

Qualification Pack



Yoga Therapy Assistant (Elective 1: Diabetes Care, Elective 2: Palliative Care)

Electives: Diabetes Care/ Palliative Care

QP Code: HSS/Q4001

Version: 3.0

NSQF Level: 4



Qualification Pack

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HSS/Q4001: Yoga Therapy Assistant (Elective 1: Diabetes Care, Elective 2: Palliative Care)

Brief Job Description

Health care professionals who demonstrate and assist to provide yoga therapies to the individuals by creating appropriate and conducive ambience. These professionals follow prescriptions and provides support to individuals before, during and after therapy. They also perform basic administrative functions including record maintenance of day to day activities at work place.

Personal Attributes

The job requires individuals to have good communication skills,time management skills, basic IT skills, ability to work in a multidisciplinary team. They also need to possess key qualities such as self discipline, confidence, maturity, compassion, patient centricity, active listening, empathy, language proficiency.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N4001: Prepare the unit as per yoga therapy needs](#)
2. [HSS/N4002: Carry out initial interaction with individuals for proposed yoga therapy as per directions](#)
3. [HSS/N4003: Conduct yoga therapy session as per prescribed advice](#)
4. [HSS/N4004: Conduct post yoga therapy session review](#)
5. [HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others](#)
6. [HSS/N9616: Maintain professional & medico-legal conduct](#)
7. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Diabetes Care

Yoga Therapy Assistant-Diabetes care demonstrates the steps and assists the patients during the practice for diabetic related yoga therapies in consultation with therapist and doctor

1. [HSS/N4005: Conduct yoga therapy sessions for diabetic patients as per directions](#)

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Elective 2: Palliative Care

Yoga Therapy Assistant-Palliative care demonstrates the step and assists the patients during the practice for palliative related yoga therapies in consultation with therapist and doctors

1. [HSS/N4006: Conduct yoga therapy sessions for palliative care as per directions](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
Country	India
NSQF Level	4
Credits	29
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2269
Minimum Educational Qualification & Experience	<p>12th grade Pass with NA of experience OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience with 1.5 years relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience OR 10th grade pass and pursuing continuous schooling with NA of experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA

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Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/07/2027
NSQC Approval Date	
Version	3.0
Reference code on NQR	QG-04-HE-00650-2023-V1.1-HSSC
NQR Version	1.1

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HSS/N4001: Prepare the unit as per yoga therapy needs

Description

This Occupational Standard describes the skills and knowledge required to maintain conducive environment for yoga therapy session which would help in better concentration and understanding of yoga therapy sessions

Scope

The scope covers the following :

- Apply hygiene standards
- Conduct preprocedural requirements

Elements and Performance Criteria

Apply hygiene standards

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

- PC1.** wear appropriate and clean attire as per organisational policies and procedures
- PC2.** maintain conducive ambience, environment and cleanliness in the unit

Conduct preprocedural requirements

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

- PC3.** follow standard protocols to assess working condition of lights, adequate ventilation, aroma, etc. in the unit
- PC4.** check the appropriateness and working condition of aides like mats, props, etc.
- PC5.** check the schedule and number of participants on daily basis and arrange necessary resources accordingly
- PC6.** check the orders/consent forms or any relevant document from the participant as per organization policies and protocols
- PC7.** study the clinical details and protocol suggested by therapist/consultant before initiating the yoga therapy and plan accordingly
- PC8.** make appropriate changes in the therapy as per orders from consultant/therapist as and when required and maintain a record of it
- PC9.** check if participant is suitably dressed for the therapy
- PC10.** maintain records of appointments, up to the completion of course

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedures for safe practice
- KU2.** safety and environmental aspects related to workplace operations
- KU3.** relevant Workplace Health and Safety (WHS) legislation
- KU4.** safety requirements set by accreditation agencies or statutory bodies

