and information		20	10	10
	PC6. Maintain safety and sanitation records		20	10	10
	PC7. Utilise medical databases or other computer programs		40	10	30
	<b>Total</b>		200	70	130
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids	<b>200</b>	20	5	15
	PC2. Change gloves after each patient or when contaminated		20	5	15
	PC3. Wash hands frequently		20	5	15
	PC4. Dispose of items in appropriate containers		20	5	15
	PC5. Dispose of needles immediately upon removal from the patient's vein.		20	5	15
	PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach		40	10	30
	PC7. Wash the contaminated area well with soap and water		20	10	10
	PC8. Place blood collection equipment away from patients, especially children and psychiatric patients		20	10	10
	PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently		10	10	0
	PC10. wear a clean lab coat or gown always		10	10	0
	<b>Total</b>		200	75	125
<b>Grand Total-1 (Subject Domain)</b>			<b>400</b>		
<b>Soft Skills and Communication</b>		<b>Pick one field from both parts each carrying 50 marks totaling 100</b>			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>					
<b>1. Attitude</b>					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	<b>30</b>	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
				20	7
<b>Attitude Total</b>		<b>50</b>	50	19	31
<b>2. Work Management</b>					
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies	25	5	5	0
	PC2. Arrive at actual demand as accurately as possible		5	3	2
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible		10	5	5
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals		5	5	0
			25	18	7

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	25	10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
<b>Work Management Total</b>			25	11	14
<b>3. Attiquete</b>					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	25	10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
<b>Work Management Total</b>			25	11	14
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	25	2	2	0
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		5	0	5
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		5	0	5
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		5	5	0
	PC5. Confirm that the needs of the individual have been met		2	2	0
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		2	2	0
	PC7. Respect the individual's need for privacy		2	2	0
	PC8. Maintain any records required at the end of the interaction		2	2	0
<b>Work Management Total</b>			25	15	10
<b>Work Management Total</b>			50	26	24
<b>Part 2 (Pick one field carrying 50 marks)</b>					

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
<b>1. Team Work</b>					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
			50	24	26
<b>2. Safety management</b>					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment )	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. 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		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25



Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
<b>3. Waste Management</b>					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
			50	32	18
<b>4. Quality Assurance</b>					
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	50	6	2	4
	PC2. Evaluate potential solutions thoroughly		8	4	4
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		4	0	4
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		8	4	4
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person		4	2	2

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		4	4	0
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		4	4	0
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		4	4	0
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4	0
	PC10. Complete any health and safety records legibly and accurately		4	4	0
			50	32	18
<b>Grand Total-2 (Soft Skills and communication)</b>			<b>100</b>		
<b>Detailed Break Up of Marks</b>			<b>Theory</b>		
<b>Subject Domain</b>			<b>Pick all NOS totalling 80 marks</b>		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Weightage	Marks Allocation		
			Theory		
1. HSS/ N 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth	9	9		
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)				
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws				
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable				
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure				
	PC6. Take relevant history of the patient covering health and high-risk behaviour				
	PC7. Take account of current and recent medications or chronic infections				
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders				
	PC9. Ask for informed written consent to the patient				
	<b>Total</b>		9		

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
2.HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient's arm and inspect the antecubital fossa or forearm		9		9
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery				
	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma				
	PC4. Locate the vein correctly for determining the correct size of needle				
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein				
<b>Total</b>					9
3.HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible		9		9
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps, Vacuum-extraction blood tubes, Glass tubes with screw caps, A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms, leak-proof transportation bags and containers, a puncture-resistant sharps container				
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over				
<b>Total</b>					9
4.HSS/ N 0504: Draw blood specimens from patients using correct techniques	PC1. Anchor the vein by holding the patient's arm and placing a thumb below the venepuncture site				9
	PC2. Ask the patient to form a fist so the veins are more prominent				
	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry				
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected				
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball				
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised				
	PC7. Ask the patient not to bend the arm, because doing so causes				