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- KU5.** relevant Indian hospital standards, regulations and guidelines
- KU6.** possible hazards in the environment
- KU7.** safety and environmental aspects related to workplace operations
- KU8.** position and posture for therapeutic yoga practices
- KU9.** dos and donts for kriyas, asanas and pranayama
- KU10.** escalation protocols in case of non-compliances
- KU11.** human anatomy and physiology
- KU12.** individual medical history and how to correlate with yoga therapy practises
- KU13.** how to interpret the body language of the participants to assess any discomfort or challenges
- KU14.** indications and contraindications of yogic therapy practice
- KU15.** how to prepare and maintain compliance report to keep a record of the problems and complaints received by the participant
- KU16.** how to improve the attire or ambience based on the feedback received from the participants
- KU17.** how to facilitate the participants to use the required props based on their comfort
- KU18.** sensitivity towards gender concerns

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply hygiene standards</i>	20	30	10	10
PC1. wear appropriate and clean attire as per organisational policies and procedures	-	-	-	-
PC2. maintain conducive ambience, environment and cleanliness in the unit	-	-	-	-
<i>Conduct preprocedural requirements</i>	30	30	10	15
PC3. follow standard protocols to assess working condition of lights, adequate ventilation, aroma, etc. in the unit	-	-	-	-
PC4. check the appropriateness and working condition of aides like mats, props, etc.	-	-	-	-
PC5. check the schedule and number of participants on daily basis and arrange necessary resources accordingly	-	-	-	-
PC6. check the orders/consent forms or any relevant document from the participant as per organization policies and protocols	-	-	-	-
PC7. study the clinical details and protocol suggested by therapist/consultant before initiating the yoga therapy and plan accordingly	-	-	-	-
PC8. make appropriate changes in the therapy as per orders from consultant/therapist as and when required and maintain a record of it	-	-	-	-
PC9. check if participant is suitably dressed for the therapy	-	-	-	-
PC10. maintain records of appointments, up to the completion of course	-	-	-	-
NOS Total	50	60	20	25

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4001
NOS Name	Prepare the unit as per yoga therapy needs
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	3
Version	2.0
Next Review Date	NA

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HSS/N4002: Carry out initial interaction with individuals for proposed yoga therapy as per directions

Description

This OS unit is about skills required to carry out initial interaction with client for proposed yoga therapy maintaining effective communication and exhibiting professional behavior to conduct the session in a better way

Scope

The scope covers the following :

- Counselling of participant for proposed yoga therapy

Elements and Performance Criteria

Counselling of participant for proposed yoga therapy

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

- PC1.** introduce oneself to participant
- PC2.** provide information about the session including session duration, precautions to be taken before and after the session
- PC3.** assess the general state of participant before initiating the therapy to check readiness to take the therapy or escalate, if required to the concerned authority
- PC4.** obtain relevant social and occupation related information from the participant as per organization policies and protocols
- PC5.** obtain relevant medical history of participant and family as per organization policies and protocols
- PC6.** comprehend the protocol and/or prescription as referred by the doctor
- PC7.** check with the participant for any past complications which occurred due to yoga therapy procedure
- PC8.** assess the comfort or limitations of the client based on individual preference considering factors like gender, religion, culture, language etc.
- PC9.** identify modulations to be done for sessions based on individual preference without affecting the outcome or deviation from protocol and/or prescription
- PC10.** make the participant aware about the outcome of yoga therapy session

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.** safety and environmental aspects related to workplace operations
- KU3.** relevant organizational standards, regulations and guidelines
- KU4.** relevant Workplace Health and Safety (WHS) legislation

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- KU5.** relevant dos and donts of the organization
- KU6.** individual rights, roles and responsibilities
- KU7.** how to meet and greet the individuals
- KU8.** how to do analysis to understand what is expected out of session
- KU9.** normal values of vital parameters
- KU10.** critical information related to therapy including duration, frequency etc.
- KU11.** how to set expectations about the effort required by participant
- KU12.** human anatomy and physiology
- KU13.** about dos and donts of the yoga therapy session
- KU14.** basic counselling skills
- KU15.** about biometric attendance as per organizational policies and protocols
- KU16.** about information to be obtained to understand about individual and family medical history
- KU17.** how to identify discomfort like body language of the participants for any discomfort or challenges they are facing during the session
- KU18.** about benefits, contraindications, limitations of the practices
- KU19.** how to prepare and maintain compliance report ensuring maintenance of record of the problems and complaints received by the participant
- KU20.** about escalation protocols in case of non-compliances
- KU21.** how to improvise the process based on the feedback from the participants for next session
- KU22.** how to appropriately deliver the instructions for better understanding of the participants
- KU23.** how to facilitate the participant to use the required props based on participants comforts
- KU24.** how to gain better understanding about a practice and its appropriate procedure to administrate it

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Counselling of participant for proposed yoga therapy</i>	30	-	20	20
PC1. introduce oneself to participant	-	-	-	-
PC2. provide information about the session including session duration, precautions to be taken before and after the session	-	-	-	-
PC3. assess the general state of participant before initiating the therapy to check readiness to take the therapy or escalate, if required to the concerned authority	-	-	-	-
PC4. obtain relevant social and occupation related information from the participant as per organization policies and protocols	-	-	-	-
PC5. obtain relevant medical history of participant and family as per organization policies and protocols	-	-	-	-
PC6. comprehend the protocol and/or prescription as referred by the doctor	-	-	-	-
PC7. check with the participant for any past complications which occurred due to yoga therapy procedure	-	-	-	-
PC8. assess the comfort or limitations of the client based on individual preference considering factors like gender, religion, culture, language etc.	-	-	-	-
PC9. identify modulations to be done for sessions based on individual preference without affecting the outcome or deviation from protocol and/or prescription	-	-	-	-
PC10. make the participant aware about the outcome of yoga therapy session	-	-	-	-
NOS Total	30	-	20	20

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4002
NOS Name	Carry out initial interaction with individuals for proposed yoga therapy as per directions
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	3
Version	2.0
Next Review Date	NA

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HSS/N4003: Conduct yoga therapy session as per prescribed advice

Description

This OS unit is about skills required to carry out initial interaction with client for proposed yoga therapy maintaining effective communication and exhibiting professional behavior to conduct the session in a better way

Scope

The scope covers the following :

- Demonstrating yoga therapy posture
- Abide by post therapy sessions compliances

Elements and Performance Criteria

Demonstrating yoga therapy posture

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

- PC1.** work and prioritize the activities as per the instructions of the therapist/doctor
- PC2.** check vital parameters including blood pressure, temperature, pulse, respiration to assess physical state of individual
- PC3.** show asanas to the individuals as per yogic practices applying complementary practices of yogic principles
- PC4.** conduct voice modulation as per the need of the environment
- PC5.** ambulate patient in a proper way
- PC6.** guide the individual to be in a comfortable position
- PC7.** guide the participant for minimizing mistakes during practice and to make the session more useful and safer
- PC8.** be vigilant towards the participant during the practice
- PC9.** avoid unnecessary physical contact with the individuals

Abide by posttherapy sessions compliances

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

- PC10.** document practice list and schedule of the participants
- PC11.** record individual grievances if any and escalate to the concerned authority
- PC12.** update the therapist/doctor regarding the performance of an individual and limitations if any or any other area of concern
- PC13.** provide details to the participant about next schedule or follow up session as per therapist/ doctors advice

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify and follow procedures for safe practice