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	a haematoma				
	PC8. Use appropriate equipment if required				
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)				
	<b>Total</b>				9
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes	PC1. Label blood sample so that the results of the test match the patient		9		9
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number				
	PC3. Make sure that both of the above MUST match the same on the requisition form				
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube				
	PC5. Make sure that automated systems include labels with bar codes.				
	PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container				
	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken				
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise				
	PC9. Perform hand hygiene				
	PC10. Recheck the labels on the tubes and the forms before dispatch				
	<b>Total</b>				9
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory		9		9
	PC2. Use one requisition for each culture set, indicating the site used and time collected				
	<b>Total</b>				
7.HSS/ N 0507: Assist	PC1. Deal with patients and be able to calm them		9		9
	PC2. Work well under pressure and communicate effectively with				

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
the patient before, during and after collection of the blood specimen	the patients				
	PC3. Converse with patients to allay fear of procedure				
	PC4. Maintain standards for quality care for patients				
	PC5. Assist the patient before, during and after collection of blood specimen				
	PC6. Greet patients and assist them in proper specimen collection methods				
	PC7. Provide a calm environment for patients in which blood samples are drawn				
	<b>Total</b>				
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully				
	PC2. Update patient medical record				
	PC3. Perform basic clerical tasks				
	PC4. Clearly check label of blood samples		9		9
	PC5. Keep track of patient data and information				
	PC6. Maintain safety and sanitation records				
	PC7. Utilise medical databases or other computer programs				
<b>Total</b>					9
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids				
	PC2. Change gloves after each patient or when contaminated				
	PC3. Wash hands frequently				
	PC4. Dispose of items in appropriate containers				
	PC5. Dispose of needles immediately upon removal from the patient's vein.				
	PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach			8	8
	PC7. Wash the contaminated area well with soap and water				
	PC8. Place blood collection equipment away from patients, especially children and psychiatric patients				
	PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently				
	PC10. wear a clean lab coat or gown always				
	<b>Total</b>				
<b>Grand Total-1 (Subject Domain)</b>				<b>80</b>	<b>80</b>

Soft Skills and Communication		Select each part each carrying 10 marks totalling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Weightage	Marks Allocation
			Theory
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>			
<b>1. Attitude</b>			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
<b>Total</b>			2
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
<b>Total</b>			2
<b>Attitude Total</b>		<b>4</b>	<b>4</b>
<b>2. Work Management</b>			

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies		2		2
	PC2. Arrive at actual demand as accurately as possible				
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible				
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals				
	<b>Total</b>				
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements		2		2
	PC2. Utilise time effectively				
	PC3. Ensure his/her work meets the agreed requirements				
	PC4. Treat confidential information correctly				
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role				
	<b>Total</b>				
<b>Work Management Total</b>			<b>4</b>	<b>4</b>	
<b>3. Attitude</b>					
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals		2		2
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics				
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them				
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual				
	PC5. Confirm that the needs of the individual have been met				
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality				
	PC7. Respect the individual's need for privacy				
	PC8. Maintain any records required at the end of the interaction				
	<b>Total</b>				
<b>Attitude Total</b>			<b>2</b>	<b>2</b>	
<b>Part 1 Total</b>			<b>10</b>	<b>10</b>	
<b>Part 2 (Pick one field as per NOS marked carrying 50 marks)</b>					
<b>1. Team Work</b>					
HSS/ N 9604 (Work	PC1. Communicate with other people clearly and effectively		2		2
	PC2. Integrate one's work with other people's work effectively				

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
effectively with others)	PC3. Pass on essential information to other people on timely basis				
	PC4. Work in a way that shows respect for other people				
	PC5. Carry out any commitments made to other people				
	PC6. Reason out the failure to fulfil commitment				
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems				
	PC8. Follow the organisation's policies and procedures				
	<b>Total</b>				2
<b>2. Safety management</b>					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	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. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC4. Identify potential hazards and breaches of safe work practices				
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		2		2
	PC6. 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				
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently				
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person				
	PC9. Complete any health and safety records legibly and accurately				
	<b>Total</b>				2
<b>3. Waste Management</b>					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type				
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste				
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements				
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different			4	4



Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
	categories of waste				
	PC5. Check the accuracy of the labelling that identifies the type and content of waste				
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal				
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal				
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks				
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures				
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols				
	<b>Total</b>				4
<b>4. Quality Assurance</b>					
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis				
	PC2. Evaluate potential solutions thoroughly				
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry				
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly				
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority			2	2
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected				
	PC8. Follow the organisation's 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				
	<b>Total</b>				2
<b>Part 2 Total</b>			<b>10</b>		<b>10</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>					<b>20</b>