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- KU2.** about organisational policies related to the yoga space maintenance
- KU3.** safety and environmental aspects related to workplace operation
- KU4.** relevant Workplace Health and Safety (WHS) legislation
- KU5.** safety requirements set by accreditation agencies or statutory bodies
- KU6.** relevant dos and donts of the organization
- KU7.** how to meet and greet the individuals
- KU8.** importance of doing asanas regularly for oneself following yogic ethics (yama niyama)
- KU9.** position and posture for therapeutic yoga practices
- KU10.** how to facilitate the participant to use the required props based on participants comforts
- KU11.** how to improve the operational therapeutic yoga skills based on the feedback from the participants
- KU12.** how to modulate instructions for better understanding by participants
- KU13.** how to carry out modifications in the procedure of instructions based on the complications of ailments
- KU14.** how to do analysis to understand what is expected out of session
- KU15.** normal values of vital parameters
- KU16.** critical information related to therapy including duration, frequency etc. to be informed to the participant
- KU17.** how to set expectations about the effort to be made by participant
- KU18.** human anatomy and physiology
- KU19.** about dos and donts of the yoga therapy session
- KU20.** how to identify discomfort like body language of the participants for any discomfort or challenges they are facing while doing session
- KU21.** how to appropriately deliver the instructions for better understanding of the participants

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Demonstrating yoga therapy posture</i>	42	50	11	15
PC1. work and prioritize the activities as per the instructions of the therapist/doctor	-	-	-	-
PC2. check vital parameters including blood pressure, temperature, pulse, respiration to assess physical state of individual	-	-	-	-
PC3. show asanas to the individuals as per yogic practices applying complementary practices of yogic principles	-	-	-	-
PC4. conduct voice modulation as per the need of the environment	-	-	-	-
PC5. ambulate patient in a proper way	-	-	-	-
PC6. guide the individual to be in a comfortable position	-	-	-	-
PC7. guide the participant for minimizing mistakes during practice and to make the session more useful and safer	-	-	-	-
PC8. be vigilant towards the participant during the practice	-	-	-	-
PC9. avoid unnecessary physical contact with the individuals	-	-	-	-
<i>Abide by posttherapy sessionscompliances</i>	37	50	10	20
PC10. document practice list and schedule of the participants	-	-	-	-
PC11. record individual grievances if any and escalate to the concerned authority	-	-	-	-
PC12. update the therapist/doctor regarding the performance of an individual and limitations if any or any other area of concern	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. provide details to the participant about next schedule or follow up session as per therapist/ doctors advice	-	-	-	-
NOS Total	79	100	21	35

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4003
NOS Name	Conduct yoga therapy session as per prescribed advice
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	4.5
Version	2.0
Next Review Date	NA

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HSS/N4004: Conduct post yoga therapy session review

Description

This Occupational Standard describes the skills and knowledge required by an individual to carry out analysis of therapy performed, which would help in improvement of next sessions

Scope

The scope covers the following :

- Maintain reflective report of yoga therapy session

Elements and Performance Criteria

Maintain reflective report of yoga therapy session

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

- PC1.** take feedback from the participant about the session as per organizational policies and procedure
- PC2.** check the vitals of the participant post therapy and record it
- PC3.** update the findings to the physician or concerned authorities in case of deviation from normal findings of vitals
- PC4.** provide suitable time of appointment to the participant in consultation with concerned authority
- PC5.** assess the emotional state of the participant post therapy sessions and record it as per organizational policies
- PC6.** give suitable suggestions to the participant based on performance without deviating from standard procedures or protocols
- PC7.** list the modifications in practices carried out during the session to therapist/consultant.
- PC8.** update therapist/consultant regarding any abnormal sign observed during practice.
- PC9.** update the therapist/consultant and participant regarding the progress from the course of sessions

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.** about organisational policies related to the yoga space maintenance
- KU3.** safety and environmental aspects related to workplace operation
- KU4.** relevant organizational standards, regulations and guidelines
- KU5.** relevant Workplace Health and Safety (WHS) legislation
- KU6.** safety requirements set by accreditation agencies or statutory bodies
- KU7.** relevant dos and donts of the organization

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- KU8.** how to identify and describe relevant incident
- KU9.** how to identify areas of improvement for self
- KU10.** possible actions to be taken during the situation when individual is unable to perform yogic practice efficiently
- KU11.** how to do evaluation and analysis of a session
- KU12.** how to conclude a session based on evaluation and analysis
- KU13.** possible action plan to prevent such recurrences
- KU14.** information, charts, documentation, checklists and training materials related to reflective report of yoga therapy session.
- KU15.** normal values of vital parameters
- KU16.** human anatomy and physiology
- KU17.** how to identify discomfort like body language of the participants for any discomfort or challenges they are facing doing session
- KU18.** how to prepare and maintain compliance report ensuring maintenance of the record of the problems and complaints received by the participant
- KU19.** about escalation protocols in case of non-compliances
- KU20.** how to improvise the process based on the feedback from the participants for next session
- KU21.** about use of digital technology for maintaining records, scheduling appointments etc.
- KU22.** Hospital Information System (HIS) for maintaining relevant hospital records

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain reflective report of yoga therapy session</i>	38	30	20	20
PC1. take feedback from the participant about the session as per organizational policies and procedure	-	-	-	-
PC2. check the vitals of the participant post therapy and record it	-	-	-	-
PC3. update the findings to the physician or concerned authorities in case of deviation from normal findings of vitals	-	-	-	-
PC4. provide suitable time of appointment to the participant in consultation with concerned authority	-	-	-	-
PC5. assess the emotional state of the participant post therapy sessions and record it as per organizational policies	-	-	-	-
PC6. give suitable suggestions to the participant based on performance without deviating from standard procedures or protocols	-	-	-	-
PC7. list the modifications in practices carried out during the session to therapist/consultant.	-	-	-	-
PC8. update therapist/consultant regarding any abnormal sign observed during practice.	-	-	-	-
PC9. update the therapist/consultant and participant regarding the progress from the course of sessions	-	-	-	-
NOS Total	38	30	20	20

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4004
NOS Name	Conduct post yoga therapy session review
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	3
Version	2.0
Next Review Date	NA

Qualification Pack

HSS/N9615: Maintain interpersonal relationship with client, 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.

Scope

The scope covers the following :

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

Elements and Performance Criteria

Communicating & maintaining professional 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:

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor 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

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- 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
- 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 a way 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	-	-	-	-
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	-	-	-	-
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	-	-	-	-
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 client, colleagues, and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
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.

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain professional behavior

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

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

Acting within the limit of ones competence and authority

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

- PC6.** use relevant research based protocols and guidelines as evidence to 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)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies & procedures followed in the organization
- KU2.** the medical procedures and functioning of required medical equipment
- KU3.** role and importance of assisting other healthcare providers in delivering care
- KU4.** how to engage and interact with other providers in order to deliver quality and maintain continued care
- KU5.** personal hygiene measures and handling techniques
- KU6.** the limitations and scope of the role and responsibilities of self and others
- KU7.** the importance of working within the limits of ones competence and authority
- KU8.** the importance of personally promoting and demonstrating good practice
- KU9.** The detrimental effects of non-compliance
- KU10.** the importance of intercommunication skills
- KU11.** the legislation, protocols and guidelines affecting ones work
- KU12.** the organizational systems and requirements relevant to ones role
- KU13.** the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU14.** the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU15.** the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU16.** how to report and minimize risks
- KU17.** the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others
- KU18.** the processes by which improvements to protocols/guidelines 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

Qualification Pack

- GS5.** read about changes in legislations and organizational policies
- GS6.** keep updated with the latest knowledge
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** give clear instructions to patients and co-workers
- GS9.** keep patient informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a patient
- GS11.** make decisions pertaining to the concerned area of work in relation to job role
- GS12.** act decisively by balancing protocols and work at hand
- GS13.** communicate effectively with patients and their family, physicians, and 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	-	-	-	-
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	-	-	-	-
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	-	-	-	-
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	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
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

Scope

The scope covers the following :

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

Elements and Performance Criteria

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

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

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

Handling hazardous situation

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

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

Reporting any hazardous situation

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- 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
- 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 a way 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	-	2	10
PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	-	-	-	-
PC2. comply with health, safety and security procedures for the workplace	-	-	-	-
PC3. comply with health, safety and security procedures and protocols forenvironmental safety	-	-	-	-
<i>Handling hazardous situation</i>	8	-	5	10
PC4. identify potential hazards and breaches of safe work practices	-	-	-	-
PC5. identify and interpret various hospital codes for emergency situations	-	-	-	-
PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority	-	-	-	-
PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable	-	-	-	-
PC8. follow the organizations emergency procedures promptly, calmly, and efficiently	-	-	-	-
PC9. identify and recommend opportunities for improving health, safety, and security to the designated person	-	-	-	-
PC10. complete any health and safety records legibly and accurately	-	-	-	-
<i>Reporting any hazardous situation</i>	5	-	2	10
PC11. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected	-	-	-	-
NOS Total	20	-	9	30

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	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

Qualification Pack

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

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

HSS/N4005: Conduct yoga therapy sessions for diabetic patients as per directions

Description

This Occupational Standard describes the skills and knowledge required to carry out yoga therapy session for diabetic patients as per orders from the doctor or concerned authority

Scope

The scope covers the following :

- Carry out pre procedural requirements
- Conduct yoga therapy sessions
- Conduct post therapy session compliance

Elements and Performance Criteria

Carry out pre procedural requirements

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

- PC1.** introduce oneself to the client
- PC2.** check and record the pathological test critical values to identify if the patient is fit for yoga therapy or not
- PC3.** check and record the clinical vital findings to assess physical state of a patient before planning a therapy as per organizational policies and procedures
- PC4.** identify any deviations from normal values and inform to the doctor or concerned authority as per organizational policies and protocols
- PC5.** check medical and family history of a patient and keep a record as per organizational standard operating procedure
- PC6.** check with patient regarding medicines intake (dosage/frequency/route) if any and record it
- PC7.** check regarding meals intake (ahar charya) of patients and record it
- PC8.** guide for diabetes management specific asanas to the patients as per yogic practices
- PC9.** inform the patients about benefits and limitations of therapeutic yoga for diabetes
- PC10.** motivate and guide patients to do practices regularly and correctly
- PC11.** inform patients regarding frequency and duration of sessions
- PC12.** guide patients regarding basic life style management as per yogic practices in consultation with doctor

Conduct yoga therapy sessions

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

- PC13.** guide for breathing exercise for stress management
- PC14.** carry out demonstrations for therapeutic yoga for diabetes as per yogic principles
- PC15.** exercise specific yogic posture for the digestive system, excretory system and lymphatic system
- PC16.** guide for techniques of meditation

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PC17. guide patients to practice stretching/walking/jogging as per general condition and strength of the patient in consultation with therapist/doctor

Conduct post therapy session compliance

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

PC18. update the therapist/doctor regarding the patient and his/her performance/limitations or any other area of concern

PC19. carry out regular follow-up with patients as per therapists/doctor's instructions

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.** about organisational policies related to the yoga space maintenance
- KU3.** safety and environmental aspects related to workplace operation
- KU4.** relevant organizational standards, regulations and guidelines
- KU5.** relevant Workplace Health and Safety (WHS) legislation
- KU6.** safety requirements set by accreditation agencies or statutory bodies
- KU7.** relevant dos and donts of the organization
- KU8.** diabetes, cause of diabetes, type of diabetes and organs involved
- KU9.** anatomy and physiology of related organs
- KU10.** systemic wise complications which could occur as a result of diabetes
- KU11.** pathophysiology, signs and symptoms of hypoglycaemia and hyperglycaemia
- KU12.** regarding dietary management for diabetes with yoga and importance of therapeutic Yoga practice and mindful eating
- KU13.** how to interpret information from prescription, orders/consent forms, clinical details etc related to diabetes condition of a patient
- KU14.** how to check and record the patient vitals and normal values of vital parameters
- KU15.** about dos and donts for patients related to yoga therapy for diabetes
- KU16.** cleansing practices including shuddhi kriya, kapalbhati, agnisar kriya (stimulating the digestive fire), vaman dhauti (stomach cleansing), shankhaprakshalana (intestine cleansing), suryanamaskar, standing postures and yoga asanas for diabetes
- KU17.** ahara concept, life style management as per yogic needs
- KU18.** shodhan kriya (internal cleansing) : langan, shan prakshalan, kapalbhati with modifications, tratak

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role

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- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out pre procedural requirements</i>	15	20	10	15
PC1. introduce oneself to the client	-	-	-	-
PC2. check and record the pathological test critical values to identify if the patient is fit for yoga therapy or not	-	-	-	-
PC3. check and record the clinical vital findings to assess physical state of a patient before planning a therapy as per organizational policies and procedures	-	-	-	-
PC4. identify any deviations from normal values and inform to the doctor or concerned authority as per organizational policies and protocols	-	-	-	-
PC5. check medical and family history of a patient and keep a record as per organizational standard operating procedure	-	-	-	-
PC6. check with patient regarding medicines intake (dosage/frequency/route) if any and record it	-	-	-	-
PC7. check regarding meals intake (ahar charya) of patients and record it	-	-	-	-
PC8. guide for diabetes management specific asanas to the patients as per yogic practices	-	-	-	-
PC9. inform the patients about benefits and limitations of therapeutic yoga for diabetes	-	-	-	-
PC10. motivate and guide patients to do practices regularly and correctly	-	-	-	-
PC11. inform patients regarding frequency and duration of sessions	-	-	-	-
PC12. guide patients regarding basic life style management as per yogic practices in consultation with doctor	-	-	-	-
<i>Conduct yoga therapy sessions</i>	13	20	20	20

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. guide for breathing exercise for stress management	-	-	-	-
PC14. carry out demonstrations for therapeutic yoga for diabetes as per yogic principles	-	-	-	-
PC15. exercise specific yogic posture for the digestive system, excretory system and lymphatic system	-	-	-	-
PC16. guide for techniques of meditation	-	-	-	-
PC17. guide patients to practice stretching/walking/jogging as per general condition and strength of the patient in consultation with therapist/doctor	-	-	-	-
<i>Conduct post therapy session compliance</i>	15	20	10	15
PC18. update the therapist/doctor regarding the patient and his/her performance/limitations or any other area of concern	-	-	-	-
PC19. carry out regular follow-up with patients as per therapists/doctor's instructions	-	-	-	-
NOS Total	43	60	40	50

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4005
NOS Name	Conduct yoga therapy sessions for diabetic patients as per directions
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	3
Version	2.0
Next Review Date	NA

Qualification Pack

HSS/N4006: Conduct yoga therapy sessions for palliative care as per directions

Description

This Occupational Standard describes the skills and knowledge required to carry out yoga therapy session based on the client needs and as per orders for palliative care

Scope

The scope covers the following :

- Perform therapeutic yoga for palliative care

Elements and Performance Criteria

Perform therapeutic yoga for palliative care

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

- PC1.** introduce oneself to the patient
- PC2.** interpret the prescription for identified yoga therapy session as per medical condition
- PC3.** modulate therapies as per patient needs based on doctors advice without affecting the overall outcome and process
- PC4.** conduct therapeutic yoga for palliative care
- PC5.** inform to patients regarding benefits and limitations of the practices
- PC6.** motivate the patients for doing the practices regularly
- PC7.** follow-up with patients as per therapists/doctor's instructions
- PC8.** update the therapist/doctor regarding patients performance
- PC9.** conduct breathing exercise for stress management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** policies and procedures followed for palliative care services
- KU2.** role and importance of the helpdesk for supporting services.
- KU3.** safety and environmental aspects related to workplace operation
- KU4.** relevant organizational standards, regulations and guidelines
- KU5.** relevant Workplace Health and Safety (WHS) legislation
- KU6.** safety requirements set by accreditation agencies or statutory bodies
- KU7.** about basics of chanting, mudra
- KU8.** basic lifestyle management including aharcharya and physical activity
- KU9.** normal values of vital parameters
- KU10.** importance of palliative care

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- KU11.** psychology of patients towards changes at physical, mental and social level
- KU12.** process for meditation and pranayama, along with the relaxing yoga poses
- KU13.** importance of being empathetic in approach and sensitivity
- KU14.** importance of inclination towards spirituality
- KU15.** importance of assessment of prescription, orders/consent forms, clinical details etc related to diseases condition
- KU16.** how to measure and record patients vital
- KU17.** concept of Body Mass Index (BMI)
- KU18.** importance of relaxation postures and yoga nidra, yoga poses (asanas), regulated breathing techniques (pranayama), diaphragmatic breathing , deep yogic breathing, balancing, calming mudra , internalized awareness
- KU19.** dos and donts for patients related to yoga therapy for palliative care
- KU20.** about ahara concept (diet) during palliative care
- KU21.** concept of hatha yoga in body, mind and spirit.
- KU22.** importance of asanas in clearing out toxins from human body
- KU23.** about yoga as holistic healing for patients
- KU24.** importance of yoga in reducing anxiety and stress.

Generic Skills (GS)

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

- GS1.** document findings and procedure details completely and accurately
- GS2.** read and interpret instructions and prescriptions
- GS3.** demonstrate communication skills as required by specific work role
- GS4.** demonstrate active listening skills
- GS5.** interpret and follow verbal instructions
- GS6.** report incidents in line with organisation requirements
- GS7.** select and use appropriate attire
- GS8.** complete all activities accurately and in a timely manner
- GS9.** ensure that all activities related to yoga therapy are performed considering participants benefits
- GS10.** solve problems including the ability to use available resources and prioritise workload

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform therapeutic yoga for palliative care</i>	38	20	21	20
PC1. introduce oneself to the patient	-	-	-	-
PC2. interpret the prescription for identified yoga therapy session as per medical condition	-	-	-	-
PC3. modulate therapies as per patient needs based on doctors advice without affecting the overall outcome and process	-	-	-	-
PC4. conduct therapeutic yoga for palliative care	-	-	-	-
PC5. inform to patients regarding benefits and limitations of the practices	-	-	-	-
PC6. motivate the patients for doing the practices regularly	-	-	-	-
PC7. follow-up with patients as per therapists/doctor's instructions	-	-	-	-
PC8. update the therapist/doctor regarding patients performance	-	-	-	-
PC9. conduct breathing exercise for stress management	-	-	-	-
NOS Total	38	20	20	20

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4006
NOS Name	Conduct yoga therapy sessions for palliative care as per directions
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	4
Credits	3
Version	2.0
Next Review Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ set of NOS.
4. 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 criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to

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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/N4001.Prepare the unit as per yoga therapy needs	50	60	20	25	155	15
HSS/N4002.Carry out initial interaction with individuals for proposed yoga therapy as per directions	30	-	20	20	70	10
HSS/N4003.Conduct yoga therapy session as per prescribed advice	79	100	21	35	235	25
HSS/N4004.Conduct post yoga therapy session review	38	30	20	20	108	15
HSS/N9615.Maintain interpersonal relationship with client, 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	-	9	30	59	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	269	220	90	130	709	90

Elective: 1 Diabetes Care

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N4005. Conduct yoga therapy sessions for diabetic patients as per directions	43	60	40	50	193	10
Total	43	60	40	50	193	10

Elective: 2 Palliative Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N4006. Conduct yoga therapy sessions for palliative care as per directions	38	20	20	20	98	10
Total	38	20	20	20	98	10

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
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
AYUSH	Ayurveda, Yoga, Unani, Siddha, Homeopathy

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Glossary

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

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.